REGULAR MEETING
DESTIN CITY COUNCIL
MARCH 4, 2024
ANNEX COUNCIL CHAMBERS
6:00 PM

*****Core Value of the Month - Professional Development of Officials, Staff, and Volunteers*****

CALL TO ORDER

*** INVOCATION**

PLEDGE OF ALLEGIANCE

AGENDA APPROVAL *(Matters not specifically listed on the agenda may be added and acted upon with a super-majority vote of the Council members present and eligible to vote on the matter)*

1. **PROCLAMATIONS / RECOGNITIONS / SPECIAL / **PUBLIC PRESENTATIONS / ANNOUNCEMENTS**
   A. Flood Awareness Week - March 4-10, 2024
   B. Tourist Development Council (TDC) Updates
   C. Destin Little League - Presentation
2. **PUBLIC COMMENTS (Section 5 - Public Hearings has separate public comments time for these items)** (Note: Individual speakers will be limited to 3 minutes. At the discretion of the mayor, this 3 minute allowance may be adjusted depending on the level of business coming before the City Council)
3. ***** CONSENT AGENDA**
   A. Resolution 24-05 - Destin's Independence Day Fireworks Approval
   B. Gulf Shore Drive Extension Construction Agreement-3rd Amendment (to April 30, 2024)
   C. Approval of minutes of February 5, 2024 Regular City Council Meeting
4. **CITY MANAGER REPORTS**
   A. Destin Youth Council - Workplans
   B. RFP 23-13-PW Paid Parking Solution, authorization to negotiate and execute a 3-year contract
   C. Paid Parking Fees and Taxes - Direction from Council
   D. Fuel and Pollutant Abatement Plan
   E. Dolphin Point- Public Parking Removal Request and Project Update
   F. Draft Minutes of Standing Board & Committees - For Information Only
   G. Announcements
5. **PUBLIC HEARINGS**
6. **COMMENTS / PRESENTATIONS FROM MAYOR, COUNCIL, AND CITY ATTORNEY**
   A. Councilmember Stephens
   B. Councilmember Geile

1) Project Status/Updates

C. Councilmember Destin

D. Councilmember Bagby

E. Councilmember Hebert

F. Councilmember King

G. Councilmember Schmidt

H. Mayor Wagner

1) Annexation

I. City Attorney

7. PUBLIC COMMENTS (Comments from the public on any matters considered at the meeting, or on any matters not on the agenda)

8. ADJOURN

* Any invocation that is offered before the official start of the City Council meeting shall be the voluntary offering of a private person, to and for the benefit of the City Council. The views or beliefs expressed by the invocation speaker have not been previously reviewed or approved by the City Council, or the City staff, and the City is not allowed by law to endorse the religious beliefs or views of this, or any other speaker. Persons in attendance at the City Council meeting are invited to stand during the opening invocation and Pledge of Allegiance. However, such invitation shall not be construed as a demand, order, or any other type of command. No person in attendance at the meeting shall be required to participate in any opening invocation that is offered. A person may exit the City Council Chambers and return upon completion of the opening invocation if a person does not wish to participate in or witness the opening invocation.

** To be placed on the agenda under public presentations, citizens must contact the City Manager or City Clerk's office one (1) week prior to the scheduled City Council Meeting, completing a Speakers Request Form and providing any accompanying documentation as requested in the form's instructions.

*** All items listed under Consent Agenda are considered to be routine by the City Council and will be enacted by one motion. There will be no separate discussion of these items. If discussion is desired, that item will be removed from the Consent Agenda and may be considered separately.
If a person decides to appeal any decision made by the Council with respect to any matter considered at this meeting, he/she may need a record of the proceedings, and for such purpose, he/she may need to ensure that verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. FS 286.0105.

Persons with disabilities who require assistance to participate in City meetings are requested to notify the City Clerk's Office at (850) 837-4242 in advance. Hearing Impaired: TTY: 711. Assistance also available through Human Resources, Title VI Coordinator, at (850) 837-4242. Personas con discapacidades que necesitan asistencia o personas que necesiten ayuda con un idioma para participar en las reuniones de la ciudad, deberán notificar la oficina de la Secretaria Municipal al (850) 837-4242 antes de la reunión. Discapacidad auditiva: TTY: 711 (Solicitar Espanol CA). La ayuda tambien está disponible por Recursos Humanos, Coordinador del Título VI, al (850) 837-4242.

All regularly scheduled city council meetings will be streamed live via the city's YouTube channel, www.youtube.com/CityofDestin. Past council meetings can also be viewed here. Please visit our agenda center on the city website at www.cityofdestin.com/agendas.

City of Destin

Proclamation

FLOOD AWARENESS WEEK

WHEREAS, the City of Destin has experienced severe weather in the past in the form of extreme rainfall or tropical system events resulting in flooding, and this flooding has caused damage and flood losses to homes and buildings in all areas whether they are high-risk special flood hazard areas or low to moderate risk flood zones; and

WHEREAS, the City of Destin is a voluntary participant in the National Flood Insurance Program that provides residents with the opportunity to protect themselves against flood loss through the purchase of flood insurance at reduced insurance premium rates as well as setting higher regulatory standards to reduce the flood risk and potential flood damage to their property; and

WHEREAS, the reduction of loss of life and property damage can be achieved when appropriate flood preparedness, control, and mitigation measures are taken before a flood; and

WHEREAS, public education and awareness of potential weather hazards and methods of protection are critical to the health, safety and welfare of residents, the Florida Floodplain Managers Association (FFMA), has declared the week of March 4, 2024, as ***Flood Awareness Week*** to promote awareness and increase knowledge of flood risk, the availability of flood insurance, flood protection methods, and how to prepare for emergencies.

NOW, THEREFORE, be it resolved that the Council of the City of Destin Florida, do hereby proclaim the week of March 4, 2023, as ***FLOOD AWARENESS WEEK*** in the City of Destin and further encourage the citizens of Destin to increase their knowledge of how to protect themselves and their property from flooding.

SO, DONE THIS 4TH DAY OF MARCH 2024
BY:

_____

Bobby Wagner, Mayor

Destin City Council
March 4, 2024

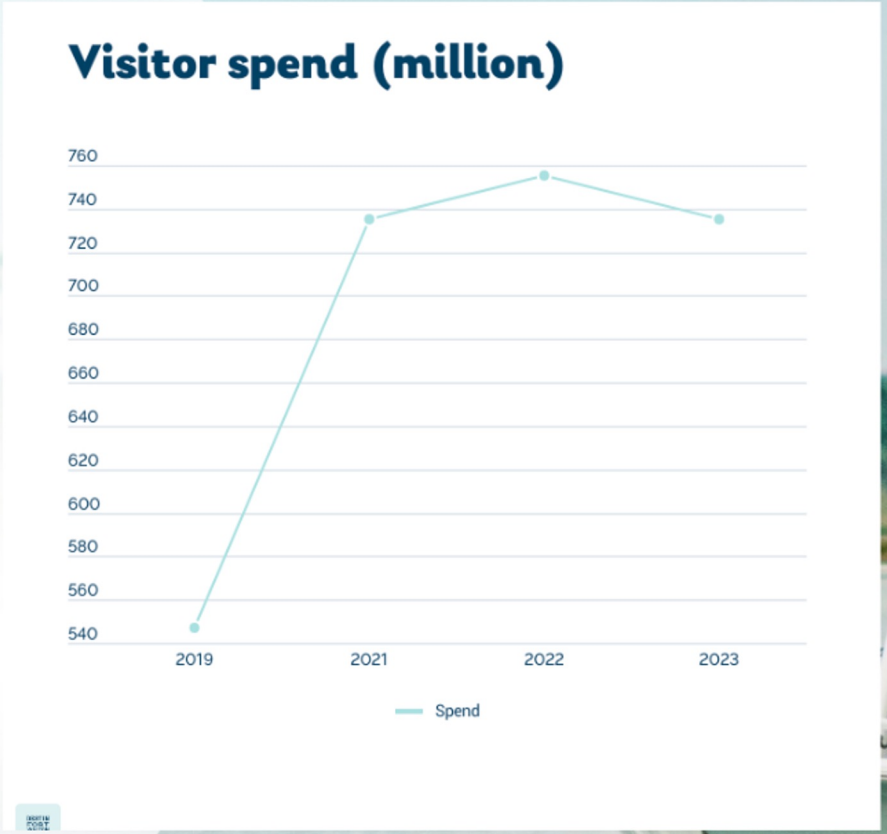
2023 IMPACT

Number of Visitors

2019 - 7.3 million
2020 - 6.0 million
2021 - 8.3 million
2022 - 7.9 million
2023 - 7.8 million

Visitor spend locally

2019 - $574 million
2021 - $735 million
2022 - $755 million
2023 - $734 million



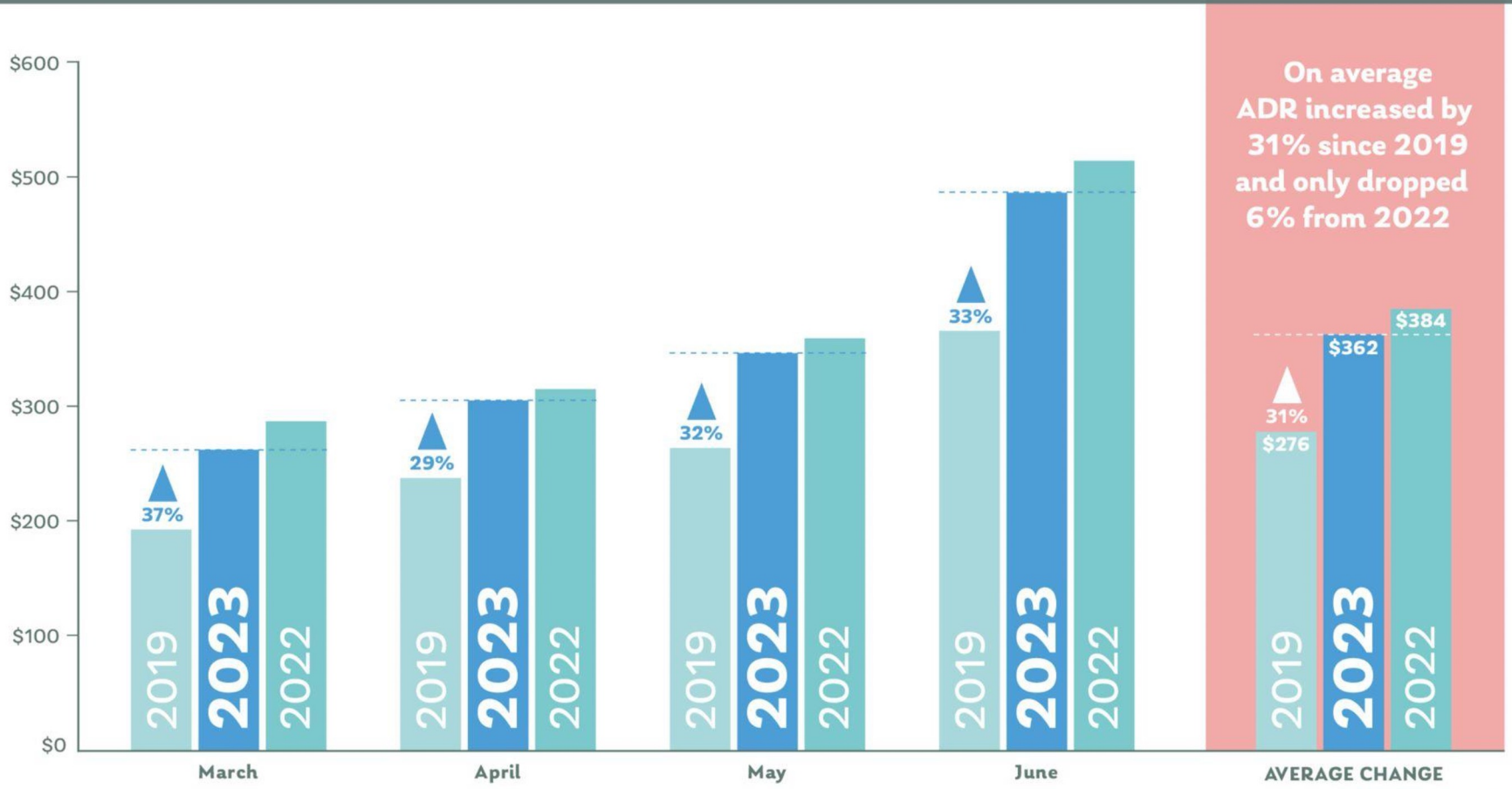
DESTIN FORT WALTON BEACH FLORIDA

COUNTY-WIDE TOURISM NUMBER OF UNITS/BREAKDOWN

15,497 total units

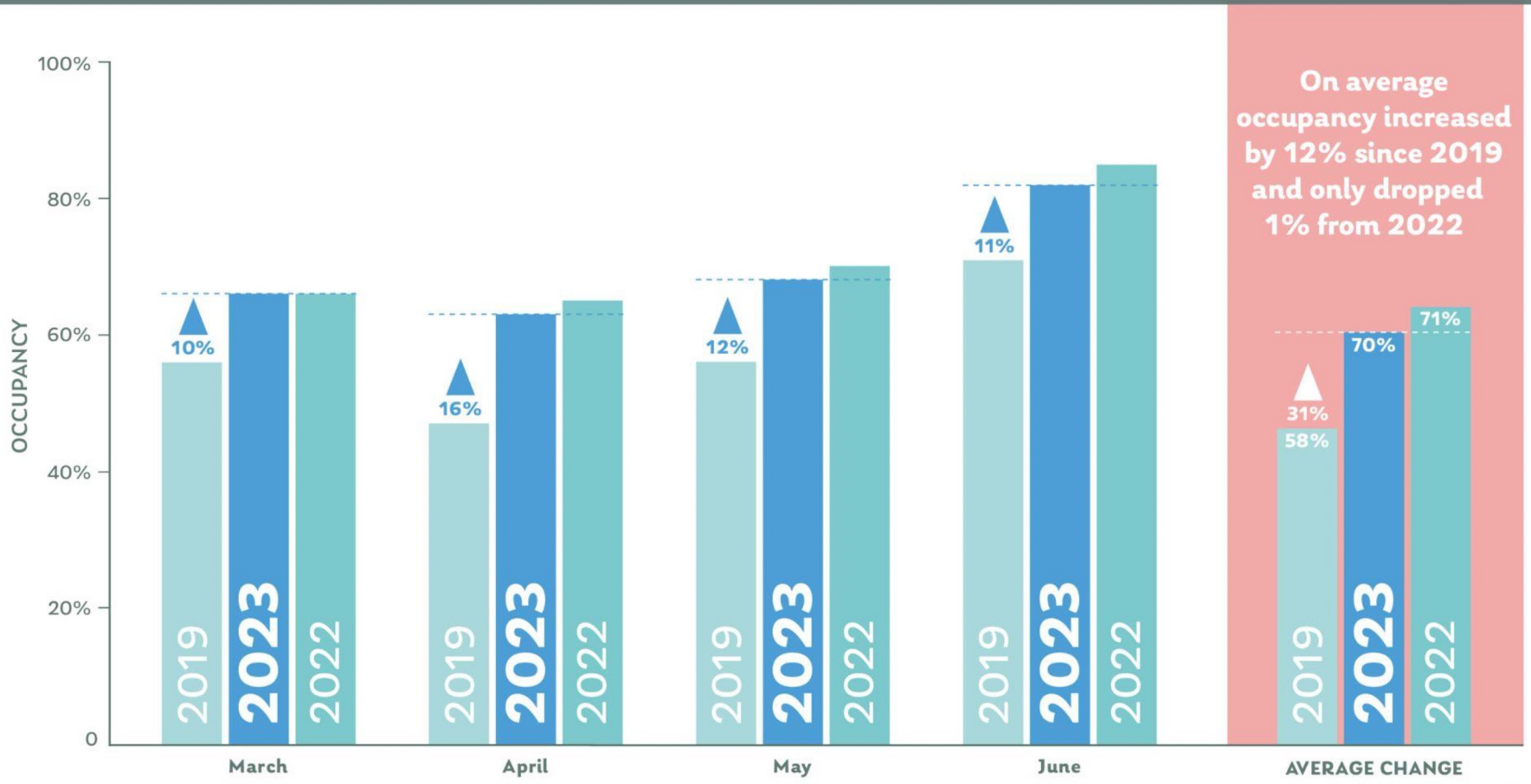
	Subdistrict	Expansion
Condo	7,381	17
Hotel/Motel	4,559	1,841
Vacation Rental	1,388	241
Other	40	30
Total	13,368	2,129

Short-Term Rental ADR



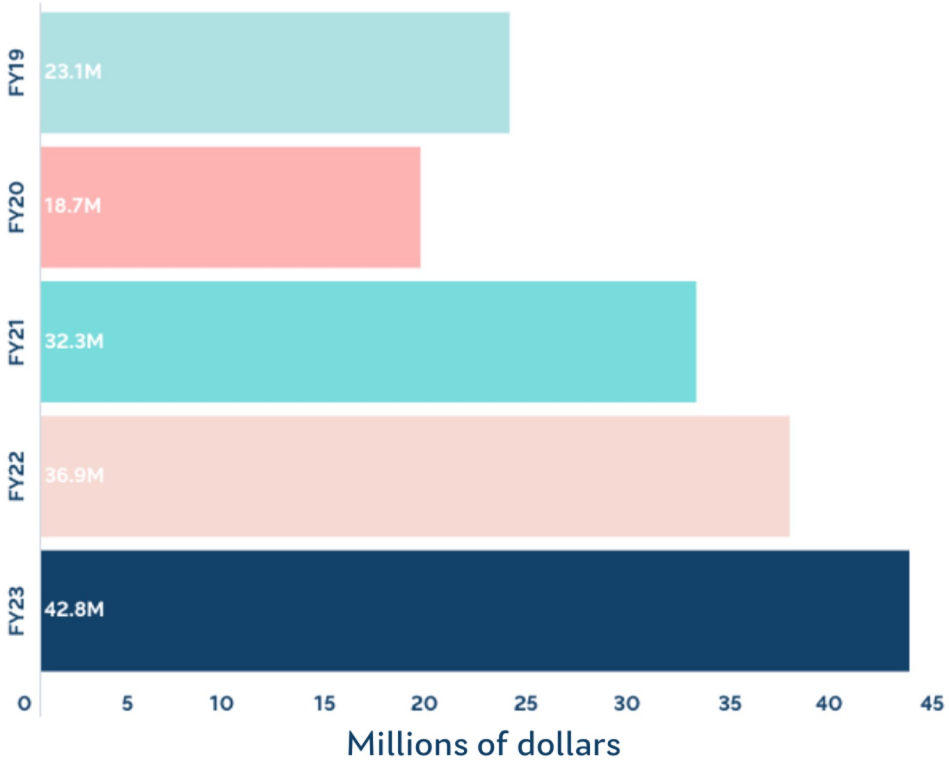
KEYDATA

Short-Term Rental Occupancy

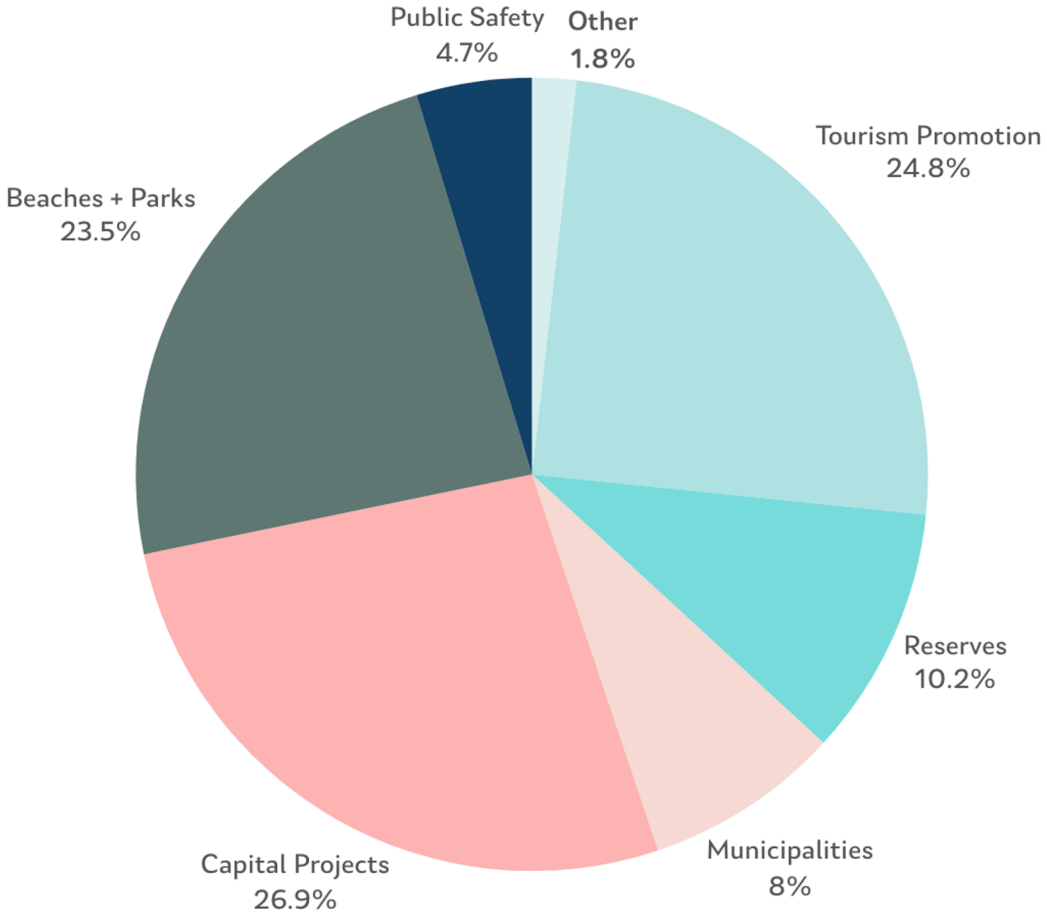


KEYDATA

Tourism Tax Revenue

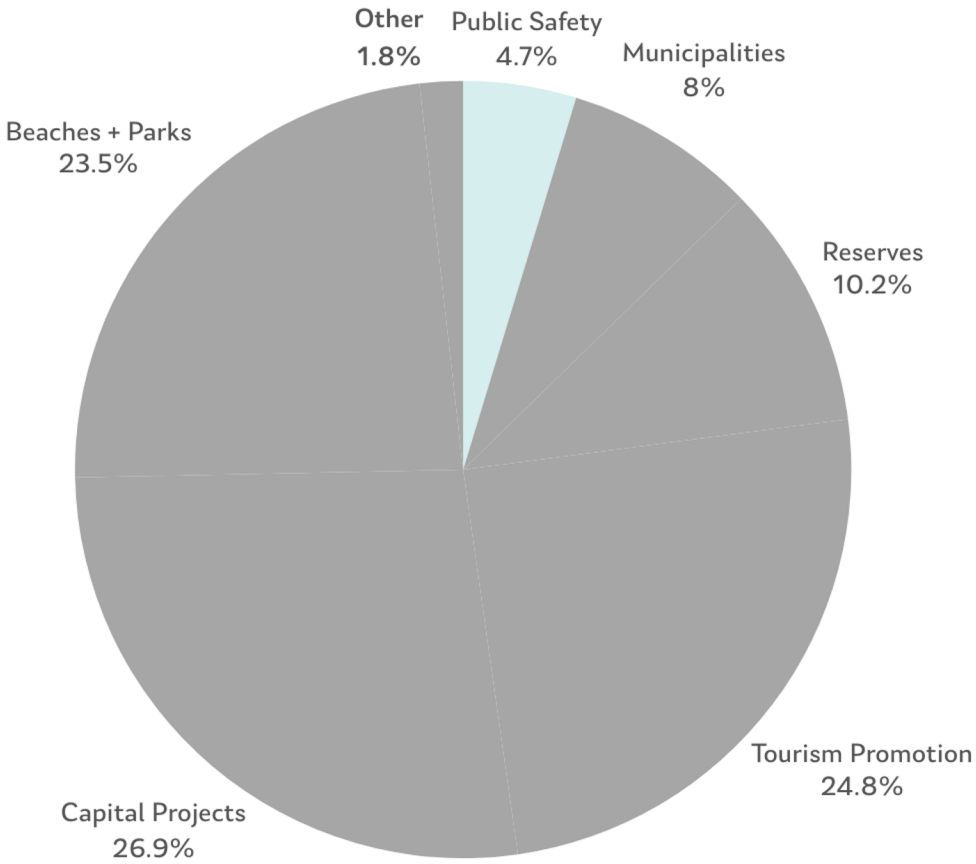


REINVESTING TO RECREATE



MUNICIPALITIES	FY 2022	FY 2023	SPEND TO DATE
CINCO BAYOU	$70,123	$92,417	$0
CRESTVIEW	$403,205	$531,399	$14,500
DESTIN	$1,700,472	$1,491,115	$864,077
FORT WALTON BEACH	$631,103	$831,754	$7,197
LAUREL HILL	$35,061	$46,209	$0
MARY ESTHER	$175,306	$231,043	$340,127
NICEVILLE	$350,613	$462,086	$0
SHALIMAR	$52,592	$69,313	$71,422
VALPARAISO	$87,653	$115,521	$0
	$3,506,128	$3,870,857	$1,297,323

PUBLIC SAFETY



BEACH 44144

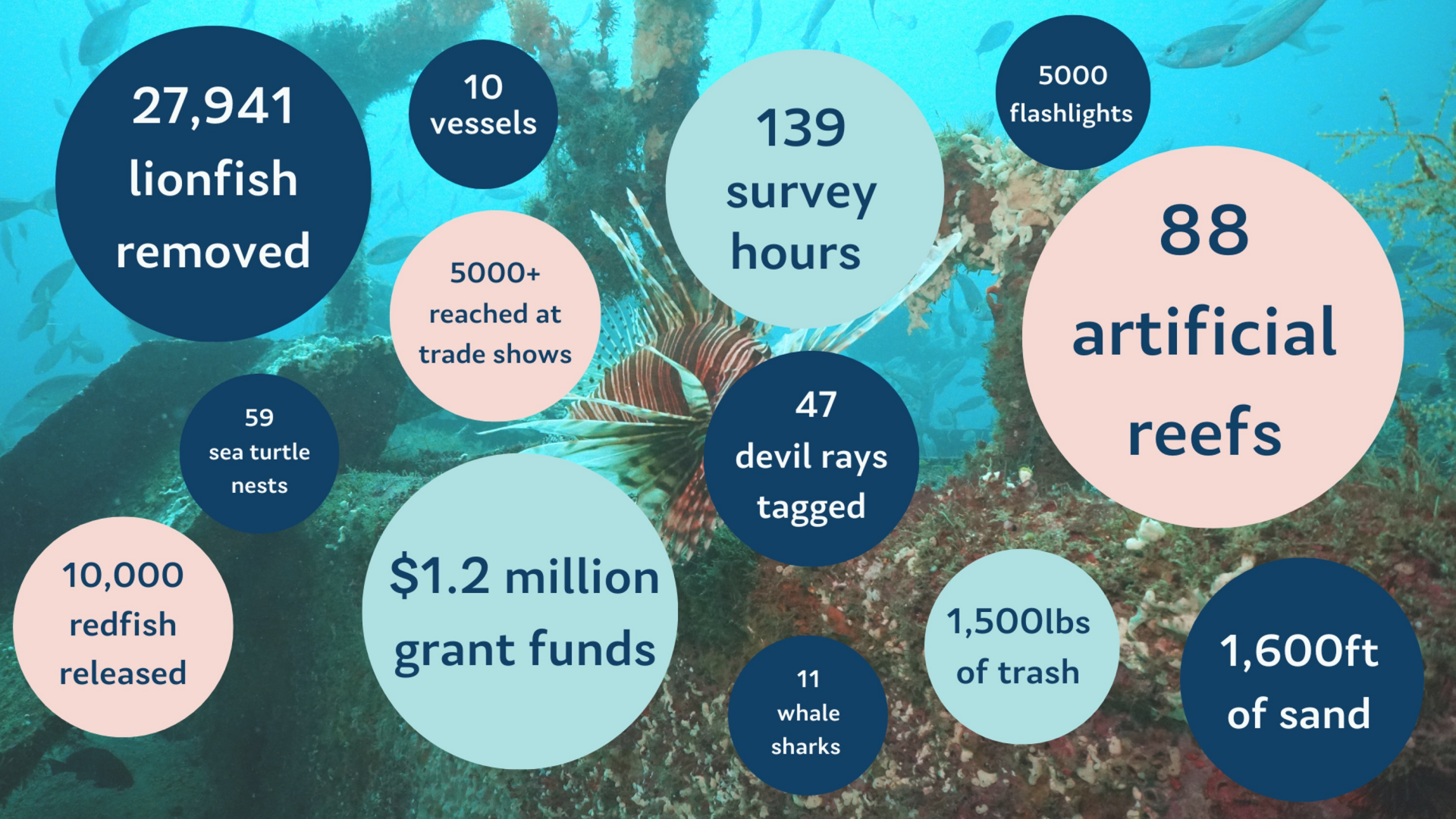
Sign-ups

FY22 - 12,942
FY23 - 45,342

Messages

FY22 - 1,116,719
FY23 - 2,458,139

COASTAL RESOURCES


27,941 lionfish removed
10 vessels
139 survey hours
5000 flashlights
88 artificial reefs
5000+ reached at trade shows
59 sea turtle nests
47 devil rays tagged
10,000 redfish released
$1.2 million grant funds
11 whale sharks
1,500lbs of trash
1,600ft of sand

DESTIN FORT WALTON BEACH FLORIDA

CONVENTION CENTER

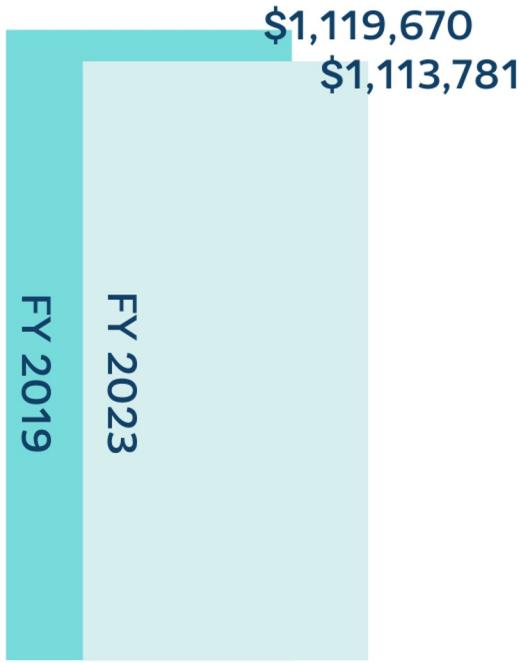
ECONOMIC IMPACT

4.6M
Annual direct spending

6.6M
Annual total output

145K
Annual sales + lodging tax revenues

1.9M
Annual earnings (~60 jobs)



Revenues totaled 95% of our pre-pandemic banner year!

LODGING PARTNERS

% of Group business

- Henderson Resort 30%
- The Island Resort 22-24%
- Hilton Garden Inn 18%
- Holiday Inn 22%

FAIRGROUNDS

SPORTS

BEACH BASH

3,900 attendees
4,225 Room Nights
$4,507,162

FC DALLAS

1,895 attendees
2,016 Room Nights
$1,837,434

ATHLETIC CHAMPIONSHIP

2,975 attendees
1,650 Room Nights
$3,951,057

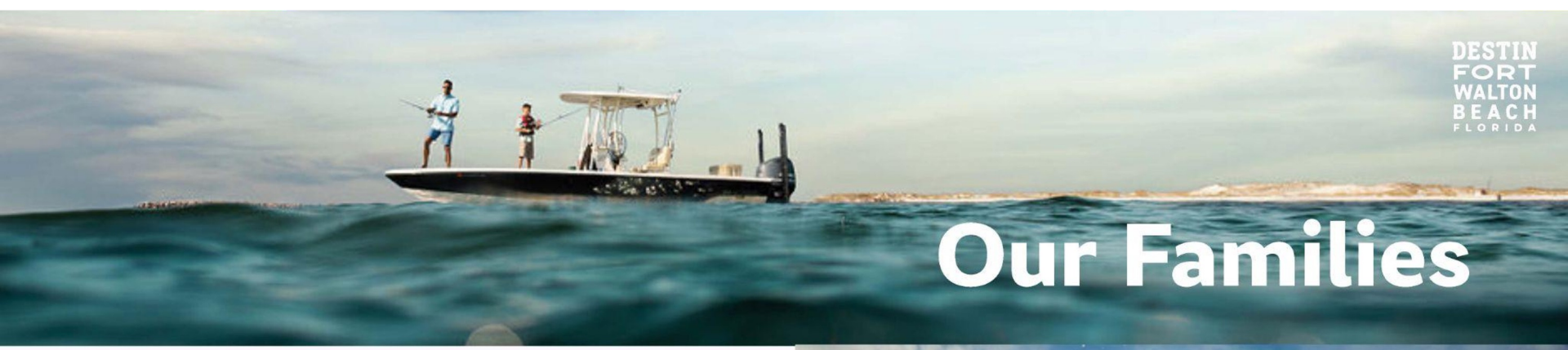
EMERALD COAST CLASSIC

3,216 attendees
8,576 Room Nights
$6,298,942

2024 Strategic Marketing Plan

Mission:
Make time spent here, whether visiting, living, or working, more valuable to all.

We get kids outside on the water to give their adventurous side room to grow.
DESTIN
FORT
WALTON
BEACH
FLORIDA



DESTIN FORT WALTON BEACH FLORIDA

Our Families

KIDS AGE 3-10

"MILLENNIAL" PARENTS

NEW EXPERIENCES SLOW TIME DOWN

ADVENTURES ARE A CHALLENGE

SELF CONFIDENCE IS PRICELESS

Global Trends

IMPLICATIONS FOR 2024

HIGH ENERGY COSTS AND COST OF LIVING

WEATHER VOLATILITY

ELECTION YEAR

Travel Trends

IMPLICATIONS FOR 2024

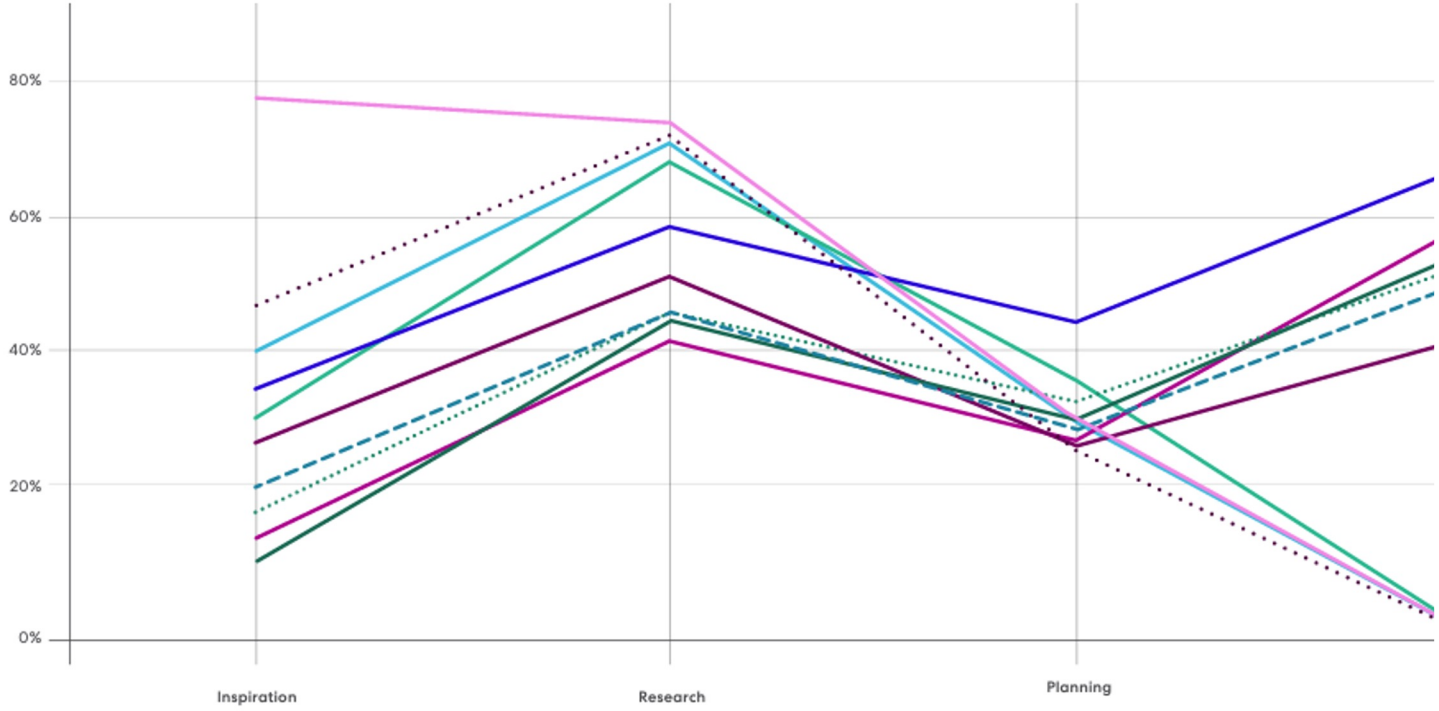
TRAVEL IS A RIGHT

MORE COMPARISON SHOPPING

KIDS INFLUENCE DECISION

FY23 Learnings

Travelers visit an average of 38 websites before booking



Resources used throughout the travel path to purchase

Travelers use a variety of resources throughout the path to purchase, but turn to different resources for different phases of the journey.

- Social media
- Destination site
- Search engine
- OTA
- Meta travel site
- Vacation rental site/app
- Rail site/app
- Hotel site/app
- Airline site/app
- Car rental site/app

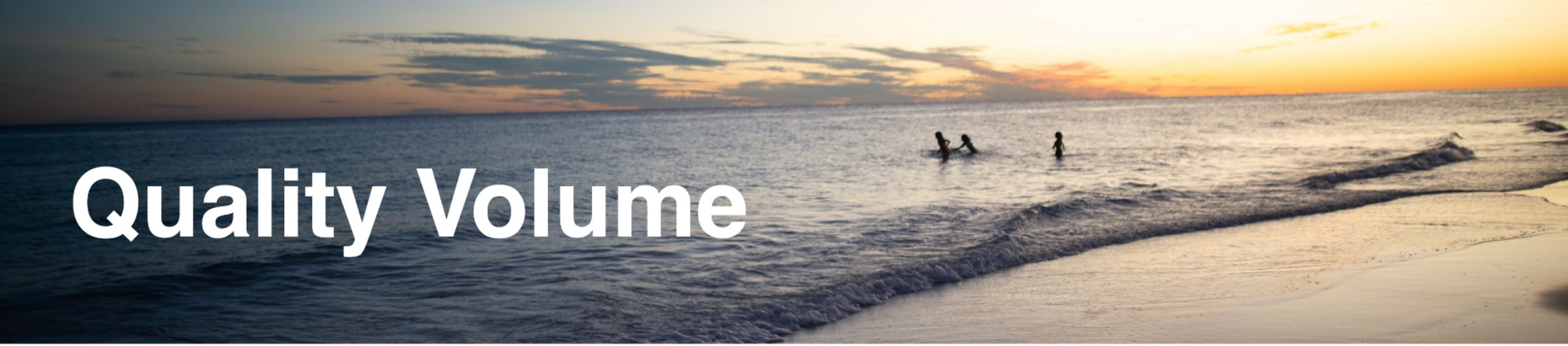
2024 Paid Media

DESTIN
FORT
WALTON
BEACH
FLORIDA

Strategy

Create **interest** and help more families **commit** to Destin-Fort Walton Beach during their **inspiration and research phase.**

Drive more **quality volume** by remarketing to “intenders”, testing new markets and promoting new products.



Quality Volume

- 20% to national Google effort to “grab the interested”
- Broadcast in more core markets
- Consider digital placements on OTAs and other top funnel sites
- Start earlier. Families are already planning! Test and refine

FY24 Strategies

Core Market Focus / National Intenders

Atlanta
Chicago
Cincinnati
Detroit
Houston
Indianapolis
Nashville
Orlando

TV Markets

Digital Markets

Dallas/Ft. Worth
DC/NoVa
Minneapolis
New Orleans
Memphis
St. Louis

20% US /
85%+ Budget

National Intenders

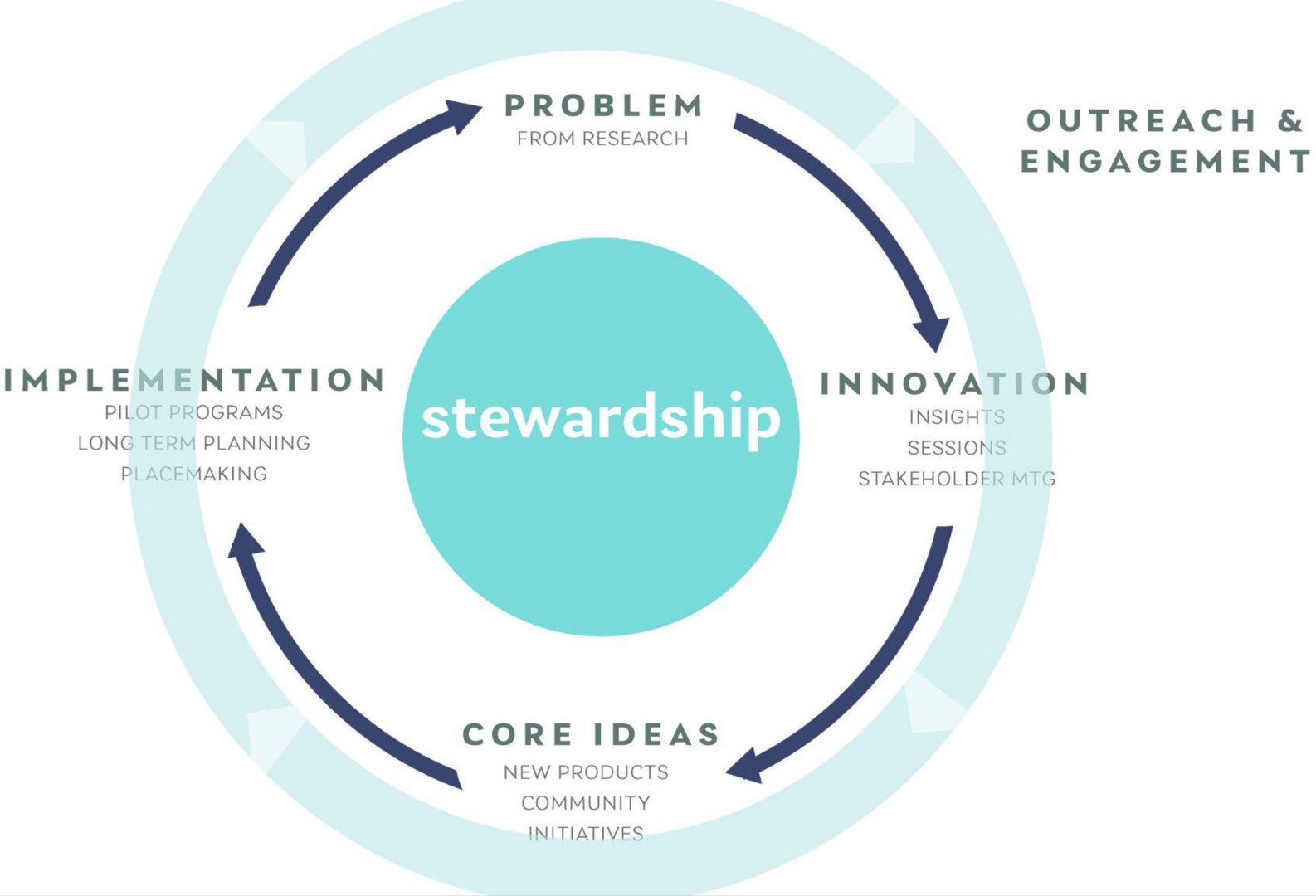
10-15% Budget

FY24 Potential Media Partners

Destinfwb.com

Website

Destination Stewardship
DESTIN
FORT
WALTON
BEACH
FLORIDA


PROBLEM
FROM RESEARCH
OUTREACH &
ENGAGEMENT
IMPLEMENTATION
PILOT PROGRAMS
LONG TERM PLANNING
PLACEMAKING
stewardship
INNOVATION
INSIGHTS
SESSIONS
STAKEHOLDER MTG
CORE IDEAS
NEW PRODUCTS
COMMUNITY
INITIATIVES

At a Glance

4-YEAR GROWTH

1 **Four NEW products**
Research and Development mindset

2 **10 Packs to 30 Little Adventures**
Application of insights

3 **5 to 50 Scouts**
Welcoming and Friendly

4 **20,000+ people engaging**
Scout conversations, classes, packs

5 **40 small businesses**
Lowering the barrier for Mom

2023 Classes

DESTIN FORT WALTON BEACH FLORIDA

GET ONBOARD

PINFISH PATROL

SEE CREATURES

SURF'S UP

CAST AWAY

CAST + CONSERVE

SNORKEL SQUAD

SURF'S UP TEEN

By the Numbers

YOY GROWTH

1 **500 classes on the books**
381 executed; 112 canceled; 30% cancel rate
2022: 71 executed

2 **2,395 kids took a class**
2022: 264 kids

3 **Introduced 4 new classes**
2023: 8 class types, 9 small businesses
2022: 4 class types, 5 small businesses

4 **12 locations utilized**
2022: 2 stationary locations

5 **4 operational outposts including van**
2022: 1.5 stationary outposts

Why wait? Start your free adventure now!

Reel Time
CHARTER FISHING FOR FAMILIES

HARBOR DOCKS' 28TH ANNUAL
TAKE A KID

REEL TIME

THANK YOU

SPEAKER'S FORM
City of Destin Council Meeting

In an effort to better serve the community, the City Council requests that items or requests to be presented before Council be provided to the City Clerk by noon Tuesday of the week prior to the meeting. **Any related materials that you wish to distribute to Council in support of your item, including any Power Point presentation, must be submitted at that time as well**. This will give Council adequate time to review your request and make any necessary inquiries. In addition, the staff may need to contact you in response to your topic of concern or in response to action directed by the Council.

As you complete the form below, please note that **certain fields marked by * are required.**. Late or incomplete forms, particularly where required information is omitted, will be deferred by Council to a future meeting pending receipt of all information.

Please limit your presentation to five minutes. All comments should be directed to the Mayor.

The City of Destin appreciates your cooperation and adherence to these guidelines.

******* PLEASE PRINT *******

DATE OF REQUEST: 2/27/24 ***COUNCIL MEETING DATE: 3/4/24**

***NAME: Destin Little League, Inc.** ***PHONE #: n/a**

ADDRESS: 711 Hickory Street **EMAIL: destinlittleleague@gmail.com**

***TOPIC/ISSUE To thank the city for the partnership with the league, update the council on current/ongoing projects, and to request support/further partnership moving forward.**

***HAVE YOU SPOKEN WITH CITY STAFF ABOUT THIS ISSUE? If so, who and when?**
n/a

***DESIRED ACTION BY COUNCIL? To give direction to staff members to work with us on continuing the collaboration and partnership to plan large upgrades and work to update lease.**

PRESENTATION MATERIALS ATTACHED?: YES X NO #OF PAGES

LEASE OF DALTON THREADGILL PARK

STATE OF FLORIDA
COUNTY OF OKALOOSA

This lease made effective this first day of January, 2022, by and between the CITY OF DESTIN, herein called CITY, and DESTIN LITTLE LEAGUE, INC., herein called LEAGUE.

1. PREMISES – CITY leases to LEAGUE, and LEAGUE hires from CITY, the premises known as Dalton Threadgill Park, Hickory Street, Destin, Florida, consisting of three (3) ball fields, bleachers, concession stands, restrooms, fences and light poles located on the property further described on Attachment "A" to this lease herein referred to as "premises". LEAGUE shall have exclusive use of the premises during their official season from January 1 through July 31 annually. This does not prohibit the CITY'S use of the premises if mutually agreed upon by both parties in writing. CITY shall have exclusive use of the premises, excluding the concessions building, during the LEAGUES off-season from August 1 through December 31 annually. During this timeframe the City may elect to schedule appropriate activities on the premises. This does not prohibit the LEAGUE'S use of the premises if mutually agreed upon by both parties in writing. The City Manager shall have the discretion to permit the LEAGUE's use of the premises during the inactive season. Said permission shall always be in writing.

2. TERM – The term of this lease is five (5) years, beginning January 1, 2022, and ending July 31, 2026. The City shall have the right to terminate this lease if it provides notice to the LEAGUE at least sixty (60) days prior to the start of the LEAGUE's season beginning on January 1 of each calendar year. In the event of termination, the CITY agrees to make reasonable efforts to accommodate the LEAGUE at a different venue.

3. RENT – The total rent under this lease is ten and no/100 dollars ($10.00). Receipt of which is acknowledged by CITY. The LEAGUE'S activities are such that they provide a tangible public benefit to the community which is in alignment with the CITY'S cost recovery program. In the event this lease is terminated prior to its full term, the LEAGUE will be refunded a pro-rata share of the rent paid.

4. USE OF PREMISES, GENERALLY – The premises are leased to the LEAGUE from January 1 through July 31 annually to be used as a ballpark and recreation area for officially sanctioned LEAGUE activities only. LEAGUE agrees to restrict use to such purposes and not to use or permit the use of the premises for any other purpose or by

any other entity or organization without first obtaining the consent in writing of the CITY. LEAGUE further agrees to make no unlawful, immoral or offensive use of the premises, nor to commit any waste, nor allow any nuisance to exist on the premises. LEAGUE shall comply with applicable state and local laws governing the use and occupancy of the lease premises.

5. UTILITIES – CITY shall pay all utilities, including garbage collection, furnished to the premises for the term of this lease, including any installation or hookup charges.

6. BUILDING and GROUNDS MAINTENANCE – It is expressly agreed that the appurtenances, buildings and all fixtures existing as of the date of this lease are and shall remain the sole and exclusive property of the LEAGUE. LEAGUE shall have primary responsibility for inspection, repair and maintenance of the buildings on the premises. CITY shall have secondary responsibility to inspect, repair or maintain the buildings, or any part thereof. Consequently, partial or complete destruction of the existing buildings shall have no effect upon this lease. LEAGUE agrees to groom (drag/rake) infields, line/chalk fields for league sanctioned activities and police the premises for garbage/litter/debris must clean and sanitize restrooms and concession areas throughout the LEAGUE's active season and during any LEAGUE sponsored activities taking place during the LEAGUE'S inactive season. CITY agrees to provide year-round regular repair and maintenance of the grounds inclusive of mowing, pesticide treatment, fertilization, irrigation, fences and lighting on the premises. CITY agrees to keep the premises free from garbage/litter/debris during the LEAGUE'S inactive season.

7. USE OF MORGAN SPORTS CENTER ENCOURAGED – CITY encourages the expanded use of Flounder and Grouper fields at the Morgan Sports Center by LEAGUE during the LEAGUE'S active season, in exchange for which user and concession fees will be waived. Nothing herein shall be permitted or construed in such a manner as to breach or conflict with Center concession franchises or permits in existence from time to time. League shall appoint a scheduling liaison to be the sole point of contact with the CITY with regards to reserving Flounder and/or Grouper fields. The scheduling liaison will notify the CITY of the dates and times the LEAGUE would like to reserve the fields for practices and/or games. The liaison will solely be responsible for scheduling and communicating with LEAGUE coaches as to their practice and/or game times. Individuals other than the liaison or the LEAGUE President who contact the CITY to reserve fields for LEAGUE activities will be referred to the liaison. As demands for these fields by other organizations continues to increase, the LEAGUE liaison or President will meet with CITY staff each September to estimate their needs for the upcoming LEAGUE season in January, the CITY will place a temporary hold on these fields based on these estimates. After registration is completed in January/February of each year the LEAGUE liaison will meet with the CITY staff to

refine the tentative field reservations to meet the actual needs of the LEAGUE for their season.

8. APPROVAL FOR ALTERATIONS REQUIRED - No alterations or additions of any character shall be made on or to the lease premises by LEAGUE without obtaining the prior written consent of CITY. If alterations or additions are made, they shall be made at the sole expense of LEAGUE. LEAGUE expressly holds CITY, its employees and agents, harmless for any damage or claim arising as a result of such alterations or additions.

9. DUTY TO KEEP PREMISES FREE OF LIENS AND MORTGAGES - LEAGUE shall keep all of the lease premises and every part thereof and all buildings and other improvements at any time located thereon free and clear of any and all mortgages, mechanics', materialman's, and other liens for or arising out of or in connection with work or labor done, services performed, or materials or appliances used or furnished for or in connection with any operations of LEAGUE, any alteration, improvement, or repairs or additions which LEAGUE may make or permit or cause to be made, or any work or construction, by, for, or permitted by LEAGUE on or about the premises, or any obligations of any kind incurred by LEAGUE. LEAGUE shall at all times promptly and fully pay and discharge any and all claims on which any such lien may or could be based. LEAGUE shall provide written notice no less than 30 days in advance of the commencement of any construction, alteration, addition, improvement, or repair so CITY may post appropriate notice of CITY'S non-responsibility. LEAGUE expressly agrees to indemnify CITY for any and all loss incurred by the CITY due to LEAGUE'S failure to comply with this section.

10. IMPROVEMENTS AS PROPERTY OF CITY – The CITY may make improvements, at the expense of the CITY, in order to bring the facilities into compliance with the American's With Disabilities Act as a part of the City Capital Improvements Plan. Such improvements shall be the property of the CITY. LEAGUE will cooperate with CITY in the planning and accomplishment of such reconstruction and improvements.

11. PARTIAL DESTRUCTION OF PREMISES - If at any time during the term of this Lease the lease premises is damaged by fire, act of nature, or other cause beyond the control of LEAGUE and not due to the negligence or wrongful act of the LEAGUE, its employees or agents, and to the extent that continued use of the lease premises is unfeasible, LEAGUE may, on written notice to CITY delivered within thirty (30) days after the damage has occurred, terminate this Lease without any liability of LEAGUE to CITY. CITY shall have no duty to restore the lease premises to operative condition.

12. SIGNS; IDENTIFICATION - LEAGUE shall not erect any sign on or at the lease premises or at the exterior of the premise property without obtaining the advance written approval of CITY. At no time are political signs allowed to be displayed on the premises. CITY agrees that it will not unreasonably withhold its approval.

13. LICENSES AND PERMITS - LEAGUE shall obtain and pay for all permits or licenses that may be required for use and operation of the lease premises.

14. INSURANCE - LEAGUE shall maintain coverage for a general liability policy in an amount of not less than $1 million naming the CITY as an additional insured and certificate holder. LEAGUE'S general liability policy shall be at the sole expense of LEAGUE. Any loss or adjustment or changes in the above coverage requirements shall require the written consent of both CITY and LEAGUE. All of the policies of insurance referred to in this section shall be written in form satisfactory to CITY and by insurance companies satisfactory to CITY. LEAGUE shall pay all the applicable premiums therefore and deliver such policies or certificates thereof, to CITY. CITY shall be entitled, but shall have no obligation, to affect such insurance and pay the premiums therefore, which premiums shall be repayable to CITY by LEAGUE. Each insurer mentioned in this section shall agree, by endorsement on the policy or policies issued by it, or by independent instrument furnished to CITY, that will give to CITY 30 days' written notice before the policy or policies in question shall be altered or canceled. CITY agrees that it will not unreasonably withhold its approval as to the form or to the insurance companies selected by LEAGUE.

15. RIGHT OF ENTRY - At a reasonable time and under reasonable circumstances, the CITY shall have the right to enter and make an inspection of the lease premises during the LEAGUE'S active season. At a reasonable time and under reasonable circumstances, the LEAGUE shall have the right to enter and make inspection of the lease premises during the LEAGUE'S inactive season. LEAGUE shall provide City with keys required to access all facilities on the premises.

16. OPTION TO RENEW – This Lease shall be renewable for successive five (5) YEAR TERM upon mutual consent of the parties, provided LEAGUE performs all of the covenants required of it and tenders to CITY, not later than thirty (30) days before the expiration of any rental period, the rental payment for the next period. CITY agrees to notify LEAGUE of impending expiration of this lease not later than sixty (60) day prior to the expiration of any rental period.

17. INDEMNIFICATION - LEAGUE shall indemnify, defend, save, and hold CITY, its agents and employees, harmless of and from any losses, fines, penalties, costs, damages, claims, demands, suits, and liabilities of any nature, including attorney's fees (including regulatory and appellate fees), arising out of, because of, or due to any accidents arising in any manner on account of the exercise or attempted exercise of LEAGUE'S rights hereunder whether the same regards person or property of any nature whatsoever, regardless of the apportionment of negligence, unless due to the sole negligence of the CITY.

18. SOVEREIGN IMMUNITY - Nothing contained herein is intended to nor shall be construed to waive the CITY'S rights and immunities under the Florida Constitution, common law or Florida Statutes 768.28, as amended from time to time.

19. PROHIBITION OF ASSIGNMENT OR SUBLEASE - LEAGUE may not assign any right, privilege, or license conferred by this Lease; nor may LEAGUE sublet or encumber any part of the lease premises without first obtaining the written consent of CITY. LEAGUE shall not assign or transfer this Lease, or any interest herein, without prior written consent of CITY, and consent to an assignment shall not be deemed to be consent to any subsequent assignment. Any such assignment without such consent shall be void.

20. CONSTRUCTION - The Parties have participated jointly in the negotiation and drafting of this Lease. In the event an ambiguity or question of intent or interpretation arises, this Lease shall be construed as if drafted jointly by the Parties and no presumption or burden of proof shall arise favoring or disfavoring any Party by virtue of the authorship of any of the provisions of this Lease.

21. ENTIRE AGREEMENT - This Lease represents the entire and integrated Agreement between the CITY and LEAGUE and supersedes all prior negotiations, representations or agreements, either written or oral. This Lease may be amended only by written instrument signed by both CITY and LEAGUE.

22. SEVERABILITY - If any section, subsection, term or provision of this Lease or the application thereof to any party or circumstance shall, to any extent, be invalid or unenforceable, the remainder of said section, subsection, term or provision of this Lease or the application of same to parties or circumstances other than those to which it was held invalid or unenforceable, shall not be affected thereby and each remaining section, subsection, term or provision of this Lease shall be valid or enforceable to the fullest extent permitted by law.

23. SUCCESSOR AND ASSIGNS – The provisions of this Lease shall be binding on the parties, their successors and assigns.

24. ATTORNEY'S FEES – If a party of this lease should prevail in any legal action brought to enforce it or for its breach, the parties agree that such prevailing party may recover as part of the judgment reasonable attorney's fees.

25. VENUE - The parties intend that this Lease and the relationship of the parties shall be governed by the laws of the State of Florida. The venue for any action arising out of this Lease shall be exclusively in Okaloosa County, Florida and nowhere else.

26. HEADINGS - The headings of sections are for convenient reference only and shall not be deemed to limit, construe, affect, modify or alter the meaning of such sections or subsections.

IN WITNESS WHEREOF, these parties have executed this Lease the day and year first above written.

Signed in the presence of as Witnesses to CITY

Printed Name: Sharon L. Gardner

Printed Name: Sheri Bethea

CITY OF DESTIN

By Lance Johnson
Its: City Manager

STATE OF FLORIDA
COUNTY OF OKALOOSA

The Foregoing instrument was acknowledged, sworn to, and subscribed before me, the undersigned, by either ✓ physical presence or __ online notarization this 16th day of May, 2022, by Lance Johnson, City Manager of the City of Destin, on behalf of the CITY. He is personally known to me or has produced _____ as identification.

KIMBERLY I. MONTGOMERY
Commission # HH 208274
Expires March 5, 2026

Notary Public
My Commission Expires: 3/5/26

Kimberly I. Montgomery

ATTACHMENT A:

Dalton Threadgill Park

Street Address: 711 Hickory Street
Destin, Florida 32541

Parcel ID Numbers: 00-2S-22-0310-000D-041A
00-2S-22-0310-000D-1820

Legal Description:

Parcel 1:

Lot 375, Block D, according to the Second Revision Plat of Calhoun's Subdivision, Plat Book 2, Page 43-A, Public Records of Okaloosa County, Florida.

Parcel 2:

A portion of Block "D" Calhouns Subdivision of Addition to Destin, Okaloosa County, Florida according to Second Revision Plat recorded in Plat Book 2 at Page 43-A described as follows: Beginning on Stahlman Avenue at Easternmost Corner of lot 375, Thence 204.25' Northwesterly with boundary of Lot 375 to Southern most corner of lot 384; Thence 300' Northeasterly with boundary of Lots 384, 385, and 386 to Easternmost corner of Lot 386; Thence 204.25' more or less Southeasterly to Stahlman Avenue; Thence 300' Southwesterly to Point of Beginning.

Parcel 3:

Lots 182, 183, and 184, Block D of Calhoun's Subdivision of Addition to Town of Destin, Okaloosa County, Florida a Plat of which is on record in the office of the Circuit Court of said County. Each of said Lots faces the East side of Sibert Avenue 100 feet and extends Southeastwardly 300 feet.

Parcel 4:

That portion of the abandoned right of way, formerly known as Sibert Avenue, as described in Okaloosa County Resolution 6F Page 75 and recorded in Official Records Book 1146 at Page 1160 of the Public Records of Okaloosa County, Florida lying Southeasterly of the center line of said Sibert Avenue.

Parcel 5:

That portion of the abandoned right of way, formerly known as Sibert Avenue, as described in City of Destin Ordinance No. 093 recorded in Official Records Book 1440, at Pag3 849-851, of the Public Records of Okaloosa county, Florida, adjacent to said Lot 182 lying Southeasterly of the center line of said Sibert Avenue, having approximate dimensions of 50 feet by 34.99 feet.

Signed in the presence of as
Witnesses to LEAGUE

Printed Name: Lisa FIRTH

Printed Name: Kimberly S. Montgomery

DESTIN LITTLE LEAGUE, INC.

By: Jason J. Alley
Its: President

STATE OF FLORIDA
COUNTY OF OKALOOSA

The Foregoing instrument was acknowledged, sworn to, and subscribed before me, the undersigned, by either ✓ physical presence or ___ online notarization this 2nd day of May, 2022, by Jason J. Alley, as President of DESTIN LITTLE LEAGUE, INC., on behalf of the LEAGUE. He/She is personally known to me or has produced FL. Drivers License as identification.

Sharon L. Gardner
Notary Public
State of Florida
Comm# HH080623
Expires 1/13/2025

Notary Public
My Commission Expires: 1/13/2025

MARCH 4, 2024

ABOUT US

League History

501(c)(3) formed in 1979

Volunteer ran organization

Nearly 400 players
between 5-13 playing this
season

BOSHAMPS
SEAFOOD & OYSTER HOUSE
DESTIN HARBOR
GUEST
HOME
2
6
9
INN
BALL
STRIKE
OUT
SCOREBOARDS DONATED BY:
HARBOR·DOCKS
2023
FLORIDA
9-11 YEAR OLD
DISTRICT 1
CHAMPIONS
BASEBALL

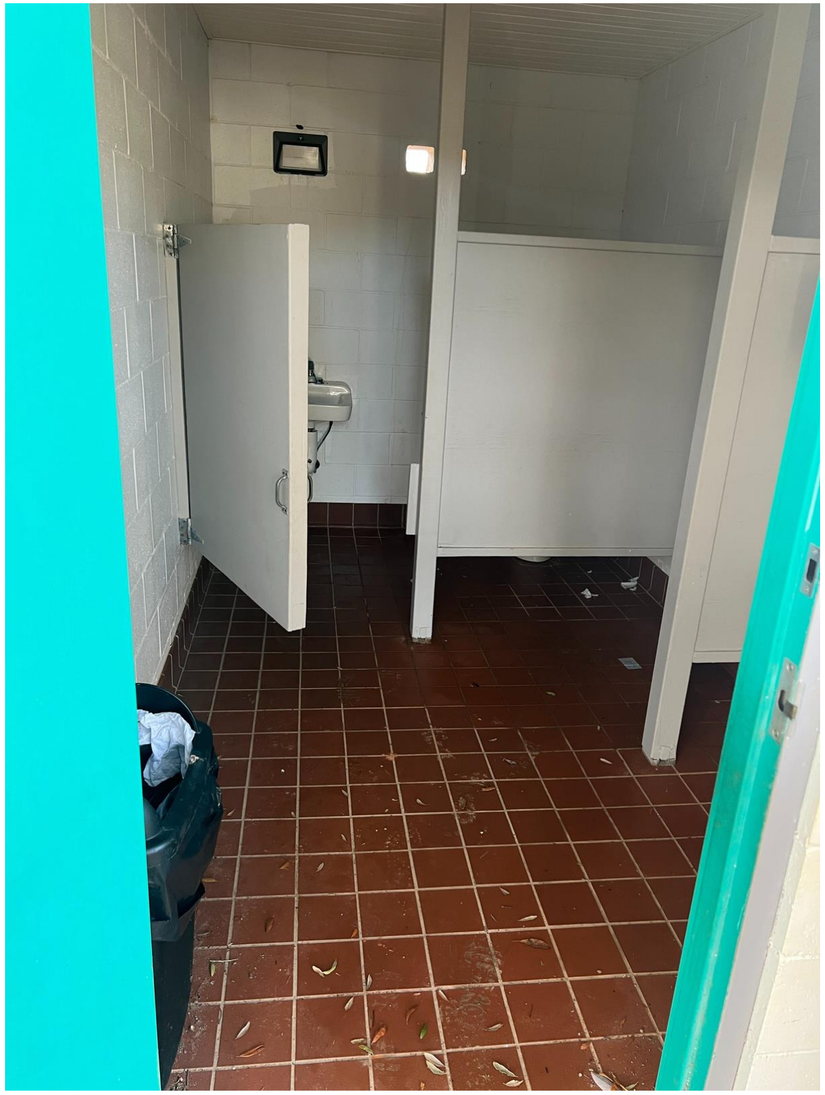
Coache
Players
on F
ing

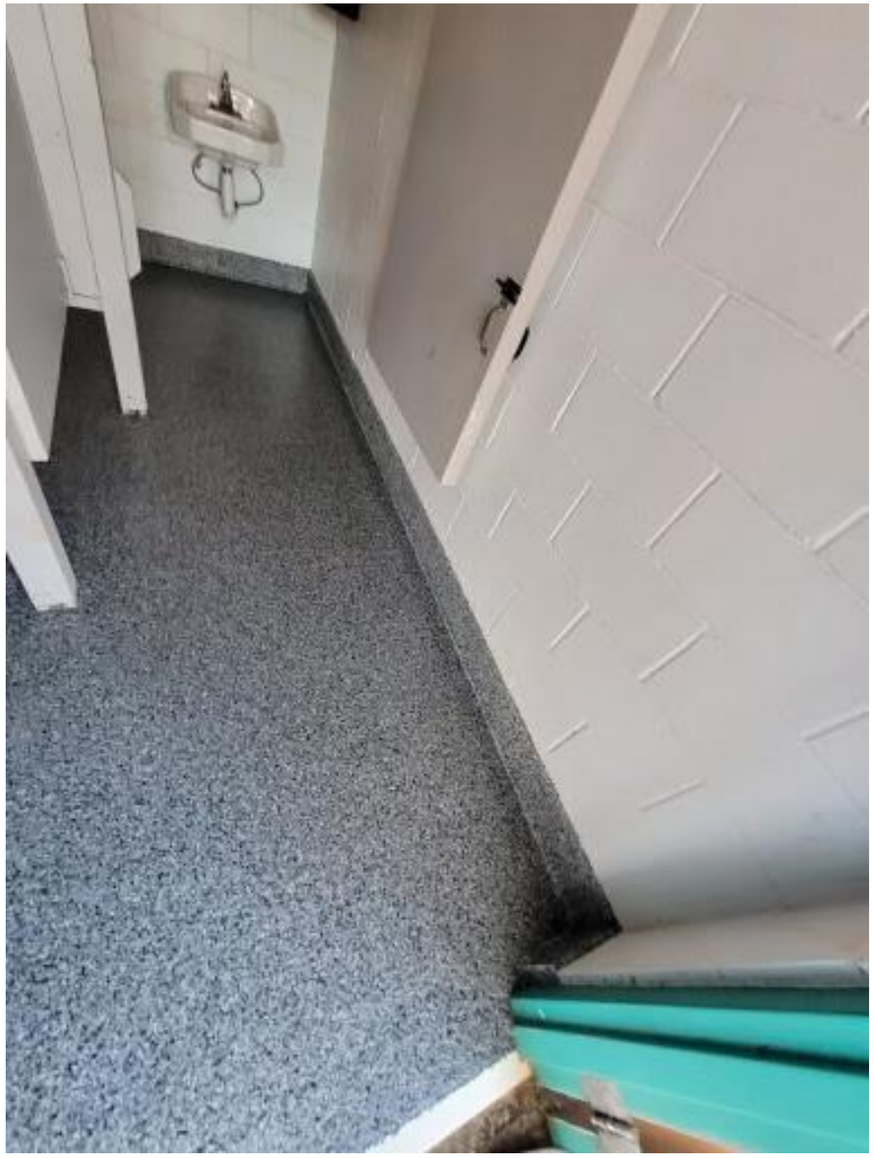
BOSHAMPS FIELD 2022
BOSHAMPS
GUEST
HOME
8
6
3
INN
BALL
STRIKE
OUT
SCOREBOARDS DONATED BY:
HARBOR·DOCKS
2023
FLORIDA
LITTLE LEAGUE
SECTION 1
CHAMPIONS
BASEBALL
RICA COMPANY
sdyck & Associates
McCRANE
INGRAM
FOUNDATION
TERRY AGENCY
INSURANCE & BONDING

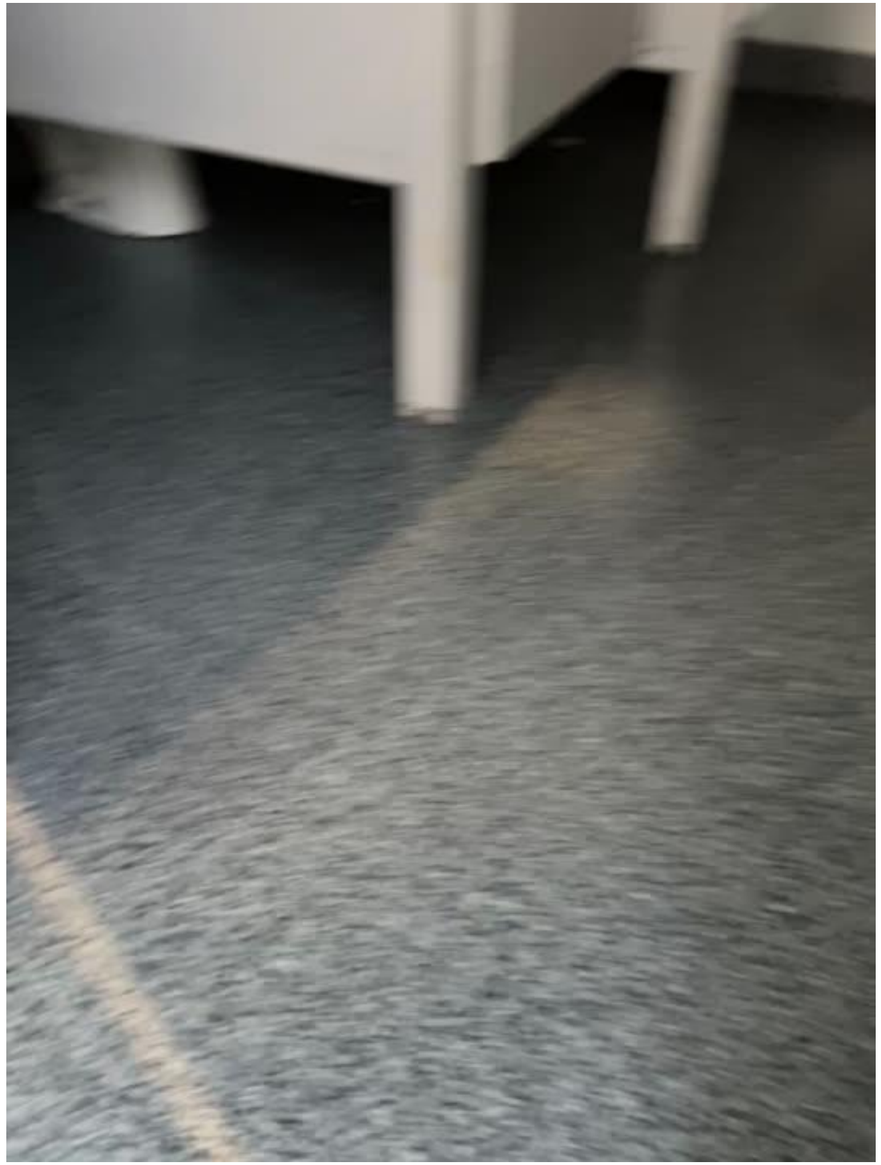
XLERATOR

~~Remove and throw away banners~~
~~- Remove/trash wind screens~~
~~- Collect garbage cans, Stack together~~
~~- Throw away press box "garbage"~~
~~- Match/Pair catcher gear, inventory~~
~~- Test all machines~~
~~- Remove Scoreboard Sponsor signs~~
~~- Organize Press Box~~

DALTON G.
THREADGILL
LITTLE LEAGUE PARK







by the following Sponsors:
ham
on
& Family
rs
ssociation
DESTIN

Welcome to
The Destin
Little
League
"Home of our
Community Future Leaders"

Welcome to
The Destin
Little
League
"Home of our
Community Future Leaders"

THANK YOU!!!!!

ITEM # 2024-7448

CITY OF DESTIN

AGENDA ITEM

COUNCIL MEETING DATE: March 4, 2024
TYPE OF AGENDA ITEM: Consent Agenda
AGENDA OUTLINE NUMBER: 3.A.

TO: City Council

THRU: Louis Zunguze, Interim City Manager
Kimberly Kopp, City Attorney

FROM: Lisa Firth, Parks & Rec Director
Krystal Strickland, Finance Director

DATE: February 28, 2024

SUBJECT: Resolution 24-05 - Destin's Independence Day Fireworks Approval

I. BACKGROUND: The City of Destin outsources the annual Independence Day Fireworks Display. The Parks & Recreation Department does not have the proper licenses or expertise to perform this function. Therefore, it is necessary to contract with a reputable vendor who has the expertise, equipment, licensing and resources. Pyro Shows, Inc. has satisfactorily provided these services for over nineteen years.

II. DISCUSSION: The current request is for a resolution formally adopting the fifth and final contract extension. If this request is approved, this would be the fifth of five annual options for renewal between the City of Destin and Pyro Shows, Inc. to provide the scope of services outlined in RFB No. 18-16-REC for the 2024 Independence Day Fireworks Display, with an amendment to Paragraph 5: Compensation. Pyro Shows will provide our 2024 show at the price of $32,000. The City will receive a $1,500 credit for providing lodging sponsorship, bringing the price down to $30,500.

A. Link to Strategic Goals / Objectives: Strategic Goal #2: Enhance quality of life and safety for families.

B. Effect on Budget (EOB): 2024 Fourth of July Fire Works were included in the 2024 Adopted Budget.

	0157486-534000 SPECIAL EVENTS-CONTRACT SVCS
	$ 70,000
FY 24 Adopted Budget*	70,000
Previous Expenses/Encumbrances	(19,660)
Available Program Budget	50,340
This Agreement +(-)	(32,000)
FY 24 Remaining Program Budget	$ 18,340

**FY 24 Adopted Budget includes Budget for Prior Year Encumbrances*

C. **Level of Service (LOS):**
D. **Legislative Sponsor:**

III. CONCLUSION: Pyro Shows, Inc. has consistently demonstrated their commitment to providing Destin's residents, visitors and businesses with a world-class Independence Day Fireworks Display. Staff requests Council's approval of Resolution 24-05 approving the fireworks contract extension and amendment with Pyro-Shows, Inc. and authorizing the City Manager to execute the extension.

IV. RECOMMENDED MOTION: I move to adopt Resolution 24-05 for Pyro Shows to provide Destin' s Independence Day Fireworks show on July 4th and authorize the City Manager to execute the contract on behalf of the City.

Attachments:

1. Resolution for Fireworks Contract Extension - Fifth Extension (4)
2. Exhibit A - Pyro Shows - Fifth Contract Extension (1)
3. Pyro Shows Invoice 2024
4. Contract Pyro Show - 2019 Fourth of July
5. Pyro Shell Desription FY19

RESOLUTION 24-05

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF DESTIN, FLORIDA, RENEWING THE INDEPENDENCE DAY FIREWORKS CONTRACT FOR JULY 4TH, 2024 BETWEEN THE CITY OF DESTIN AND PYRO SHOWS, INC.; PROVIDING FOR AN EFFECTIVE DATE; AND AUTHORIZING THE CITY MANAGER TO EXECUTE THE CONTRACT EXTENSION FOR AND ON BEHALF OF THE CITY OF DESTIN.

WHEREAS, Pyro Shows, Inc., has adequately provided Destin's Independence Day Fireworks show for the past 19 years; and

WHEREAS, the City desires to continue to secure pyrotechnic services with Pyro Shows, Inc. as detailed in the original contract; and

WHEREAS, the original contact provides for up to five one year contract extensions when mutually agreed upon by both parties; and

WHEREAS, this constitutes the third such extension as provided for in the original contract with an amendment change; and

WHEREAS, Pyro Shows, Inc., Inc. has agreed to render the City of Destin pyrotechnic services for which the City desires to contract.

NOW, THEREFORE, BE IT RESOLVED that the City of Destin, by and through its Council, formally accepts and adopts the fifth of five Annual Contact Extensions, attached hereto as Exhibit "A" between the City of Destin and Pyro Shows, Inc., for the provision of Destin's annual Independence Day Fireworks display to be held on July 4th, 2024.

BE IT FURTHER RESOLVED that the City Manager of the City of Destin is formally authorized to execute the fourth contract extension for and on behalf of the City of Destin, which Agreement is attached hereto as Exhibit "A" and made a part hereof.

ADOPTED THIS 4th DAY OF MARCH 2024
BY:

_____
Bobby Wagner, Mayor

ATTEST:

_____
Rey Bailey, City Clerk

The form and content of the above Resolution is hereby approved for legal sufficiency

_____
Kimberly Romano Kopp, City Attorney

FIFTH CONTRACT EXTENSION AGREEMENT FY-2024

INDEPENDENCE DAY FIREWORKS DISPLAY

This Fifth Contract Extension Agreement ("Agreement") dated __ day of _____, 2024, is between the City of Destin, Florida, 2400 Indian Bayou Trail, Destin, Florida 32541 (the "City") and Pyro Shows, Inc., 701 West Central Avenue, La Follette, Tennessee 37766 ("Contractor"), to provide the City's 2024 Independence Day Fireworks Display on July 4th, 2024 (Rain date: July 5th, 2024).

It is expressly agreed by the parties that this is the **fifth of five possible one-year extensions** to the Contract (RFB No. 18-16-REC) originally approved by the Destin City Council on February 19, 2019, and (together the original contract together with the amendment shall be referred to as the "Contract as Amended"). This fifth amendment provides the agreement between the parties for the 2024 Independence Day Fireworks Display. All terms of the Contract remain in full force and effect if not explicitly amended herein and shall apply for FY 2024.

The terms of the Contract as Amended are made a part hereof as though expressly rewritten, incorporated, and included herein.

IN WITNESS WHEREOF, the parties hereunto set their hands and seals on the day and year first above written.

CITY OF DESTIN, FLORIDA

BY:_____
Luis Zunguze, Interim City Manager

ATTEST:

BY:_____
Rey Bailey, City Clerk

PYRO SHOWS, INC.

By:_____
Name: Lansden E. Hill, Jr.
Title: President & CEO

Date:_____

PO Box 1776
LaFollette, TN 37766

800-662-1331

Show Order Invoice

Date	S.O. Invoice ...
2/15/2024	24TN000220

Name / Address	Ship To
City of Destin Finance, Accounts Payable 4200 Two Trees Road Destin, FL 32541	Beach on Military Property Destin Pass Destin, FL 32541

P.O. No.	Show Date	Event
Independence 2024	7/4/2024	City of Destin Independence Celebration

Item	Description	Ordered	Rate	Amount
Custom Show	Custom Aerial Fireworks Display - City of Destin Independence Celebration 07/04/2024	1	32,000.00	32,000.00
Pyro Discounts	Discount for Lodging Donation from City of Destin Sponsor		-1,500.00	-1,500.00

Thank you for your business.

Total $30,500.00

CITY OF DESTIN, FLORIDA

CONTRACT

REQUEST FOR BIDS (RFB) NO. 18-16-REC
DESTIN'S INDEPENDENCE DAY FIREWORKS DISPLAY

On February 19, 2019 THE CITY COUNCIL OF THE CITY OF DESTIN, FLORIDA, herein referred to as the **City**, accepted the bid of Pyro Shows, Inc, herein referred to as the **Contractor**, for Bid Item – Destin's Independence Day Fireworks Display, FY 2019 Budget as stated in Section II, Scope of Work of the City of Destin RFB No. 18-16-REC. Contractor's bid responses are included in their entirety by reference at Exhibit "A" and as completely as if incorporated herein.

TERMS AND CONDITIONS OF CONTRACT FOR RFB NO. 18-16-REC; Destin's Independence Day Fireworks Display, as follows:

1. Entire Agreement:

This Contract represents the entire and integrated Contract between the City and Contractor and supersedes all prior negotiations, representations or agreements, either written or oral. Provisions of this Contract may be amended only by written instrument approved by the Destin City Council and signed by the City Manager and Contractor.

2. Intent of Contract:

This Contract is for the purchase, execution and clean-up of Fireworks Display as described in RFB No. 18-16-REC. The Scope of Work, herein referred to as the **Work**, encompasses the foregoing and all descriptive work components described within Exhibit "A" for Bid 18-16-REC.

3. Term of Contract and Time Extensions:

This is a one year continuing service contract with five additional one-year renewable contracts for the Independence Day Fireworks Display. Contractor must have adequate licensed personnel and equipment to complete the project within the time allocation. Refer to Exhibit-A1, "DETAILED PERFORMANCE SPECIFICATIONS" outlined in 18-16-REC.

Time is of the essence in the performance of the Work under the Contract. The Destin's Independence Day Fireworks Display will take place on July 4th at 9:00pm annually (rain date July 5th at 8:30 pm annually). Contractor shall commence the Work no later than ten days from receipt of Notice to Proceed. Contractor shall secure Firework permitting through the Okaloosa Island Fire Control District and the Destin Fire Control District as required. No work shall be performed by the Contractor prior to the Commencement Date established within the Notice to Proceed. Contractor shall provide notice as may be required within the technical specifications and permits, attached hereto and made a part hereof, to all regulatory agencies or parties having jurisdiction or interest in this contract. Contractor shall diligently pursue the completion of the work and shall be solely responsible for all construction means, methods, techniques, sequences and procedures, as well as coordination of all portion of the Work under the Contract.

Should Contractor be obstructed or delayed in the prosecution of or completion of the Work as a result of unforeseeable causes beyond the control of the Contractor, and not due to its fault or neglect, including but not restricted to acts of God or the public enemy, acts of government, fires, floods, epidemics, quarantine regulations, turtle nesting, strikes or lockouts, Contractor shall notify the City within one (one)hour via phone or email after the commencement of such delay, stating the causes thereof or be deemed to have waived any right which Contractor may have to request a time extension or location change.

4. Time for Performance and Liquidated Damages:

The Contractor agrees to schedule and complete all authorized Work for the Destin's Independence Day Fireworks Display for the satisfactory approval and acceptance by the City not later than July 6th annually. City and Contractor recognize that

since time is of the essence for this Contract, the City will suffer financial loss if the Work is not completed and approved within the time specified. Should the Contractor fail to complete the Work within the time period noted above, the City shall be entitled to assess, as liquidated damages, but not as a penalty, $500 for each calendar day thereafter until completion is achieved to the satisfaction and acceptance of the City.

Duration Shortfall Penalty: Should the duration of the pyrotechnics display not fulfill the minimum duration requirements outlined in RFP 18-16-REC, at its discretion, the City shall assess a penalty of $1,000 for each minute of the display's shortfall.

5. Compensation:

All payments upon contract are contingent upon the Contractor's Work being acceptable to the City. For satisfactory completion and acceptance of the Work, the City agrees to pay the Contractor in accordance with the terms of this Agreement and the Bid Form submitted by the Contractor. For purposes of this Contract, total compensation sum shall be $26,500.00 minus $1,500.00 for lodging donation from City sponsor ($24,000 for the pyrotechnics and $1,000 for post-event beach clean-up).

In no instance shall the City pay more than fifty-percent (50%) of the total contract sum until their acceptance of the Work. In the event the City agrees to progress payments on the contract, Contractor shall be entitled to one payment application by submitting an invoice requesting a draw.

6. Changes in the Work:

City shall have the right at any time within reason during the progress of the Work to increase or decrease the Work. Promptly having being notified of a change, Contractor shall submit an itemized estimate of any cost and/or time increases or savings it foresees as a result of the change. No addition or changes to the Work shall be made except upon written order of the City and the City shall not be liable to Contractor for any increased compensation without such written order. No officer, employee or agent of the City is authorized to direct any extra or changed Work orally. A change order, in the form attached as Exhibit "B" shall be issued and executed promptly after an agreement is reached between the Contractor and City concerning any requested changes as detailed by the itemized estimate. Contractor shall promptly perform changes authorized by duly executed change orders.

7. Bonds:

No bond is required of this contract. If bond is required, then the Contractor shall provide at its expense Performance and Payment Bonds in the amount of 120% of the Total Contract Price stated in Section 5. The Performance and Payment Bonds shall be underwritten by a surety authorized to do business in the State of Florida and otherwise acceptable to the City; provided, however, the surety shall be rated as "A" or better.

8. Insurance:

Contractor shall, during the performance of the contract, maintain Worker's Compensation Insurance sufficient to secure benefits of the Florida Workmen's Compensation Law for all employees and any of the work sublet to any vendor or subcontractor, Comprehensive General Liability Insurance, Auto Liability Insurance, Builder's Risk Insurance, all with companies and in the form and amounts acceptable to the City. Said certificates of insurance of contractor are attached hereto and made a part hereof by reference. If any part of the work is sublet, similar insurance shall be provided by and in behalf of any subcontractors.

Evidence of Insurance: Contractor shall provide the City Certificates of Insurance naming the City as an additional insured. All binders, policies, or certificates of insurance shall provide for at least ten days notice from insurers to the City of any cancellation or amendment to any of the insurance policies.

9. Indemnification:

Contractor shall indemnify, defend, save, and hold City, its agents and employees, harmless of and from any losses, fines, penalties, costs, damages, claims, demands, suits, and liabilities of any nature, including attorney's fees(including regulatory

and appellate fees), arising out of , because of, or due to any accidents arising in any manner on account of the exercise or attempted exercise of Contractor's rights hereunder whether the same regards person or property of any nature whatsoever, regardless of the apportionment of negligence, unless due to the sole negligence of the City.

10. Licensing:

The Contractor shall obtain all permits and maintain at his expense all professional and business certificates and licenses required by law and as necessary to perform services under this Contract. If Contractor performs any Work without obtaining, or contrary to, permits and licenses, Contractor shall bear all costs arising there from. The City may waive fees for City controlled permits, but in no instance can the City waive permit requirements nor fees beyond their control.

10. Public Records. Contractor shall comply with Florida Public Records Laws, specifically to:

Keep and maintain public records that ordinarily and necessarily would be required by the City of Destin in order to perform the service.

Provide the public with access to public records on the same terms and conditions that the City of Destin would provide the records and at a cost that does not exceed the cost provided in Chapter 119, Florida Statutes or as otherwise provided by law.

Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law.

Meet all requirements for retaining public records and transfer, at no cost, to the City of Destin all public records in possession of the contractor upon termination of the contract and destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. All records stored electronically must be provided to the City of Destin in a format that is compatible with the information technology systems of the City of Destin.

11. Cancellation:

City reserves the right to cancel this Contract prior to issuance of Notice to Proceed.

12. Performance of Work/Responsibilities:

The performance of Work and responsibilities hereto are outlined and made a part hereof as identified in Exhibit "A," which includes the following exhibits, attached in their entirety and as completely as if incorporated herein:

Exhibit "A-1": Request for Bids No. 18-16-REC, Destin's Independence Day Fireworks Display
Exhibit "A-2": (Contractor's), Bid Form and Information Submittal

13. Final Payment:

After the event, the Contractor shall furnish the City with an invoice indicating the final amount due. Payment will be made if all work has been deemed acceptable by the City. The City reserves the right to reduce the final payment to cover penalties assessed when applicable.

14. Termination for Default:

The Contract will remain in force for the full period specified and until the City Manager or their designee determines that all requirements and conditions have been satisfactorily met and the City Manager or their designee has accepted the work under the Contract Documents following the initial contract terms and all subsequent contract terms, including warranty and guarantee periods. However, the City Manager will have the right to terminate this Contract sooner if the Contractor has failed to perform satisfactorily the work required or comply with the other requirements of the Contract.

In the event the City Manager decides to terminate this Contract for the Contractor's failure to perform satisfactorily or meet its other responsibilities under the Contract, the City Manager will give the Contractor five (5) days' notice, whereupon the Contract will terminate, unless during the notice period the Contractor cures the failure to perform or meets its other

responsibilities under the Contract to the satisfaction of the City Manager.
Upon Contract termination for the Contractor's failure to provide satisfactory contract performance, the Contractor will be entitled to receive compensation for Contract services satisfactorily performed by the Contractor and allocable to the Contract and accepted by the City Manager or their designee prior to such termination. However, an amount equal to all additional costs required to be expended by the City to complete the Work covered by the Contract, including costs of delay in completing the project, shall be either subtracted from any amount due or amount charged to the Contractor in the event the City Manager terminates the Contract.

Except as otherwise directed by the City Manager, or in the case of termination for default (in which event the Contractor may be entitled to cure, at the option of the City Manager), the Contractor shall stop work on the date of receipt of the notice or other date specified in the notice, place no further orders or subcontract for materials, services, or facilities except as are necessary for the completion of such portion of the work not terminated, and terminate all contractor and subcontracts and settle all outstanding liabilities and claims.

In the event that any termination for default shall be found to be improper or invalid by any court of competent jurisdiction, then such termination shall be deemed to have been a termination for convenience.

15. Termination for Convenience:

The performance of work under this Contract may be terminated by the City Manager in whole or in part whenever the City Manager, in their discretion, determines that such termination is in the City's best interest. Any such termination shall be effected by the City Manager giving at least five (5) days' notice to the Contractor, specifying the extent to which performance of the work under this Contract is terminated and the date upon which such termination becomes effective.

As to termination for convenience, after receipt of the date of termination, the Contractor shall stop all work as specified in the notice; place no further orders or subcontract for materials, services, or facilities except as are necessary for the completion of such portion of the Work not terminated; immediately transfer all documentation and paperwork for terminated work to the City; and terminate all contractors and subcontracts and settle all outstanding liabilities and claims.

16. Disclosure:

Contractor warrants that it has not employed or retained any company or person, other than a bona fide employee working solely for the Contractor to solicit or secure this Contract and that it has not paid or agreed to pay any person, company, corporation, individual, or firm, other than a bona fide employee working solely for the Contractor, any fee, commission, percentage, gift, or other consideration contingent upon or resulting from the award or making of this Contract.

17. Miscellaneous:

17.1 Governing Law

The parties intend that this Contract and the relationship of the parties shall be governed by the laws of the State of Florida. Venue for any action arising out of this contract shall be exclusively in Okaloosa County, Florida and nowhere else.

17.2 Severability

If any section, subsection, term or provision of this Contract or the application thereof to any party or circumstance shall, to any extent, be invalid or unenforceable, the remainder of said section, subsection, term or provision of this Contract or the application of same to parties or circumstances other than those to which it was held invalid or unenforceable, shall not be affected thereby and each remaining section, subsection, term or provision of this Contract shall be valid or enforceable to the fullest extent permitted by law.

17.3 Sovereign Immunity

Nothing contained herein is intended to nor shall be construed to waive the City's rights and immunities under the common law or Florida Statutes 768.28, as amended from time to time.

17.4 Construction

The Parties have participated jointly in the negotiation and drafting of this Contract. In the event an ambiguity or question of intent or interpretation arises, this Contract shall be construed as if drafted jointly by the Parties and no presumption or burden of proof shall arise favoring or disfavoring any Party by virtue of the authorship of any of the provision of this contract.

17.5 Attorney's Fees

In any dispute relating to this contract each party shall be responsible for their respective attorney's fees and costs.

17.6 Notices

All notices under the Contract shall be in writing and shall be effective when mailed by certified mail, return receipt requested, or when delivered personally, as provided hereafter, or to such other addresses as may be designated by notice:

As to the City:

Lance Johnson, City Manager
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

As to the Contractor:

Pyro Shows,Inc.
Lansden E. Hill, JR, President
P.O. Box 1408
625 W. Central Avenue
LaFollette, TN 37766

IN WITNESS WHEREOF, the City hereunto caused these presents to be subscribed and the Contractor has affixed their name and seal, this the 28th day of March, 2019.

CITY OF DESTIN

By: _____
Lance Johnson
City Manager

ATTEST:

_____
Rey Bailey
City Clerk

SEAL

APPROVED AS TO LEGAL FORM:

(SEE ATTACHMENT 1)
City Attorney
Kyle Bauman

CONTRACTOR: Pyro Shows, Inc.

By: _____
(Signature)

Lansden E. Hill, Jr.
(Printed Name)

President
(Title)

_____
Witness

_____
Witness

ATTACHMENTS (1)
Legal Form Approval

Shell Description

4" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	3	4.0	Aqua Peony w/ Spangle Pistil
China	2	4.0	Blue Bees
China	3	4.0	Blue Chrysanthemum with Silver Tail
USA	3	4.0	Blue Peony
USA	3	4.0	Blue Peony with Palm Pistil with Silver Tail
China	2	4.0	Blue Ring with Palm Pistil
China	2	4.0	Blue to Red Peony
China	3	4.0	Brocade Crown with Brocade Tail
China	3	4.0	Brocade Silver to Green
China	2	4.0	Brocade to Crackle
China	2	4.0	Brocade to Crackling
China	3	4.0	Brocade to Green Sparkling Lights
China	3	4.0	Brocade to Orange
China	3	4.0	Brocade to Pink Stars
China	3	4.0	Brocade to Purple
China	3	4.0	Brocade to Purple Stars with Brocade Tail
China	3	4.0	Chrysanthemum to Red Sparkling Lights with Silver Tail
USA	3	4.0	Color Chrysanthemum with Gold Tail
USA	2	4.0	Color Peony
USA	2	4.0	Color Waves with Silver Tail
USA	3	4.0	Colorful Peony with Palm Pistil
China	3	4.0	Crackling Palm
China	3	4.0	Dahlia Blue w/ Red tail
China	3	4.0	Electric Thunder Salutes
China	3	4.0	Fire Meteors
China	3	4.0	Five Colors
China	2	4.0	Glitter Coconut
USA	3	4.0	Glittering Silver to Blue Chrysanthemum
USA	3	4.0	Glittering Silver to Green Chrysanthemum
USA	3	4.0	Glittering Silver to Yellow Chrysanthemum
China	3	4.0	Gold Chrysanthemum with Blue Pistil
China	2	4.0	Gold Chrysanthemum with Blue Pistil with Gold Tail
China	3	4.0	Gold Waves with Gold Tail
China	3	4.0	Golden Glittering Palm with Gold Tail
China	2	4.0	Golden Orchard
China	3	4.0	Golden Pheasant
China	2	4.0	Golden Rays with Blue Pistil
China	3	4.0	Grand Celebration
China	2	4.0	Grapes All Over The Vineyard
China	3	4.0	Green & Red Reflecting
China	3	4.0	Green & Yellow Reflecting
China	3	4.0	Green and Blue Reflecting with Silver Tail
China	2	4.0	Green and Yellow Reflecting with Silver Tail
China	3	4.0	Green Chrysanthemum with Gold Tail
China	3	4.0	Green Chrysanthemum with Silver Tail

Shell Description

China	3	4.0	Green Crackling Willow
China	2	4.0	Green Peony
China	3	4.0	Green Peony w/ Blue Peony
China	3	4.0	Green Peony w/ Purple Pistil
China	3	4.0	Green Ring with Palm Pistil with Silver Tail
China	3	4.0	Green to White Peony
China	3	4.0	Half Blue & Half Silver Chrysanthemum
China	2	4.0	Half Red & Half Blue Chrysanthemum
China	3	4.0	Half Red & Half Purple Chrysanthemum
China	3	4.0	Half Yellow and Half Blue Chrysanthemum with Silver Tail
China	2	4.0	Multi Color Peony w/ Crackling Tail
China	3	4.0	Multi Reports
China	2	4.0	Orange Peony w/ Palm Core w/ Tail
China	3	4.0	Peacock Tail
China	3	4.0	Peacock Tails with Gold Tail
China	2	4.0	Peacock Tails with Silver Tail
China	3	4.0	Purple Chrysanthemum with Silver Tail
China	2	4.0	Purple Peony
China	3	4.0	Purple Ring with Brocade Center
China	3	4.0	Purple, Red, Green, Yellow, Blue, & Crackling w/ Tails
China	3	4.0	Red & Blue Peony w/ Silver Tail
China	3	4.0	Red Distant Waves
China	2	4.0	Red Peony
China	3	4.0	Red Peony with Gold Tail
China	3	4.0	Red Peony with Silver Tail
China	3	4.0	Red Strobe
China	3	4.0	Red to Silver Diamond & Blue w/ Tail
China	3	4.0	Silver Bees with Silver Tail
China	3	4.0	Silver Brocade to Orange
China	3	4.0	Silver Brocade to Pink
China	3	4.0	Silver Crackling Flowers
China	2	4.0	Silver Peony
China	2	4.0	Silver Ring
China	3	4.0	Silver Ring with Gold Tail
China	3	4.0	Silver Ring with Silver Tail
China	2	4.0	Silver Wave to Blue
China	2	4.0	Sparkling Golden and Silver Lights with Gold Tail
China	3	4.0	Sparkling Golden Lights
China	3	4.0	Sparkling Silver Lights
China	2	4.0	Titanium Salutes w/ Silver Tails
China	2	4.0	Variety Peony w/Silver Palm Core
China	3	4.0	White Crackling Willow
China	2	4.0	White Crackling Willow with Silver Tail
China	2	4.0	White Strobe Glitter& Red w/ Silver Tail
China	2	4.0	Yellow Bees
China	2	4.0	Yellow Peony
China	2	4.0	Yellow Ring with Silver Tail

Shell Description

China	3	4.0	Yellow to Red Peony
China	2	4.0	Yellow to Red Reflecting with Silver Tail
	250		TOTAL 4" MAIN BODY SHELLS

5" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	2	5.0	Astragulus
China	2	5.0	Blooming Silvery Chrysanthemum with Silver Tail
China	2	5.0	Blue Chrysanthemum with Silver Tail
China	2	5.0	Blue Crossette
China	2	5.0	Blue Peony with Palm Pistil with Silver Tail
China	1	5.0	Blue to Orange Peony with Gold Flashing Pistil
China	2	5.0	Brocade Crown to Purple Tail
China	2	5.0	Brocade Crown with Brocade Tail
China	2	5.0	Brocade Crown with Gold Strobe Pistil
China	2	5.0	Brocade to Blue with Red Center
China	2	5.0	Brocade to Green with Red Center w/ Green Tail
China	2	5.0	Brocade to Purple Stars with Brocade Tail
China	2	5.0	Butterfly Pattern
China	2	5.0	Chrysanthemum to Red Sparkling Lights with Silver Tail
USA	2	5.0	Color Chrysanthemum with Gold Tail
USA	2	5.0	Color Peony
USA	2	5.0	Color Waves with Silver Tail
USA	2	5.0	Colorful and Silver Rain w/ Crackling Tail
China	2	5.0	Crackling Palm with Crackling Tail
China	2	5.0	Crocus
China	2	5.0	Crown to Multicolor w/ Gold Tail
China	2	5.0	Double Ring (Red Inner & Blue Outer)
China	2	5.0	Double Ring (Yellow Inner and Purple Outer)
China	2	5.0	Electric Thunder Salutes
China	2	5.0	Fire Meteors
China	2	5.0	Five Colors
China	1	5.0	Flourishing
China	1	5.0	Glitter Coconut
USA	2	5.0	Glittering Silver to Blue Chrysanthemum
USA	2	5.0	Glittering Silver to Green Chrysanthemum
USA	2	5.0	Glittering Silver to Yellow Chrysanthemum
China	2	5.0	Gold Chrysanthemum with Blue Pistil with Gold Tail
China	1	5.0	Gold Edge Colorful Pistil
China	1	5.0	Gold Palm with Green Sparkling Lights w/ Gold Tail
China	1	5.0	Gold Palm with Red Sparkling Lights
China	2	5.0	Gold Waterfall Shell w/ Gold Tail
China	2	5.0	Gold Waves with Gold Tail
China	2	5.0	Gold Waves with Silver Tail
China	2	5.0	Gold Willow with Gold Tail
China	2	5.0	Golden Glittering Palm with Gold Tail
China	2	5.0	Golden Pheasant

Shell Description

China	2	5.0	Golden Rays with Blue Pistil
China	2	5.0	Grand Celebration
China	2	5.0	Grapes All Over the Vineyard
China	1	5.0	Green and Yellow Reflecting with Gold Tail
China	2	5.0	Green and Yellow Reflecting with Silver Tail
China	1	5.0	Green Chrysanthemum with Gold Tail
China	1	5.0	Green Chrysanthemum with Silver Tail
China	2	5.0	Green Peony
China	2	5.0	Green Peony w/ Blue Peony
China	2	5.0	Green Peony w/ Brocade Center w/ Gold Tail
China	2	5.0	Green Ring with Palm Pistil with Silver Tail
China	2	5.0	Green to White Peony
China	2	5.0	Green to Yellow Peony with Palm Pistil
China	1	5.0	Half Blue and Half Green with Palm Pistil
China	1	5.0	Half Red & Half Blue Chrysanthemum
China	1	5.0	Half Red & Half Green w/ Palm Pistil
China	2	5.0	Half Red & Half Purple Chrysanthemum
China	1	5.0	Half Yellow and Half Blue Chrysanthemum with Gold Tail
China	2	5.0	Half Yellow and Half Blue Chrysanthemum with Silver Tail
China	2	5.0	Happy Face Pattern
China	2	5.0	Heart Pattern
China	1	5.0	Kamuro w/ Fuchsia Strobe
China	2	5.0	Multi Color Peony w/ Crackling Tail
China	2	5.0	Multi Reports
USA	1	5.0	Orange Peony with Blue Pistil
USA	1	5.0	Orange Peony with Crackling Pistil
China	2	5.0	Orchid
China	2	5.0	Peacock Tail
China	2	5.0	Peacock Tails with Gold Tail
China	2	5.0	Peacock Tails with Silver Tail
China	2	5.0	Pink Peony with Purple Pistil
China	2	5.0	Pink Peony with Sparkling Silver Pistil
China	2	5.0	Purple Chrysanthemum with Silver Tail
China	1	5.0	Purple Peony to Moving Silver Snakes w/ Silver Tail
China	2	5.0	Purple Peony w/ Moving Silver Snakes
China	1	5.0	Purple Peony with Brocade Center
China	1	5.0	Purple Peony with Red & Blue Pistil w/ Gold Tail
China	2	5.0	Purple, Red, Green, Yellow, Blue, & Crackling w/ Tails
China	2	5.0	Red Chrysanthemum to Blue with Silver Center w/ Silver Tail
China	2	5.0	Red Chrysanthemum to Green with Red Center
China	1	5.0	Red Crossette
China	2	5.0	Red Crossette w/ Red Tail
China	2	5.0	Red Peony w/ Yellow Pistil w/ Crackling Tail
China	1	5.0	Red Peony with Gold Tail
China	2	5.0	Red Peony with Silver Brocade Pistil
China	2	5.0	Red Peony with Silver Tail
China	2	5.0	Silver Bees with Silver Tail

Shell Description

China	2	5.0	Silver Glitter Palm w/ Silver Tail
China	2	5.0	Silver Peony with Red Ring
China	2	5.0	Silver Ring with Gold Tail
China	2	5.0	Silver Ring with Silver Tail
China	2	5.0	Silver Sparkling Lights w/ Red & Blue Crossettes
China	2	5.0	Silver Strobe with Thunders w/ Silver Tail
China	2	5.0	Silver to Pink Peony w/ Blue Pistil w/ Silver Tail
China	2	5.0	Silver Tourbillions
China	2	5.0	Singing Willow Warbler
China	1	5.0	Sparkling Gold Lights
China	2	5.0	Sparkling Golden and Silver Lights with Gold Tail
China	2	5.0	Sparkling Silvery Lights
China	2	5.0	Star Pattern
China	2	5.0	Sunflower
China	2	5.0	Titanium Salutes w/ Silver Tails
China	2	5.0	Triplet Bloom
USA	2	5.0	White Crackling Willow with Silver Tail
USA	2	5.0	White to Red Peony w/ Yellow Pistil w/ Silver Tail
China	2	5.0	Yellow Peony to Moving Silver Snakes
China	2	5.0	Yellow Peony w/ Blue Components
China	2	5.0	Yellow Peony with Crackling Pistil
China	2	5.0	Yellow Ring with Silver Tail
China	2	5.0	Yellow to Red Reflecting with Silver Tail
	200		TOTAL 5" MAIN BODY SHELLS

6" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	1	6.0	Astragalus
China	2	6.0	Blooming Silver w/ Silver Tail
China	2	6.0	Blue & Spangle
China	2	6.0	Blue Chrysanthemum with Silver Tail
China	2	6.0	Blue Peony
China	2	6.0	Blue Peony to Red w/ Silver Pistil w/ Silver Tail
China	2	6.0	Blue to Red Glitter
China	2	6.0	Blue to Red Glitter & Spangle
China	2	6.0	Brocade Crown to Crackling w/ Crackling Tail
China	2	6.0	Brocade to Blue & Red Sparkling Lights w/ Gold Tail
China	2	6.0	Brocade to Blue to Yellow w/ Gold
China	2	6.0	Brocade to Blue w/ Gold Tail
USA	2	6.0	Color Chrysanthemum with Gold Tail
USA	2	6.0	Colorful Peony to Crackling Stars w/ Crackling Tail
China	1	6.0	Crocus w/ Yellow Tail
China	2	6.0	Crown to Silver Strobe w/ Gold Tail
China	2	6.0	Dragon Eggs
China	2	6.0	Flourishing w/ Gold Tail
China	2	6.0	Glitter to Purple Chrysanthemum w/ Green w/ Silver Tail
China	2	6.0	Gold Edge Colorful Pistil

Shell Description

China	2	6.0	Gold Edge w/ Colorful Pistil w/ Gold Tail
China	2	6.0	Gold Glitter
China	2	6.0	Gold Sparkle w/ Crackle Tail
China	1	6.0	Gold Wave Purple w/ Gold Flashing Pistil w/ Gold Tail
China	1	6.0	Gold Wave Purple w/ Gold Flashing Pistil w/ Silver Tail
China	2	6.0	Golden Dragons w/ Gold Tail
China	2	6.0	Grass Green Crackle Saturn w/ Orange Crossette Ring
China	2	6.0	Green Chrysanthemum w/ Red-Green Strobe Pistil w/ Tail
China	2	6.0	Green Crackling Shell of Shells w/ Gold Tail
China	2	6.0	Green Glitter
China	1	6.0	Green to Gold Peony
China	1	6.0	Green to Silver Peony
China	2	6.0	Half Blue and Half Orange w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Green and Half Gold w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Orange and Half Green w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Purple and Half Yellow w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Red and Half Blue w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Red and Half White w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half White and Half Purple w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Yellow and Half Blue w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Yellow and Half Green w/ Strobe Pistil w/ Strobe Tail
USA	2	6.0	Heart Pattern
USA	1	6.0	Kamuro w/ Fuchsia Strobe
China	2	6.0	Multi Color Peony with Crackling Tail
China	2	6.0	Multi-Color Chrysanthemum
USA	1	6.0	Orange Peony
USA	1	6.0	Orange Peony w/ Blue Pistil w/ Crackle Tail
China	2	6.0	Peace Pattern
China	2	6.0	Peacock Tail w/ Gold Tail
China	2	6.0	Pink Peony w/ Palm Pistil
China	2	6.0	Purple Chrysanthemum with Silver Tail
China	1	6.0	Purple Glitter w/ Palm Core
China	1	6.0	Purple to Crackling Flower w/ Green Pistil w/ Silver Tail
China	2	6.0	Rainbow Pattern
China	2	6.0	Red & Blue & White Peony
China	2	6.0	Red & White & Blue Glitter
China	2	6.0	Red Chrysanthemum & Glitter Palm Core
China	2	6.0	Red Distant Wave w/ Silver Tail
China	2	6.0	Red Palm Tree
China	1	6.0	Red to Crackling Crossette w/ Red Tail
China	1	6.0	Red to Crackling w/ Gold Palm Core
China	2	6.0	Red to White Strobe
China	1	6.0	Red to White Strobe & Blue
China	1	6.0	Red w/ Gold Palm
China	2	6.0	Shell of Shells w/ Palm Pistil w/ Silver Tail
China	2	6.0	Silver Peony w/ Red Ring w/ Tail
China	2	6.0	Silver to Crackling w/ Red Pistil

Shell Description

USA	2	6.0	Silver Tourbillions
China	2	6.0	Spangle Chrysanthemum w/ Variety Pistil
China	2	6.0	Sparkling Golden and Silver Lights with Gold Tail
China	2	6.0	Sparkling Silver Lights w/ Red & Blue Crossette w/ RST
China	2	6.0	Titanium Salutes Shell of Shells
China	2	6.0	Titanium Salutes with Silver Tail
USA	2	6.0	Tree Peony w/ Yellow Center w/ Silver Tail
China	1	6.0	Triplet Bloom w/ Crackling Tail
USA	2	6.0	Two-Color Change Chrysanthemum w/ Glitter Silver Pistil w/ Tail
China	2	6.0	White Crackling Willow with Silver Tail
China	2	6.0	White Peony
China	2	6.0	White Strobe Flitter w/Strobe w/ Silver Tail
China	2	6.0	White Twinkling
China	2	6.0	White Twinkling w/ Red Palm
China	1	6.0	Yellow Flowers in Battlefield w/ Gold Tail
China	1	6.0	Yellow to Crackling
China	2	6.0	Yellow to Red Reflecting with Silver Tail
	150		TOTAL 6" MAIN BODY SHELLS

8" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
USA	1	8.0	Assorted Bees
China	1	8.0	Blooming Silvery
China	1	8.0	Colorful & Silver Rain w/ RST
China	1	8.0	Double Rings & Brocade to Green w/ RGT
China	1	8.0	Gold Glitter
China	1	8.0	Green to Silver Peony
USA	1	8.0	Orange Peony
China	1	8.0	Pink Peony Silver Strobe w/ Silver Strobe Crossette w/ Silver Tail
China	1	8.0	Purple Glitter w/ Palm Core
China	1	8.0	Red & Blue & White Peony
China	1	8.0	Silver to Crackling w/ Red Pistil
China	1	8.0	Spangle Chrysanthemum w/ Variety Pistil
	12		TOTAL 8" MAIN BODY SHELLS

10" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	1	10.0	Astragalus
China	1	10.0	Blue & Spangle
China	1	10.0	Brocade Crown w/ Red Green Tail
China	1	10.0	Flourishing w/ RST
China	1	10.0	Gold Wave Purple w/ Gold Flashing Pistil w/ Gold Tail
China	1	10.0	Mixed Orange & Yellow Dahlia
USA	1	10.0	Multi-Color Chrysanthemum w/ RGT
China	1	10.0	Red & White & Blue Glitter
China	1	10.0	Sparkling Silver Lights w/ Red & Blue Crossette w/ RST

Shell Description

China	1	10.0	Titanium Salutes Shell of Shells
USA	1	10.0	White Twinkling
China	1	10.0	Yellow to Crackling
	12		**TOTAL 10" MAIN BODY SHELLS**
			LOW LEVEL PRESENTATION
China	4500	0.75	Silver Whistles
USA	500	0.75	Silver Whistles
	5000		**TOTAL LOW LEVEL PRESENTATION**

3" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	2	3.0	Aqua Peony w/ Spangle Pistil
China	2	3.0	Assorted Bees
China	2	3.0	Astragalus
China	2	3.0	Blooming Silvery
China	2	3.0	Blooming Silvery Chrysanthemum with Silver Tail
China	2	3.0	Blue & Spangle
China	2	3.0	Blue Bees
China	2	3.0	Blue Chrysanthemum with Silver Tail
China	2	3.0	Blue Crossette
China	2	3.0	Blue to Red Glitter
China	2	3.0	Blue to Red Peony
China	2	3.0	Brocade Crown to Purple Tail
China	2	3.0	Brocade Crown w/ Red Green Tail
China	2	3.0	Brocade Crown with Brocade Tail
China	2	3.0	Brocade Crown with Gold Strobe Pistil
China	2	3.0	Brocade Silver to Green
China	2	3.0	Brocade to Blue with Red Center
China	2	3.0	Brocade to Crackling
China	2	3.0	Brocade to Green Sparkling Lights
China	2	3.0	Brocade to Purple
China	2	3.0	Brocade to Purple Stars with Brocade Tail
China	2	3.0	Butterfly Pattern
China	2	3.0	Chrysanthemum to Red Sparkling Lights with Gold Tail
China	2	3.0	Chrysanthemum to Red Sparkling Lights with Silver Tail
USA	2	3.0	Color Chrysanthemum with Gold Tail
USA	2	3.0	Color Chrysanthemum with Silver Tail
USA	2	3.0	Color Peony
USA	2	3.0	Color Waves with Gold Tail
USA	2	3.0	Color Waves with Silver Tail
USA	2	3.0	Colorful & Silver Rain w/ RST
USA	2	3.0	Colorful and Silver Rain w/ Crackling Tail
USA	2	3.0	Colorful Peony with Palm Pistil
China	2	3.0	Crackling Palm
China	2	3.0	Crackling Palm with Crackling Tail

Shell Description

China	2	3.0	Crocus
China	2	3.0	Crown to Multicolor w/ Gold Tail
China	2	3.0	Dahlia Blue w/ Red tail
China	2	3.0	Double Ring (Red Inner & Blue Outer)
China	2	3.0	Double Ring (Yellow Inner and Purple Outer)
China	2	3.0	Double Rings & Brocade to Green w/ RGT
China	2	3.0	Electric Thunder Salutes
China	2	3.0	Fire Meteors
China	2	3.0	Five Colors
China	2	3.0	Flourishing
China	2	3.0	Flourishing w/ RST
China	2	3.0	Glitter Coconut
China	2	3.0	Glittering Silver to Blue Chrysanthemum
China	2	3.0	Glittering Silver to Green Chrysanthemum
China	2	3.0	Glittering Silver to Yellow Chrysanthemum
China	2	3.0	Gold Chrysanthemum with Blue Pistil
China	2	3.0	Gold Chrysanthemum with Blue Pistil with Gold Tail
China	2	3.0	Gold Chrysanthemum with Blue Pistil with Silver Tail
China	2	3.0	Golden Glittering Palm with Gold Tail
China	2	3.0	Golden Orchard
China	2	3.0	Golden Pheasant
China	2	3.0	Golden Rays with Blue Pistil
USA	2	3.0	Grand Celebration
USA	2	3.0	Grapes All Over The Vineyard
China	2	3.0	Green and Yellow Reflecting with Silver Tail
China	2	3.0	Green Chrysanthemum with Gold Tail
China	2	3.0	Green Chrysanthemum with Silver Tail
China	2	3.0	Green Crackling Willow
China	2	3.0	Green Peony
China	2	3.0	Green Peony w/ Blue Peony
China	2	3.0	Green Peony w/ Brocade Center w/ Gold Tail
China	2	3.0	Green Peony w/ Purple Pistil
China	2	3.0	Green Ring with Palm Pistil with Gold Tail
China	2	3.0	Green Ring with Palm Pistil with Silver Tail
China	2	3.0	Green to Silver Peony
China	2	3.0	Green to Yellow Peony with Palm Pistil
China	2	3.0	Half Blue & Half Silver Chrysanthemum
China	2	3.0	Half Blue and Half Green with Palm Pistil
China	2	3.0	Half Red & Half Blue Chrysanthemum
China	2	3.0	Half Red & Half Green w/ Palm Pistil
China	2	3.0	Half Red & Half Purple Chrysanthemum
China	2	3.0	Half Yellow and Half Blue Chrysanthemum with Gold Tail
China	2	3.0	Half Yellow and Half Blue Chrysanthemum with Silver Tail
USA	2	3.0	Happy Face Pattern
USA	2	3.0	Heart Pattern
China	2	3.0	Kamuro w/ Fuchsia Strobe
China	2	3.0	Mixed Orange & Yellow Dahlia

Shell Description

USA	2	3.0	Multi Color Peony w/ Crackling Tail
USA	2	3.0	Multi Reports
USA	2	3.0	Multi-Color Chrysanthemum w/ RGT
China	2	3.0	Orange Peony
China	2	3.0	Orange Peony w/ Palm Core w/ Tail
China	2	3.0	Orange Peony with Blue Pistil
China	2	3.0	Orange Peony with Crackling Pistil
China	2	3.0	Orchid
China	2	3.0	Peacock Tail
China	2	3.0	Peacock Tails with Gold Tail
China	2	3.0	Peacock Tails with Silver Tail
China	2	3.0	Pink Peony Silver Strobe w/ Silver Strobe Crossette w/ Silver Tail
China	2	3.0	Pink Peony with Purple Pistil
China	2	3.0	Pink Peony with Sparkling Silver Pistil
China	2	3.0	Purple Chrysanthemum with Silver Tail
China	2	3.0	Purple Glitter w/ Palm Core
China	2	3.0	Purple Peony
China	2	3.0	Purple Peony to Moving Silver Snakes w/ Silver Tail
China	2	3.0	Purple Peony with Brocade Center
China	2	3.0	Purple Peony with Red & Blue Pistil w/ Gold Tail
China	2	3.0	Purple Ring with Brocade Center
China	2	3.0	Purple, Red, Green, Yellow, Blue, & Crackling w/ Tails
China	2	3.0	Red & Blue & White Peony
China	2	3.0	Red & Blue Peony w/ Silver Tail
China	2	3.0	Red & White & Blue Glitter
China	2	3.0	Red Blue Silver Flashing w/ Brocade Silver w/ Blue & Red Pistil
China	2	3.0	Red Chrysanthemum & Glitter Palm Core
China	2	3.0	Red Chrysanthemum to Blue with Silver Center w/ Silver Tail
China	2	3.0	Red Chrysanthemum to Green with Red Center
China	2	3.0	Red Peony w/ Yellow Pistil w/ Crackling Tail
China	2	3.0	Red Peony with Gold Tail
China	2	3.0	Red Peony with Silver Brocade Pistil
China	2	3.0	Red Peony with Silver Tail
China	2	3.0	Red Strobe
China	2	3.0	Red to Crackling w/ Gold Palm Core
China	2	3.0	Red to Silver Diamond & Blue w/ Tail
China	2	3.0	Red to White Strobe & Blue
China	2	3.0	Red w/ Gold Palm
China	2	3.0	Red White Blue Peony
China	2	3.0	Silver Bees with Silver Tail
China	2	3.0	Silver Brocade to Orange
China	2	3.0	Silver Brocade to Pink
China	2	3.0	Silver Crackling Flowers
China	2	3.0	Silver Glitter Palm w/ Silver Tail
China	2	3.0	Silver Peony
China	2	3.0	Silver Peony with Red Ring
China	2	3.0	Silver Ring

Shell Description

China	2	3.0	Silver to Crackling w/ Red Pistil
China	2	3.0	Silver to Pink Peony w/ Blue Pistil w/ Silver Tail
China	2	3.0	Silver Tourbillions
China	2	3.0	Silver Wave to Blue
China	2	3.0	Singing Willow Warbler
China	2	3.0	Spangle Chrysanthemum w/ Variety Pistil
China	2	3.0	Sparkling Gold Lights
China	2	3.0	Sparkling Golden and Silver Lights with Gold Tail
China	2	3.0	Sparkling Golden Lights
China	2	3.0	Sparkling Silver Lights
China	2	3.0	Sparkling Silver Lights w/ Red & Blue Crossette w/ RST
China	2	3.0	Sparkling Silvery Lights
China	2	3.0	Star Pattern
China	2	3.0	Sunflower
China	2	3.0	Titanium Salutes
China	2	3.0	Titanium Salutes w/ Silver Tails
China	2	3.0	Triplet Bloom
China	2	3.0	Variety Peony w/Silver Palm Core
China	2	3.0	White Twinkling
China	2	3.0	White Twinkling w/ Red Palm
China	2	3.0	Yellow Bees
China	2	3.0	Yellow to Red Reflecting with Silver Tail
	300		TOTAL 3" FINALE SHELLS

4" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
USA	3	4.0	Assorted Bees
China	3	4.0	Blue Crossette
China	3	4.0	Blue Crossette w/Crackle
China	3	4.0	Blue Peony with Yellow Pistil
China	3	4.0	Brocade Silver to Red
China	3	4.0	Brocade Silver to Blue
China	3	4.0	Color Peony
China	3	4.0	Golden Ribbon
China	3	4.0	Green Crossette
Spain	3	4.0	Kamuro w/ Fuchsia Strobe
China	3	4.0	Orange Crossette
China	3	4.0	Popping Flowers
USA	3	4.0	Rainbow Streamers
China	3	4.0	Red Crossette
China	3	4.0	Singing Willow Warbler
China	3	4.0	White Crossette
USA	2	4.0	White Mag
	50		TOTAL 4" FINALE SHELLS

5" FINALE SHELLS

Shell Description

COUNTRY	QTY.	SIZE	DESCRIPTION
China	3	5.0	Blue Crossette
USA	2	5.0	Bowtie Ring
China	2	5.0	Brocade Silver to Green
China	3	5.0	Crown to Multicolor w/ Gold Tail
China	3	5.0	Double Ring (Red Inner & Blue Outer)
China	3	5.0	Double Ring (Yellow Inner and Purple Outer)
China	3	5.0	Electric Thunder Salutes
China	3	5.0	Fire Meteors
China	3	5.0	Five Colors
China	2	5.0	Flourishing
USA	3	5.0	Golden Ribbon
China	2	5.0	Half Red & Half Blue Chrysanthemum
China	3	5.0	Popping Flowers
China	2	5.0	Red Crossette
China	3	5.0	White Crossette
	40		TOTAL 5" FINALE SHELLS

6" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	3	6.0	Blue Diamond
China	3	6.0	Brocade to Purple Stars with Brocade Tail
China	2	6.0	Color Waves with Silver Tail
China	2	6.0	Glittering Silver to Red Chrysanthemum
China	3	6.0	Gold Waves with Gold Tail
China	3	6.0	Green and Yellow Reflecting with Silver Tail
China	2	6.0	Green Chrysanthemum with Gold Tail
USA	3	6.0	Peacock Tails with Gold Tail
China	3	6.0	Red Peony with Silver Tail
China	2	6.0	Silver Ring with Silver Tail
China	2	6.0	Sparkling Silvery Lights
China	2	6.0	White Chrysanthemum
	30		TOTAL 6" FINALE SHELLS

8" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
USA	1	8.0	Brocade Silver to Blue Chrysanthemum
China	1	8.0	Half Red & Half Purple Chrysanthemum
	2		TOTAL 8" FINALE SHELLS

10" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
USA	1	8.0	Blooming Silvery
China	1	8.0	Brocade Crown
	2		TOTAL 10" FINALE SHELLS

Shell Description

4" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	3	4.0	Aqua Peony w/ Spangle Pistil
China	2	4.0	Blue Bees
China	3	4.0	Blue Chrysanthemum with Silver Tail
USA	3	4.0	Blue Peony
USA	3	4.0	Blue Peony with Palm Pistil with Silver Tail
China	2	4.0	Blue Ring with Palm Pistil
China	2	4.0	Blue to Red Peony
China	3	4.0	Brocade Crown with Brocade Tail
China	3	4.0	Brocade Silver to Green
China	2	4.0	Brocade to Crackle
China	2	4.0	Brocade to Crackling
China	3	4.0	Brocade to Green Sparkling Lights
China	3	4.0	Brocade to Orange
China	3	4.0	Brocade to Pink Stars
China	3	4.0	Brocade to Purple
China	3	4.0	Brocade to Purple Stars with Brocade Tail
China	3	4.0	Chrysanthemum to Red Sparkling Lights with Silver Tail
USA	3	4.0	Color Chrysanthemum with Gold Tail
USA	2	4.0	Color Peony
USA	2	4.0	Color Waves with Silver Tail
USA	3	4.0	Colorful Peony with Palm Pistil
China	3	4.0	Crackling Palm
China	3	4.0	Dahlia Blue w/ Red tail
China	3	4.0	Electric Thunder Salutes
China	3	4.0	Fire Meteors
China	3	4.0	Five Colors
China	2	4.0	Glitter Coconut
USA	3	4.0	Glittering Silver to Blue Chrysanthemum
USA	3	4.0	Glittering Silver to Green Chrysanthemum
USA	3	4.0	Glittering Silver to Yellow Chrysanthemum
China	3	4.0	Gold Chrysanthemum with Blue Pistil
China	2	4.0	Gold Chrysanthemum with Blue Pistil with Gold Tail
China	3	4.0	Gold Waves with Gold Tail
China	3	4.0	Golden Glittering Palm with Gold Tail
China	2	4.0	Golden Orchard
China	3	4.0	Golden Pheasant
China	2	4.0	Golden Rays with Blue Pistil
China	3	4.0	Grand Celebration
China	2	4.0	Grapes All Over The Vineyard
China	3	4.0	Green & Red Reflecting
China	3	4.0	Green & Yellow Reflecting
China	3	4.0	Green and Blue Reflecting with Silver Tail
China	2	4.0	Green and Yellow Reflecting with Silver Tail
China	3	4.0	Green Chrysanthemum with Gold Tail
China	3	4.0	Green Chrysanthemum with Silver Tail

Shell Description

China	3	4.0	Green Crackling Willow
China	2	4.0	Green Peony
China	3	4.0	Green Peony w/ Blue Peony
China	3	4.0	Green Peony w/ Purple Pistil
China	3	4.0	Green Ring with Palm Pistil with Silver Tail
China	3	4.0	Green to White Peony
China	3	4.0	Half Blue & Half Silver Chrysanthemum
China	2	4.0	Half Red & Half Blue Chrysanthemum
China	3	4.0	Half Red & Half Purple Chrysanthemum
China	3	4.0	Half Yellow and Half Blue Chrysanthemum with Silver Tail
China	2	4.0	Multi Color Peony w/ Crackling Tail
China	3	4.0	Multi Reports
China	2	4.0	Orange Peony w/ Palm Core w/ Tail
China	3	4.0	Peacock Tail
China	3	4.0	Peacock Tails with Gold Tail
China	2	4.0	Peacock Tails with Silver Tail
China	3	4.0	Purple Chrysanthemum with Silver Tail
China	2	4.0	Purple Peony
China	3	4.0	Purple Ring with Brocade Center
China	3	4.0	Purple, Red, Green, Yellow, Blue, & Crackling w/ Tails
China	3	4.0	Red & Blue Peony w/ Silver Tail
China	3	4.0	Red Distant Waves
China	2	4.0	Red Peony
China	3	4.0	Red Peony with Gold Tail
China	3	4.0	Red Peony with Silver Tail
China	3	4.0	Red Strobe
China	3	4.0	Red to Silver Diamond & Blue w/ Tail
China	3	4.0	Silver Bees with Silver Tail
China	3	4.0	Silver Brocade to Orange
China	3	4.0	Silver Brocade to Pink
China	3	4.0	Silver Crackling Flowers
China	2	4.0	Silver Peony
China	2	4.0	Silver Ring
China	3	4.0	Silver Ring with Gold Tail
China	3	4.0	Silver Ring with Silver Tail
China	2	4.0	Silver Wave to Blue
China	2	4.0	Sparkling Golden and Silver Lights with Gold Tail
China	3	4.0	Sparkling Golden Lights
China	3	4.0	Sparkling Silver Lights
China	2	4.0	Titanium Salutes w/ Silver Tails
China	2	4.0	Variety Peony w/Silver Palm Core
China	3	4.0	White Crackling Willow
China	2	4.0	White Crackling Willow with Silver Tail
China	2	4.0	White Strobe Glitter& Red w/ Silver Tail
China	2	4.0	Yellow Bees
China	2	4.0	Yellow Peony
China	2	4.0	Yellow Ring with Silver Tail

Shell Description

China	3	4.0	Yellow to Red Peony
China	2	4.0	Yellow to Red Reflecting with Silver Tail
	250		**TOTAL 4" MAIN BODY SHELLS**

5" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	2	5.0	Astragulus
China	2	5.0	Blooming Silvery Chrysanthemum with Silver Tail
China	2	5.0	Blue Chrysanthemum with Silver Tail
China	2	5.0	Blue Crossette
China	2	5.0	Blue Peony with Palm Pistil with Silver Tail
China	1	5.0	Blue to Orange Peony with Gold Flashing Pistil
China	2	5.0	Brocade Crown to Purple Tail
China	2	5.0	Brocade Crown with Brocade Tail
China	2	5.0	Brocade Crown with Gold Strobe Pistil
China	2	5.0	Brocade to Blue with Red Center
China	2	5.0	Brocade to Green with Red Center w/ Green Tail
China	2	5.0	Brocade to Purple Stars with Brocade Tail
China	2	5.0	Butterfly Pattern
China	2	5.0	Chrysanthemum to Red Sparkling Lights with Silver Tail
USA	2	5.0	Color Chrysanthemum with Gold Tail
USA	2	5.0	Color Peony
USA	2	5.0	Color Waves with Silver Tail
USA	2	5.0	Colorful and Silver Rain w/ Crackling Tail
China	2	5.0	Crackling Palm with Crackling Tail
China	2	5.0	Crocus
China	2	5.0	Crown to Multicolor w/ Gold Tail
China	2	5.0	Double Ring (Red Inner & Blue Outer)
China	2	5.0	Double Ring (Yellow Inner and Purple Outer)
China	2	5.0	Electric Thunder Salutes
China	2	5.0	Fire Meteors
China	2	5.0	Five Colors
China	1	5.0	Flourishing
China	1	5.0	Glitter Coconut
USA	2	5.0	Glittering Silver to Blue Chrysanthemum
USA	2	5.0	Glittering Silver to Green Chrysanthemum
USA	2	5.0	Glittering Silver to Yellow Chrysanthemum
China	2	5.0	Gold Chrysanthemum with Blue Pistil with Gold Tail
China	1	5.0	Gold Edge Colorful Pistil
China	1	5.0	Gold Palm with Green Sparkling Lights w/ Gold Tail
China	1	5.0	Gold Palm with Red Sparkling Lights
China	2	5.0	Gold Waterfall Shell w/ Gold Tail
China	2	5.0	Gold Waves with Gold Tail
China	2	5.0	Gold Waves with Silver Tail
China	2	5.0	Gold Willow with Gold Tail
China	2	5.0	Golden Glittering Palm with Gold Tail
China	2	5.0	Golden Pheasant

Shell Description

China	2	5.0	Golden Rays with Blue Pistil
China	2	5.0	Grand Celebration
China	2	5.0	Grapes All Over the Vineyard
China	1	5.0	Green and Yellow Reflecting with Gold Tail
China	2	5.0	Green and Yellow Reflecting with Silver Tail
China	1	5.0	Green Chrysanthemum with Gold Tail
China	1	5.0	Green Chrysanthemum with Silver Tail
China	2	5.0	Green Peony
China	2	5.0	Green Peony w/ Blue Peony
China	2	5.0	Green Peony w/ Brocade Center w/ Gold Tail
China	2	5.0	Green Ring with Palm Pistil with Silver Tail
China	2	5.0	Green to White Peony
China	2	5.0	Green to Yellow Peony with Palm Pistil
China	1	5.0	Half Blue and Half Green with Palm Pistil
China	1	5.0	Half Red & Half Blue Chrysanthemum
China	1	5.0	Half Red & Half Green w/ Palm Pistil
China	2	5.0	Half Red & Half Purple Chrysanthemum
China	1	5.0	Half Yellow and Half Blue Chrysanthemum with Gold Tail
China	2	5.0	Half Yellow and Half Blue Chrysanthemum with Silver Tail
China	2	5.0	Happy Face Pattern
China	2	5.0	Heart Pattern
China	1	5.0	Kamuro w/ Fuchsia Strobe
China	2	5.0	Multi Color Peony w/ Crackling Tail
China	2	5.0	Multi Reports
USA	1	5.0	Orange Peony with Blue Pistil
USA	1	5.0	Orange Peony with Crackling Pistil
China	2	5.0	Orchid
China	2	5.0	Peacock Tail
China	2	5.0	Peacock Tails with Gold Tail
China	2	5.0	Peacock Tails with Silver Tail
China	2	5.0	Pink Peony with Purple Pistil
China	2	5.0	Pink Peony with Sparkling Silver Pistil
China	2	5.0	Purple Chrysanthemum with Silver Tail
China	1	5.0	Purple Peony to Moving Silver Snakes w/ Silver Tail
China	2	5.0	Purple Peony w/ Moving Silver Snakes
China	1	5.0	Purple Peony with Brocade Center
China	1	5.0	Purple Peony with Red & Blue Pistil w/ Gold Tail
China	2	5.0	Purple, Red, Green, Yellow, Blue, & Crackling w/ Tails
China	2	5.0	Red Chrysanthemum to Blue with Silver Center w/ Silver Tail
China	2	5.0	Red Chrysanthemum to Green with Red Center
China	1	5.0	Red Crossette
China	2	5.0	Red Crossette w/ Red Tail
China	2	5.0	Red Peony w/ Yellow Pistil w/ Crackling Tail
China	1	5.0	Red Peony with Gold Tail
China	2	5.0	Red Peony with Silver Brocade Pistil
China	2	5.0	Red Peony with Silver Tail
China	2	5.0	Silver Bees with Silver Tail

Shell Description

China	2	5.0	Silver Glitter Palm w/ Silver Tail
China	2	5.0	Silver Peony with Red Ring
China	2	5.0	Silver Ring with Gold Tail
China	2	5.0	Silver Ring with Silver Tail
China	2	5.0	Silver Sparkling Lights w/ Red & Blue Crossettes
China	2	5.0	Silver Strobe with Thunders w/ Silver Tail
China	2	5.0	Silver to Pink Peony w/ Blue Pistil w/ Silver Tail
China	2	5.0	Silver Tourbillions
China	2	5.0	Singing Willow Warbler
China	1	5.0	Sparkling Gold Lights
China	2	5.0	Sparkling Golden and Silver Lights with Gold Tail
China	2	5.0	Sparkling Silvery Lights
China	2	5.0	Star Pattern
China	2	5.0	Sunflower
China	2	5.0	Titanium Salutes w/ Silver Tails
China	2	5.0	Triplet Bloom
USA	2	5.0	White Crackling Willow with Silver Tail
USA	2	5.0	White to Red Peony w/ Yellow Pistil w/ Silver Tail
China	2	5.0	Yellow Peony to Moving Silver Snakes
China	2	5.0	Yellow Peony w/ Blue Components
China	2	5.0	Yellow Peony with Crackling Pistil
China	2	5.0	Yellow Ring with Silver Tail
China	2	5.0	Yellow to Red Reflecting with Silver Tail
	200		**TOTAL 5" MAIN BODY SHELLS**

6" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	1	6.0	Astragalus
China	2	6.0	Blooming Silver w/ Silver Tail
China	2	6.0	Blue & Spangle
China	2	6.0	Blue Chrysanthemum with Silver Tail
China	2	6.0	Blue Peony
China	2	6.0	Blue Peony to Red w/ Silver Pistil w/ Silver Tail
China	2	6.0	Blue to Red Glitter
China	2	6.0	Blue to Red Glitter & Spangle
China	2	6.0	Brocade Crown to Crackling w/ Crackling Tail
China	2	6.0	Brocade to Blue & Red Sparkling Lights w/ Gold Tail
China	2	6.0	Brocade to Blue to Yellow w/ Gold
China	2	6.0	Brocade to Blue w/ Gold Tail
USA	2	6.0	Color Chrysanthemum with Gold Tail
USA	2	6.0	Colorful Peony to Crackling Stars w/ Crackling Tail
China	1	6.0	Crocus w/ Yellow Tail
China	2	6.0	Crown to Silver Strobe w/ Gold Tail
China	2	6.0	Dragon Eggs
China	2	6.0	Flourishing w/ Gold Tail
China	2	6.0	Glitter to Purple Chrysanthemum w/ Green w/ Silver Tail
China	2	6.0	Gold Edge Colorful Pistil

Shell Description

China	2	6.0	Gold Edge w/ Colorful Pistil w/ Gold Tail
China	2	6.0	Gold Glitter
China	2	6.0	Gold Sparkle w/ Crackle Tail
China	1	6.0	Gold Wave Purple w/ Gold Flashing Pistil w/ Gold Tail
China	1	6.0	Gold Wave Purple w/ Gold Flashing Pistil w/ Silver Tail
China	2	6.0	Golden Dragons w/ Gold Tail
China	2	6.0	Grass Green Crackle Saturn w/ Orange Crossette Ring
China	2	6.0	Green Chrysanthemum w/ Red-Green Strobe Pistil w/ Tail
China	2	6.0	Green Crackling Shell of Shells w/ Gold Tail
China	2	6.0	Green Glitter
China	1	6.0	Green to Gold Peony
China	1	6.0	Green to Silver Peony
China	2	6.0	Half Blue and Half Orange w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Green and Half Gold w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Orange and Half Green w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Purple and Half Yellow w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Red and Half Blue w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Red and Half White w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half White and Half Purple w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Yellow and Half Blue w/ Strobe Pistil w/ Strobe Tail
China	2	6.0	Half Yellow and Half Green w/ Strobe Pistil w/ Strobe Tail
USA	2	6.0	Heart Pattern
USA	1	6.0	Kamuro w/ Fuchsia Strobe
China	2	6.0	Multi Color Peony with Crackling Tail
China	2	6.0	Multi-Color Chrysanthemum
USA	1	6.0	Orange Peony
USA	1	6.0	Orange Peony w/ Blue Pistil w/ Crackle Tail
China	2	6.0	Peace Pattern
China	2	6.0	Peacock Tail w/ Gold Tail
China	2	6.0	Pink Peony w/ Palm Pistil
China	2	6.0	Purple Chrysanthemum with Silver Tail
China	1	6.0	Purple Glitter w/ Palm Core
China	1	6.0	Purple to Crackling Flower w/ Green Pistil w/ Silver Tail
China	2	6.0	Rainbow Pattern
China	2	6.0	Red & Blue & White Peony
China	2	6.0	Red & White & Blue Glitter
China	2	6.0	Red Chrysanthemum & Glitter Palm Core
China	2	6.0	Red Distant Wave w/ Silver Tail
China	2	6.0	Red Palm Tree
China	1	6.0	Red to Crackling Crossette w/ Red Tail
China	1	6.0	Red to Crackling w/ Gold Palm Core
China	2	6.0	Red to White Strobe
China	1	6.0	Red to White Strobe & Blue
China	1	6.0	Red w/ Gold Palm
China	2	6.0	Shell of Shells w/ Palm Pistil w/ Silver Tail
China	2	6.0	Silver Peony w/ Red Ring w/ Tail
China	2	6.0	Silver to Crackling w/ Red Pistil

Shell Description

USA	2	6.0	Silver Tourbillions
China	2	6.0	Spangle Chrysanthemum w/ Variety Pistil
China	2	6.0	Sparkling Golden and Silver Lights with Gold Tail
China	2	6.0	Sparkling Silver Lights w/ Red & Blue Crossette w/ RST
China	2	6.0	Titanium Salutes Shell of Shells
China	2	6.0	Titanium Salutes with Silver Tail
USA	2	6.0	Tree Peony w/ Yellow Center w/ Silver Tail
China	1	6.0	Triplet Bloom w/ Crackling Tail
USA	2	6.0	Two-Color Change Chrysanthemum w/ Glitter Silver Pistil w/ Tail
China	2	6.0	White Crackling Willow with Silver Tail
China	2	6.0	White Peony
China	2	6.0	White Strobe Flitter w/Strobe w/ Silver Tail
China	2	6.0	White Twinkling
China	2	6.0	White Twinkling w/ Red Palm
China	1	6.0	Yellow Flowers in Battlefield w/ Gold Tail
China	1	6.0	Yellow to Crackling
China	2	6.0	Yellow to Red Reflecting with Silver Tail
	150		**TOTAL 6" MAIN BODY SHELLS**

8" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
USA	1	8.0	Assorted Bees
China	1	8.0	Blooming Silvery
China	1	8.0	Colorful & Silver Rain w/ RST
China	1	8.0	Double Rings & Brocade to Green w/ RGT
China	1	8.0	Gold Glitter
China	1	8.0	Green to Silver Peony
USA	1	8.0	Orange Peony
China	1	8.0	Pink Peony Silver Strobe w/ Silver Strobe Crossette w/ Silver Tail
China	1	8.0	Purple Glitter w/ Palm Core
China	1	8.0	Red & Blue & White Peony
China	1	8.0	Silver to Crackling w/ Red Pistil
China	1	8.0	Spangle Chrysanthemum w/ Variety Pistil
	12		**TOTAL 8" MAIN BODY SHELLS**

10" MAIN BODY SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	1	10.0	Astragalus
China	1	10.0	Blue & Spangle
China	1	10.0	Brocade Crown w/ Red Green Tail
China	1	10.0	Flourishing w/ RST
China	1	10.0	Gold Wave Purple w/ Gold Flashing Pistil w/ Gold Tail
China	1	10.0	Mixed Orange & Yellow Dahlia
USA	1	10.0	Multi-Color Chrysanthemum w/ RGT
China	1	10.0	Red & White & Blue Glitter
China	1	10.0	Sparkling Silver Lights w/ Red & Blue Crossette w/ RST

Shell Description

China	1	10.0	Titanium Salutes Shell of Shells
USA	1	10.0	White Twinkling
China	1	10.0	Yellow to Crackling
	12		**TOTAL 10" MAIN BODY SHELLS**
			LOW LEVEL PRESENTATION
China	4500	0.75	Silver Whistles
USA	500	0.75	Silver Whistles
	5000		**TOTAL LOW LEVEL PRESENTATION**

3" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	2	3.0	Aqua Peony w/ Spangle Pistil
China	2	3.0	Assorted Bees
China	2	3.0	Astragalus
China	2	3.0	Blooming Silvery
China	2	3.0	Blooming Silvery Chrysanthemum with Silver Tail
China	2	3.0	Blue & Spangle
China	2	3.0	Blue Bees
China	2	3.0	Blue Chrysanthemum with Silver Tail
China	2	3.0	Blue Crossette
China	2	3.0	Blue to Red Glitter
China	2	3.0	Blue to Red Peony
China	2	3.0	Brocade Crown to Purple Tail
China	2	3.0	Brocade Crown w/ Red Green Tail
China	2	3.0	Brocade Crown with Brocade Tail
China	2	3.0	Brocade Crown with Gold Strobe Pistil
China	2	3.0	Brocade Silver to Green
China	2	3.0	Brocade to Blue with Red Center
China	2	3.0	Brocade to Crackling
China	2	3.0	Brocade to Green Sparkling Lights
China	2	3.0	Brocade to Purple
China	2	3.0	Brocade to Purple Stars with Brocade Tail
China	2	3.0	Butterfly Pattern
China	2	3.0	Chrysanthemum to Red Sparkling Lights with Gold Tail
China	2	3.0	Chrysanthemum to Red Sparkling Lights with Silver Tail
USA	2	3.0	Color Chrysanthemum with Gold Tail
USA	2	3.0	Color Chrysanthemum with Silver Tail
USA	2	3.0	Color Peony
USA	2	3.0	Color Waves with Gold Tail
USA	2	3.0	Color Waves with Silver Tail
USA	2	3.0	Colorful & Silver Rain w/ RST
USA	2	3.0	Colorful and Silver Rain w/ Crackling Tail
USA	2	3.0	Colorful Peony with Palm Pistil
China	2	3.0	Crackling Palm
China	2	3.0	Crackling Palm with Crackling Tail

Shell Description

China	2	3.0	Crocus
China	2	3.0	Crown to Multicolor w/ Gold Tail
China	2	3.0	Dahlia Blue w/ Red tail
China	2	3.0	Double Ring (Red Inner & Blue Outer)
China	2	3.0	Double Ring (Yellow Inner and Purple Outer)
China	2	3.0	Double Rings & Brocade to Green w/ RGT
China	2	3.0	Electric Thunder Salutes
China	2	3.0	Fire Meteors
China	2	3.0	Five Colors
China	2	3.0	Flourishing
China	2	3.0	Flourishing w/ RST
China	2	3.0	Glitter Coconut
China	2	3.0	Glittering Silver to Blue Chrysanthemum
China	2	3.0	Glittering Silver to Green Chrysanthemum
China	2	3.0	Glittering Silver to Yellow Chrysanthemum
China	2	3.0	Gold Chrysanthemum with Blue Pistil
China	2	3.0	Gold Chrysanthemum with Blue Pistil with Gold Tail
China	2	3.0	Gold Chrysanthemum with Blue Pistil with Silver Tail
China	2	3.0	Golden Glittering Palm with Gold Tail
China	2	3.0	Golden Orchard
China	2	3.0	Golden Pheasant
China	2	3.0	Golden Rays with Blue Pistil
USA	2	3.0	Grand Celebration
USA	2	3.0	Grapes All Over The Vineyard
China	2	3.0	Green and Yellow Reflecting with Silver Tail
China	2	3.0	Green Chrysanthemum with Gold Tail
China	2	3.0	Green Chrysanthemum with Silver Tail
China	2	3.0	Green Crackling Willow
China	2	3.0	Green Peony
China	2	3.0	Green Peony w/ Blue Peony
China	2	3.0	Green Peony w/ Brocade Center w/ Gold Tail
China	2	3.0	Green Peony w/ Purple Pistil
China	2	3.0	Green Ring with Palm Pistil with Gold Tail
China	2	3.0	Green Ring with Palm Pistil with Silver Tail
China	2	3.0	Green to Silver Peony
China	2	3.0	Green to Yellow Peony with Palm Pistil
China	2	3.0	Half Blue & Half Silver Chrysanthemum
China	2	3.0	Half Blue and Half Green with Palm Pistil
China	2	3.0	Half Red & Half Blue Chrysanthemum
China	2	3.0	Half Red & Half Green w/ Palm Pistil
China	2	3.0	Half Red & Half Purple Chrysanthemum
China	2	3.0	Half Yellow and Half Blue Chrysanthemum with Gold Tail
China	2	3.0	Half Yellow and Half Blue Chrysanthemum with Silver Tail
USA	2	3.0	Happy Face Pattern
USA	2	3.0	Heart Pattern
China	2	3.0	Kamuro w/ Fuchsia Strobe
China	2	3.0	Mixed Orange & Yellow Dahlia

Shell Description

USA	2	3.0	Multi Color Peony w/ Crackling Tail
USA	2	3.0	Multi Reports
USA	2	3.0	Multi-Color Chrysanthemum w/ RGT
China	2	3.0	Orange Peony
China	2	3.0	Orange Peony w/ Palm Core w/ Tail
China	2	3.0	Orange Peony with Blue Pistil
China	2	3.0	Orange Peony with Crackling Pistil
China	2	3.0	Orchid
China	2	3.0	Peacock Tail
China	2	3.0	Peacock Tails with Gold Tail
China	2	3.0	Peacock Tails with Silver Tail
China	2	3.0	Pink Peony Silver Strobe w/ Silver Strobe Crossette w/ Silver Tail
China	2	3.0	Pink Peony with Purple Pistil
China	2	3.0	Pink Peony with Sparkling Silver Pistil
China	2	3.0	Purple Chrysanthemum with Silver Tail
China	2	3.0	Purple Glitter w/ Palm Core
China	2	3.0	Purple Peony
China	2	3.0	Purple Peony to Moving Silver Snakes w/ Silver Tail
China	2	3.0	Purple Peony with Brocade Center
China	2	3.0	Purple Peony with Red & Blue Pistil w/ Gold Tail
China	2	3.0	Purple Ring with Brocade Center
China	2	3.0	Purple, Red, Green, Yellow, Blue, & Crackling w/ Tails
China	2	3.0	Red & Blue & White Peony
China	2	3.0	Red & Blue Peony w/ Silver Tail
China	2	3.0	Red & White & Blue Glitter
China	2	3.0	Red Blue Silver Flashing w/ Brocade Silver w/ Blue & Red Pistil
China	2	3.0	Red Chrysanthemum & Glitter Palm Core
China	2	3.0	Red Chrysanthemum to Blue with Silver Center w/ Silver Tail
China	2	3.0	Red Chrysanthemum to Green with Red Center
China	2	3.0	Red Peony w/ Yellow Pistil w/ Crackling Tail
China	2	3.0	Red Peony with Gold Tail
China	2	3.0	Red Peony with Silver Brocade Pistil
China	2	3.0	Red Peony with Silver Tail
China	2	3.0	Red Strobe
China	2	3.0	Red to Crackling w/ Gold Palm Core
China	2	3.0	Red to Silver Diamond & Blue w/ Tail
China	2	3.0	Red to White Strobe & Blue
China	2	3.0	Red w/ Gold Palm
China	2	3.0	Red White Blue Peony
China	2	3.0	Silver Bees with Silver Tail
China	2	3.0	Silver Brocade to Orange
China	2	3.0	Silver Brocade to Pink
China	2	3.0	Silver Crackling Flowers
China	2	3.0	Silver Glitter Palm w/ Silver Tail
China	2	3.0	Silver Peony
China	2	3.0	Silver Peony with Red Ring
China	2	3.0	Silver Ring

Shell Description

China	2	3.0	Silver to Crackling w/ Red Pistil
China	2	3.0	Silver to Pink Peony w/ Blue Pistil w/ Silver Tail
China	2	3.0	Silver Tourbillions
China	2	3.0	Silver Wave to Blue
China	2	3.0	Singing Willow Warbler
China	2	3.0	Spangle Chrysanthemum w/ Variety Pistil
China	2	3.0	Sparkling Gold Lights
China	2	3.0	Sparkling Golden and Silver Lights with Gold Tail
China	2	3.0	Sparkling Golden Lights
China	2	3.0	Sparkling Silver Lights
China	2	3.0	Sparkling Silver Lights w/ Red & Blue Crossette w/ RST
China	2	3.0	Sparkling Silvery Lights
China	2	3.0	Star Pattern
China	2	3.0	Sunflower
China	2	3.0	Titanium Salutes
China	2	3.0	Titanium Salutes w/ Silver Tails
China	2	3.0	Triplet Bloom
China	2	3.0	Variety Peony w/Silver Palm Core
China	2	3.0	White Twinkling
China	2	3.0	White Twinkling w/ Red Palm
China	2	3.0	Yellow Bees
China	2	3.0	Yellow to Red Reflecting with Silver Tail
	300		**TOTAL 3" FINALE SHELLS**

4" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
USA	3	4.0	Assorted Bees
China	3	4.0	Blue Crossette
China	3	4.0	Blue Crossette w/Crackle
China	3	4.0	Blue Peony with Yellow Pistil
China	3	4.0	Brocade Silver to Red
China	3	4.0	Brocade Silver to Blue
China	3	4.0	Color Peony
China	3	4.0	Golden Ribbon
China	3	4.0	Green Crossette
Spain	3	4.0	Kamuro w/ Fuchsia Strobe
China	3	4.0	Orange Crossette
China	3	4.0	Popping Flowers
USA	3	4.0	Rainbow Streamers
China	3	4.0	Red Crossette
China	3	4.0	Singing Willow Warbler
China	3	4.0	White Crossette
USA	2	4.0	White Mag
	50		**TOTAL 4" FINALE SHELLS**

5" FINALE SHELLS

Shell Description

COUNTRY	QTY.	SIZE	DESCRIPTION
China	3	5.0	Blue Crossette
USA	2	5.0	Bowtie Ring
China	2	5.0	Brocade Silver to Green
China	3	5.0	Crown to Multicolor w/ Gold Tail
China	3	5.0	Double Ring (Red Inner & Blue Outer)
China	3	5.0	Double Ring (Yellow Inner and Purple Outer)
China	3	5.0	Electric Thunder Salutes
China	3	5.0	Fire Meteors
China	3	5.0	Five Colors
China	2	5.0	Flourishing
USA	3	5.0	Golden Ribbon
China	2	5.0	Half Red & Half Blue Chrysanthemum
China	3	5.0	Popping Flowers
China	2	5.0	Red Crossette
China	3	5.0	White Crossette
	40		**TOTAL 5" FINALE SHELLS**

6" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
China	3	6.0	Blue Diamond
China	3	6.0	Brocade to Purple Stars with Brocade Tail
China	2	6.0	Color Waves with Silver Tail
China	2	6.0	Glittering Silver to Red Chrysanthemum
China	3	6.0	Gold Waves with Gold Tail
China	3	6.0	Green and Yellow Reflecting with Silver Tail
China	2	6.0	Green Chrysanthemum with Gold Tail
USA	3	6.0	Peacock Tails with Gold Tail
China	3	6.0	Red Peony with Silver Tail
China	2	6.0	Silver Ring with Silver Tail
China	2	6.0	Sparkling Silvery Lights
China	2	6.0	White Chrysanthemum
	30		**TOTAL 6" FINALE SHELLS**

8" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
USA	1	8.0	Brocade Silver to Blue Chrysanthemum
China	1	8.0	Half Red & Half Purple Chrysanthemum
	2		**TOTAL 8" FINALE SHELLS**

10" FINALE SHELLS

COUNTRY	QTY.	SIZE	DESCRIPTION
USA	1	8.0	Blooming Silvery
China	1	8.0	Brocade Crown
	2		**TOTAL 10" FINALE SHELLS**

ITEM # 2024-7543

CITY OF DESTIN

AGENDA ITEM

COUNCIL MEETING DATE: March 4, 2024
TYPE OF AGENDA ITEM: Action Item
AGENDA OUTLINE NUMBER: 3.B.

TO: City Council

THRU:

FROM: Louis Zunguze, Interim City Manager
Kimberly Kopp, City Attorney

DATE: February 28, 2024

SUBJECT: Gulf Shore Drive Extension Construction Agreement-3rd Amendment (to April 30, 2024)

I. BACKGROUND:

On October 8, 2021, the City Council approved the attached road construction agreement, which was subsequently signed by the City and Pointe Resort/Pointe Mezzanine ("Developer"). As you will recall, the original agreement required that the Developer fully pay for all costs associated with construction of the Gulf Shore Drive Extension (this will not change). Additionally, the original agreement required the Developer to fully construct the GSD Extension within 9 months of the City issuing all necessary permits for construction of the road extension, which would have meant the deadline for completion would occur prior to the end of September, 2023. On September 18, 2023, the City Council approved an extension to the road construction completion date to December 31, 2023. Due to construction delays/issues with Destin Water Users, on December 11, 2023, the City Council granted a second extension through February 29, 2024. During that timeframe, issues with Destin Water Users were resolved and extensive utilities were placed underground beneath the proposed right-of-way area. Currently, the above-ground road construction is underway and visible.

The 3rd proposed amendment is attached, and would extend the completion date for the road construction to April 30, 2024 with no other changes to the Agreement.

II. DISCUSSION:

The City Manager and City Attorney recommend approval of the Third Amendment to the Gulf Shore Drive Construction Agreement. It is anticipated that this will be the final amendment, absent a major storm or other unexpected event.

While construction of Norriego Point Park is not included in the Gulf Shore Drive Extension Construction Agreement, the status of the road does effect when DEP

commences its process for the park. In sum, DEP has provided the City the following current anticipated schedule as of February 28, 2023:

Week of March 11: Final plans to be delivered from DEP to the City.
March 26: DEP intends to release for bids.
April 4: Anticipated pre-bid meeting.
April 30: Receipt of bids by DEP.

Award of contract, completion of contract, pre-construction meeting and NTP to follow within 90 days of award. Construction is expected to be approximately 10 months and hopefully completed by Memorial day weekend 2025.

A. Link to Strategic Goals / Objectives:
B. Effect on Budget (EOB):
C. Level of Service (LOS):
D. Legislative Sponsor:

III. CONCLUSION: The City Manager and City Attorney recommend approval of the Third Amendment to the Gulf Shore Drive Extension Construction Agreement.

IV. RECOMMENDED MOTION: I move to approve the Third Amendment to the Gulf Shore Drive Extension Construction Agreement, as presented.

Attachments:

1. Third Amendment to GSD EXT.
2. Second Amendment GSD EXT
3. First Amendment GSD EXT
4. Gulf Shore Drive Extension Agreement

This instrument prepared by:
Kimberly Romano Kopp
City Attorney
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

THIRD AMENDMENT TO GULF SHORE DRIVE EXTENSION CONSTRUCTION AGREEMENT

This THIRD Amendment (**"3rd Amendment**") is made and entered into this 29th day of February, 2024, by and between **Pointe Resort, LLC,** a Florida limited liability company whose mailing address is 1901 Manhattan Boulevard, Building H, Suite 101, Harvey, Louisiana 70058 ("Pointe Resort"); **Pointe Mezzanine, LLC,** a Florida limited liability company whose mailing address is 1901 Manhattan Boulevard, Building H, Suite 101, Harvey, Louisiana 70058 ("Pointe Mezzanine" and, together with "Pointe Resort", the "Developers"); and the **City of Destin,** a Florida municipal corporation whose mailing address is 4200 Indian Bayou Trail, Destin, Florida 32541 (the "City") (collectively, the "Parties") to extend and amend the Gulf Shore Drive Extension Construction Agreement, dated December 6, 2021, as amended by that certain First Amendment to Gulf Shore Drive Extension Construction Agreement, dated September 7, 2023 (together the "**Principal Agreement**"), and Second Amendment to Gulf Shore Drive Extension Construction Agreement, dated December 11, 2023.

The Parties hereby agree to amend a portion of paragraph 5 of the Principal Agreement as is set forth below. All terms and conditions of Paragraph 5 of the Principal Agreement that are not set forth in this 3rd Amendment remain in effect. The text in Paragraph 5 of this 3rd Amendment that is ~~strike-thru~~ is language proposed to be deleted from the Principal Agreement, <u>underline language</u> is language to be added, language that is not in strike-thru or underlined is not to be changed.

5. **Construction of Gulf Shore Drive Extension.**

The Gulf Shore Drive Extension Project shall be completed by April 30, 2024. ~~February 29, 2024.~~

Terms and Conditions of Principal Agreement. All terms and conditions of the Principal Agreement not explicitly amended herein remain in full force and effect, except to the extent of conflict with this Amendment.

POINTE RESORT, LLC

Dated: _____

_____
Robert J. Guidry, Manager

POINTE MEZZANINE, LLC

Dated: _____

_____
Robert J. Guidry, Manager

Dated:_____

CITY OF DESTIN

_____
Bobby Wagner, Mayor

ATTEST:

_____
Rey Bailey, City Clerk

This form is approved for legal sufficiency
for the City of Destin, only.

_____
Kimberly Romano Kopp, City Attorney

This instrument prepared by:
Kimberly Romano Kopp
City Attorney
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

SECOND AMENDMENT TO GULF SHORE DRIVE EXTENSION CONSTRUCTION AGREEMENT

This Second Amendment ("**2nd Amendment**") is made and entered into this 11th day of December, 2023, by and between **Pointe Resort, LLC,** a Florida limited liability company whose mailing address is 1901 Manhattan Boulevard, Building H, Suite 101, Harvey, Louisiana 70058 ("Pointe Resort"); **Pointe Mezzanine, LLC,** a Florida limited liability company whose mailing address is 1901 Manhattan Boulevard, Building H, Suite 101, Harvey, Louisiana 70058 ("Pointe Mezzanine" and, together with "Pointe Resort", the "Developers"); and the **City of Destin,** a Florida municipal corporation whose mailing address is 4200 Indian Bayou Trail, Destin, Florida 32541 (the "City") (collectively, the "Parties") to extend and amend the Gulf Shore Drive Extension Construction Agreement, dated December 6, 2021, as amended by that certain First Amendment to Gulf Shore Drive Extension Construction Agreement, dated September 7, 2023 (together the "**Principal Agreement**").

The Parties hereby agree to amend a portion of paragraph 5 of the Principal Agreement as is set forth below. All terms and conditions of Paragraph 5 of the Principal Agreement that are not set forth in this 2nd Amendment remain in effect. The text in Paragraph 5 of this 2nd Amendment that is ~~strike-thru~~ is language proposed to be deleted from the Principal Agreement, <u>underline language</u> is language to be added, language that is not in strike-thru or underlined is not to be changed.

5. **<u>Construction of Gulf Shore Drive Extension.</u>**

The Gulf Shore Drive Extension Project shall be completed <u>by February 29, 2024.</u>~~by December 31, 2023.~~

Terms and Conditions of Principal Agreement. All terms and conditions of the Principal Agreement not explicitly amended herein remain in full force and effect, except to the extent of conflict with this Amendment.

POINTE RESORT, LLC

Dated: 11|13|2023

Robert J. Guidry, Manager

POINTE MEZZANINE, LLC

Dated: 11|13|2023

Robert J. Guidry, Manager

Dated: 12|11|2023

CITY OF DESTIN

Bobby Wagner, Mayor

ATTEST:

Rey Bailey, City Clerk

This form is approved for legal sufficiency
for the City of Destin, only.

Kimberly Romano Kopp, City Attorney

This instrument prepared by:
Kimberly Romano Kopp
City Attorney
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

FIRST AMENDMENT TO GULF SHORE DRIVE EXTENSION CONSTRUCTION AGREEMENT

This First Amendment ("**Amendment**") is made and entered into this 7th day of September, 2023, by and between **Pointe Resort, LLC,** a Florida limited liability company whose mailing address is 1901 Manhattan Boulevard, Building H, Suite 101, Harvey, Louisiana 70058 ("Pointe Resort"); **Pointe Mezzanine, LLC,** a Florida limited liability company whose mailing address is 1901 Manhattan Boulevard, Building H, Suite 101, Harvey, Louisiana 70058 ("Pointe Mezzanine" and, together "ith Pointe Resort, the "Developers"); and the **City of Destin,** a Florida municipal corporation whose mailing address is 4200 Indian Bayou Trail, Destin, Florida 32541 (the "City") (collectively, the "Parties") to extend and amend the Gulf Shore Drive Extension Construction Agreement, dated December 6, 2021 ("**Principal Agreement**").

The Parties hereby agree to amend a portion of paragraph 5 of the Principal Agreement as is set forth below. All terms and conditions of Paragraph 5 of the Principal Agreement that are not set forth in this Amendment remain in effect. The text in Paragraph 5 of this Amendment that is ~~strike-thru~~ is language proposed to be deleted from the Principal Agreement, <u>underline language</u> is language to be added, language that is not in strike-thru or underlined is not to be changed.

5. Construction of Gulf Shore Drive Extension.

The Gulf Shore Drive Extension Project shall be completed <u>by December 31, 2023.</u> ~~within nine (9) months, of the City's all-inclusive final approval of the Project, including but not limited to issuance of building permits and right-of-way permits for construction of the Gulf Shore Drive Project.~~

Terms and Conditions of Principal Agreement. All terms and conditions of the Principal

Agreement dated December 6, 2021, not explicitly amended herein remain in full force and effect, except to the extent of conflict with this Amendment.

POINTE RESORT, LLC

Dated: 8-24-2023

Robert J. Guidry, Manager

POINTE MEZZANINE, LLC

Dated: 8-24-2023

Robert J. Guidry, Manager

Dated: 9-18-2023

CITY OF DESTIN

Bobby Wagner, Mayor

ATTEST:

Rey Bailey, City Clerk

This form is approved for legal sufficiency
for the City of Destin, only.

Kimberly Romano Kopp, City Attorney

This instrument prepared by:
Gary K. Hunter, Jr.
Robert C. Volpe
Holtzman Vogel, PLLC
119 South Monroe Street, Suite 500
Tallahassee, Florida 32301

GULF SHORE DRIVE EXTENSION CONSTRUCTION AGREEMENT

This Gulf Shore Drive Extension Construction Agreement ("Agreement") is made this 6th day of December, 2021, by and between **Pointe Resort, LLC**, a Florida limited liability company whose mailing address is 1901 Manhattan Boulevard, Building H, Suite 101, Harvey, Louisiana 70058 ("Pointe Resort"); **Pointe Mezzanine, LLC**, a Florida limited liability company whose mailing address is 1901 Manhattan Boulevard, Building H, Suite 101, Harvey, Louisiana 70058 ("Pointe Mezzanine" and, together with Pointe Resort, the "Developers"); and the **City of Destin**, a Florida municipal corporation whose mailing address is 4200 Indian Bayou Trail, Destin, Florida 32541 (the "City") (collectively, the "Parties").

WITNESSETH:

WHEREAS, by virtue of that certain Special Warranty Deed dated December 22, 2016, and recorded in the Okaloosa County Official Records at Book 3281, Page 1058 (a true and correct copy of which is attached hereto as Exhibit "A"), Pointe Resort is the fee simple owner of real property identified as Okaloosa County Parcel ID 00-2S-24-0000-0034-0020, which is located within the City of Destin (the "Upland Condominium Parcel"); and

WHEREAS, by virtue of that certain Trustee's Deed dated April 7, 2017, and recorded in the Okaloosa County Official Records at Book 3295, Page 3105 (a true and correct copy of which is attached hereto as Exhibit "B"), Pointe Mezzanine is the fee simple owner of real property identified as Okaloosa County Parcel ID 00-2S-24-0000-0034-0000, which is located within the City of Destin (the "Destin Harbor Parcel"); and

WHEREAS, the Upland Condominium Parcel and the Destin Harbor Parcel were previously part of a larger parcel leased and later owned in fee simple by Pointe One, LLC ("Pointe One")[1] that extended from the Destin Harbor on the eastern side of the Holiday Isle peninsula to East Pass on the western side of the Holiday Isle peninsula (the "Pointe One Parcel"), and which is specifically described in that certain Assignment and Deed dated May 28, 2004, and recorded in the Okaloosa County Official Records at Book 2537, Page 2079, (a true and correct copy of which is attached hereto Exhibit "C"); and

WHEREAS, Pointe One applied for and obtained Final Development Order SP-09-17 ("DO 09-17") from the City approving with conditions described therein, a multi-family residential development consisting of 79 long-term dwelling units on the Upland Condominium Parcel (the "Upland Condominium"), a true and correct copy of which is attached hereto as Exhibit "D"; and

WHEREAS, as a condition of DO 09-17, Pointe One was required to dedicate to the City a 100-foot right-of-way across the Pointe One Parcel for the extension of Gulf Shore Drive; and

WHEREAS, on April 29, 2009, Pointe One executed and recorded that certain Special Warranty Deed in the Okaloosa County Official Records at Book 2885, Page 4274, conveying a 100-foot strip of real property to the City for the extension of Gulf Shore Drive in between the Upland Condominium Parcel and the Destin Harbor Parcel and more particularly described in said deed, a true and correct copy of which is attached hereto as Exhibit "E"; and

WHEREAS, on May 8, 2009, Pointe One executed and recorded a Corrective Special Warranty Deed in the Okaloosa County Official Records at Book 2887, Page 2197, a true and correct copy of which is attached hereto as Exhibit "F"; and

---

[1] The Upland Condominium Parcel and the Destin Harbor Parcel are not and have not been contiguous as the City and its predecessors in title own and owned real property located in between the Upland Condominium Parcel and the Destin Harbor Parcel.

WHEREAS, at an October 17, 2011, regular Destin City Council Meeting (the Minutes of which are attached hereto as Exhibit "G"), the City Council approved and adopted a motion accepting the Special Warranty Deed and Corrective Special Warranty Deed (together, the "2009 Deeds") from Point One as the conveyance of the 100-foot strip of real property in between the Upland Condominium Parcel and the Destin Harbor Parcel, *nunc pro tunc* effective May 13, 2009; and

WHEREAS, the Developers are successors in title to Pointe One and took title to the Upland Condominium Parcel and Destin Harbor Parcel respectively after the 100 foot strip of real property for Gulf Shore Drive had been conveyed to and accepted by the City; and

WHEREAS, the Developers applied for and obtained Environmental Resource Permit No. 0251677-007-EI/46 and Sovereignty Submerged Lands Authorization No. 460338621 (the "FDEP Approvals") from the Florida Department of Environmental Protection ("FDEP") (a true and correct attached hereto as Composite Exhibit "H"), authorizing construction of a 53-slip private solely residential multi-family docking facility on the Destin Harbor Parcel that will serve residents of the Upland Condominium (the "Residential Docking Facility"); and

WHEREAS, on January 31, 2019, Pointe Mezzanine executed and recorded a conservation easement (a true and correct copy of which is attached hereto as Exhibit "I") in the Okaloosa County Official Records at Book 3383, Page 2425, restricting the uses of the Destin Harbor Parcel to those authorized in the FDEP Approvals; and

WHEREAS, Pointe Mezzanine also applied for and obtained Permit No. SAJ-2005-06882 (SP-MDZ) from the United States Army Corps of Engineers (a true and correct copy of which is attached hereto as Exhibit "J"), similarly authorizing construction of the Residential Docking Facility on the Destin Harbor Parcel; and

WHEREAS, the Developers submitted and the City is processing a Major Development Order Application for the Residential Docking Facility as an accessory use to the Upland Condominium; and

WHEREAS, in the process of reviewing the Major Development Order Application, the Parties discovered the existence of a deed from Okaloosa County to the City recorded on October 8, 1998, in the Okaloosa County Official Records at Book 2183, Page 2854, a true and correct copy of which is attached hereto as Exhibit "K" (the "1998 Deed");

WHEREAS, the Parties agree that title issues and ambiguities exist due to the 1998 Deed's existence and wish to clear and clarify these title issues and ambiguities through execution of this Agreement; and

WHEREAS, on November 7, 1958, the Board of Trustees of the Internal Improvement Trust Fund of the State of Florida (the "Board of Trustees") recorded in the Okaloosa County Official Records at Book 194, Page 571, a Quitclaim Deed (a true and correct copy of which is attached hereto as Exhibit "L") to Okaloosa County of all right, title, and interest in certain dredge spoil areas deposited on sovereign lands of the State of Florida, including the real property which is now commonly known as Norriego Point Park; and

WHEREAS, on April 24, 1961, Okaloosa County recorded in the Okaloosa County Official Records at Book 194, Page 573, a Dedication (a true and correct copy of which is attached hereto as Exhibit "M") to the Board of Trustees dedicating Norriego Point Park (as it is more particularly described therein) in perpetuity to be used solely and exclusively for public park and public recreational purposes; and

WHEREAS, on July 27, 2010, Okaloosa County recorded in the Okaloosa County Official Records at Book 2945, Page 2136, a Deed (a true and correct copy of which is attached hereto as

Exhibit "N") conveying fee title to Norriego Point Park to the City, subject to the aforementioned Dedication dated April 24, 1961; and

WHEREAS, in December 2012 the City submitted the Norriego Point Restoration and Recreation Project for consideration as an Early Restoration Project in the Natural Resource Damage Assessment process for the Deepwater Horizon Oil Spill; and

WHEREAS, as submitted the Norriego Point Restoration and Recreation Project included stabilization of Norriego Point and construction of recreational amenities including sidewalks and vehicle parking along the access road adjacent to the park; and

WHEREAS, the Norriego Point Restoration and Recreation Project was selected and the total estimated cost of the project is $15,123,208.00; and

WHEREAS, on December 5, 2012, the City also entered into a Memorandum of Understanding with the Board of Trustees (a true and correct copy of which is attached hereto as Exhibit "O") establishing the responsibilities and relationship between the City and the Board of Trustees with respect to management of Norriego Point Park (the "MOU"); and

WHEREAS, by that MOU the City agreed to be responsible for maintaining and controlling access to Norriego Point Park by the public and third parties; and

WHEREAS, access to Norriego Point Park and the associated recreational improvements included in the Norriego Point Restoration and Recreation Project requires construction of the extension of Gulf Shore Drive to Norriego Point Park; and

WHEREAS, FDEP undertook design of the recreational improvements for the Norriego Point Restoration and Recreation Project, including the design for the extension of Gulf Shore Drive to Norriego Point Park (the "Norriego Point Park Recreational Improvements"); and

WHEREAS, FDEP's conceptual design for the Norriego Point Recreational Improvements was presented to the Destin City Council at 30 percent, 60 percent, and 90 percent plan phases at regular meetings on September 17, 2018, August 19, 2019, and November 4, 2019, respectively; and

WHEREAS, at the 60 percent design phase presentation made on August 19, 2019, the Minutes of which are attached hereto as Exhibit "P," the City Council voted and unanimously approved FDEP's conceptual design for the Norriego Point Park Recreational Improvements, including alignment of the extension of Gulf Shore Drive; and

WHEREAS, the City has determined that construction of the Norriego Point Park Recreational Improvements, including the extension of Gulf Shore Drive, will provide significant benefits to the public health, safety, and welfare of its citizens;

WHEREAS, the Parties recognize the benefits of public-private cooperation and are desirous of finalizing an agreement which secures a plan for funding and construction of the extension of Gulf Shore Drive, as provided for below.

NOW, THEREFORE, in consideration of the mutual terms, covenants and conditions contained herein, and other good and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, it is mutually agreed as follows:

1. **Recitals.** The recitals set forth above are true and correct and are incorporated herein by reference.

2. **Purpose.** The purpose of this Agreement is to resolve outstanding title issues and set forth the rights and obligations of the Parties regarding the funding and construction of the extension of Gulf Shore Drive as detailed in the City and FDEP's approved conceptual 95% design plans for the Norriego Point Park Recreational Improvements attached hereto as Exhibit "Q,"

including the proposed concrete walkways and surface parking (the "Gulf Shore Drive Extension Project").

3. **Exchange of Quitclaim Deeds.** Within ten (10) days of the Effective Date of this Agreement, the City will execute and record a quitclaim deed substantially conforming to the template attached as Exhibit "R" hereto, formally abandoning and quitclaiming to Pointe Resort any and all right, title, or interest the City may have in the property described in the 1998 Deed less and except the real property as described in the 2009 Deeds. Simultaneous with execution and recording of the quitclaim deed described in Exhibit "R," the Developers will execute and record a separate quitclaim deed substantially conforming to the template attached as Exhibit "S" hereto, quitclaiming to the City any right, title, or interest they may have in the property described in the 2009 Deeds.

4. **1 Gulf Shore Drive Plat.** Within ten (10) days of recording the deeds described in Paragraph 3 above, the Parties will begin the process of jointly recording a plat by proceeding through the process described in City LDC Article 2.19.00, detailing the subdivision of the Pointe One Parcel into the Upland Condominium Parcel, the Destin Harbor Parcel, and the City's 100-foot strip of real property for the Gulf Shore Drive Extension Project, and substantially conforming to the proposed subdivision plat attached as Exhibit "T" hereto.

5. **Construction of Gulf Shore Drive Extension.** The Developers will be responsible for construction of the Gulf Shore Drive Extension Project and will bear all costs associated therewith, except for those costs relating to the redesign of the Gulf Shore Drive Extension described below. The alignment of the Gulf Shore Drive Extension Project will be constructed generally in conformance with the design plans for the Norriego Point Park Recreational Improvements 90% Plans attached as Exhibit "Q" hereto and with the City's approved

Environmental Resource Permit No. 0175572-010-EI/46 attached as Exhibit "U," but redesigned in a manner that increases the available public parking with the City retaining ultimate discretion to design Gulf Shore Drive Extension. The Parties recognize that Exhibits "Q" and "U" present only a concept of the Gulf Shore Drive Extension Project at this time and not fully designed and engineered drawings. The City shall undertake the redesign of the Gulf Shore Drive Extension by procuring fully designed and engineered drawings of the Gulf Shore Drive Extension from a licensed engineer to be selected by the City Council (the "GSD Redesign"). The fully designed and engineered drawings shall comply with the City's Comprehensive Plan and Land Development Code. The Parties agree to share costs for the GSD Redesign in the following manner: The City and Developers agree to equally split any and all costs of the GSD Redesign up to Sixty-Thousand Dollars ($60,000.00), with the Developers' portion to be paid by Developers within 30 days of receipt of invoice from the City. Any cost of the GSD Redesign exceeding Sixty-Thousand Dollars ($60,000.00) shall be borne solely by the City. The goal of this paragraph is to secure a timely redesign and permitted Gulf Shore Drive Extension Project for the benefit of the public usage of the Norriego Point Park Recreational Improvements. Upon completion, the Gulf Shore Drive Extension Project will be owned and maintained by the City pursuant to the Preliminary and permanent acceptance process outlined in City LDC Article 2.20.00.

Within thirty (30) days of completion of the GSD Redesign, the City agrees to use its best efforts to secure the required Coastal Construction Control Line ("CCCL") Permit for the Gulf Shore Drive Extension Project. Within thirty (30) days after the City secures the CCCL Permit, the Developers or their designee will begin the process of obtaining the required building permits for the Gulf Shore Drive Extension Project. If requested by the City or FDEP, within 120 days of issuance of the required building permits, the Developers or their designee will construct a

temporary roadway within the City's 100 foot strip of real property providing access to Norriego Point Park throughout construction of the Norriego Point Park Recreational Improvements and the Upland Condominium and Residential Docking Facility. The Gulf Shore Drive Extension Project shall be completed within nine (9) months of the City's all-inclusive final approval of the Project, including but not limited to issuance of building permits and right of way permits for construction of the Gulf Shore Drive Project. Within 60 days of issuance of both and Certificate of Occupancy for the Upland Condominium and a Certificate of Completion for the Residential Docking Facility, the Developers shall repair any damage to the Gulf Shore Drive Extension Project.

It is anticipated that construction of the Gulf Shore Drive Extension Project, the Upland Condominium, and the Residential Docking Facility will be concurrent with FDEP undertaking development of the Norriego Point Park Recreational Improvements. The Parties will coordinate with FDEP to the extent possible and agree to extend or otherwise modify the deadlines set forth in this paragraph as needed to accommodate FDEP's construction schedule. All deadlines contained in this Agreement shall only be modified upon mutual consent of both Parties, but neither party shall unreasonably withhold consent and both Parties agree to work in good faith with each other towards completion of the Gulf Shore Drive Extension Project.

6. **Consistency with Comprehensive Plan.** This Agreement and the development activities proposed herein are consistent with the City's Comprehensive Plan and Land Development Code.

7. **Other Permits.** Failure of this Agreement to address a particular permit, condition, term, or restriction shall not relieve the Developer of the necessity of complying with the applicable law governing said permitting requirements, conditions, terms, or restrictions.

8. **Binding Effect.** The burdens of this Agreement shall be binding upon, and the benefits of this Agreement shall inure to the benefit of, all successors in interest to and assigns of the Parties to this Agreement.

9. **Applicable Law, Jurisdiction, Venue.** This Agreement, and the rights and obligations of the Parties hereunder, shall be governed by, construed under and enforced in accordance with the laws of the State of Florida. Additionally, in the event of any breach or default under this Agreement by a party, the non-defaulting or non-breaching party shall have the right to exercise any and all remedies at law or in equity, including specific performance, or which are otherwise provided in this Agreement against the defaulting or breaching party. No remedy available to any party shall exclude any other remedy available to such party under this Agreement or at law or in equity. All remedies shall be cumulative of other remedies. Venue for any litigation pertaining to this Agreement shall be exclusively in the Circuit Court of Okaloosa County, Florida.

10. **Severability.** If any provision of this Agreement, or the application thereof to any person or circumstances, shall to any extent be held invalid or unenforceable by any court of competent jurisdiction, then the remainder of this Agreement shall be valid and enforceable to the fullest extent provided by law.

11. **Attorney's Fees.** In the event that it becomes necessary for any party to this Agreement to enforce its rights under the terms of this Agreement, then in that event, the prevailing party in such proceeding shall be entitled to recover reasonable attorney's fees and court costs, including all trial and appellate litigation.

12. **Captions or Paragraph Headings and Exhibits.** Captions and paragraph headings contained in this Agreement are for convenience and reference only, and in no way define, describe, extend, or limit the scope or intent of this Agreement, nor the intent or any

provision thereof. All exhibits are made a part of this Agreement by incorporation as though they were restated herein.

13. **Joint Preparation.** Preparation of this Agreement has been a joint effort of the Parties and the resulting document shall not, solely as a matter of judicial construction, be construed more severely against a party to this Agreement.

14. **Approval and Effective Date.** This Agreement shall become effective upon the approval and execution of Development Order 21-23, which authorizes the Residential Docking Facility.

15. **Amendment.** This Agreement may only be amended if in writing and by mutual consent of the Parties.

16. **Approvals and Duration of Permits.** The Developer acknowledges that this Agreement does not extend the duration of any permits or approvals, nor does it obligate the City to approve development that is not consistent with the City's Comprehensive Plan or Land Development Code. This Agreement shall not limit or impede the City in the exercise of its governmental authority for purposes of review and final action on any of the development described herein. This Agreement in no way alters or otherwise abrogates DO 09-17 or any condition specified therein.

17. **Further Assurances.** The Parties hereto agree to do, execute, acknowledge, and deliver, or cause to be done, executed, acknowledged, and delivered all other further acts and assurances as shall be reasonably requested by the other party in order to carry out the intent of this Agreement and give effect thereto. Without in any manner limiting their specific rights and obligations set forth in this Agreement, the Parties hereby declare their intention to cooperate with

each other in effecting the terms of this Agreement, and to coordinate the performance of their respective obligations under the terms of this Agreement.

18. **Notices**. Prior to either Party initiating legal proceedings to enforce what it perceives to be a breach of this Agreement, notice shall be provided to the Party alleged to have breached the Agreement by written notification delivered by certified U.S. mail explaining the purported breach and providing the offending Party fifteen (15) days from receipt of notice to cure the purported violation. In the event the breach is not cured within the fifteen (15) day period, the Party providing notice may initiate proceedings to enforce the terms of this Agreement. Failure to bring such an action at the end of the notice period described herein shall not serve as a waiver of the right to seek enforcement. Notice under this section shall be provided to:

For Developers:

Pointe Resort, LLC
1901 Manhattan Boulevard
Building H, Suite 101
Harvey, Louisiana 70058

Pointe Mezzanine, LLC
1901 Manhattan Boulevard
Building H, Suite 101
Harvey, Louisiana 70058

With copy to:

Gary K. Hunter, Jr.
Robert C. Volpe
Holtzman Vogel, PLLC
119 South Monroe Street, Suite 500
Tallahassee, Florida 32301

For the City:

Lance Johnson
City Manager
4200 Indian Bayou Trail
Destin, Florida 32541

With copy to:
Kimberly Romano Kopp
City Land Use Attorney
Romano Kopp Law, PA
P.O. Box 445
Destin, Florida 32541

and with copy to:

Kyle Bauman, Esq.
City Attorney
Anchors Smith & Grimsley
909 Mar Walt Drive No. 1014
Fort Walton Beach, Florida 32547

19. **Counterparts.** This Agreement may be executed in any number of counterparts, each of which shall be deemed an original, but all of which taken together, shall constitute on and the same document. Approval of this Agreement shall expire unless, within thirty (30) days after approval, the Agreement is fully executed by all of the Parties.

20. **Entire Agreement.** This Agreement contains the entire understanding among the Parties to the Agreement regarding the matters herein set forth and is intended to be and is a final integration thereof. There are no representations, warranties, agreements, arrangements, undertakings, oral or written, between or among the Parties hereto relating to this Agreement which are not fully expressed herein.

[signatures appear on following page]

Dated: 12-6-2024

POINTE RESORT, LLC

ROBERT J. GUIDRY
Manager

Dated: 12-6-2024

POINTE MEZZANINE, LLC

ROBERT J. GUIDRY
Manager

Dated: 12/6/24

CITY OF DESTIN

GARY JARVIS
Mayor

ATTEST:

Rey Bailey, ~~City Clerk~~

REGULAR MEETING
DESTIN CITY COUNCIL
FEBRUARY 5, 2024
CITY HALL ANNEX COUNCIL CHAMBERS
6:00 PM

The Council of the City of Destin met in regular session with the following members and staff present:

Destin City Council

Mayor Bobby Wagner
Councilmember Torey Geile
Councilmember Johnny King
Councilmember John Stephens
Councilmember Kevin Schmidt
Councilmember Dewey Destin
Councilmember Jim Bagby

Destin City Staff

Interim City Manager Louis Zunguze
City Engineer Ryan Scott
Public Information Director Tamara Young
Grants/Projects Manager Jeffrey Cozadd
City Attorney Kimberly Kopp
City Clerk Rey Bailey
Public Works Director Michael Burgess
IT Director Andy Peters
Building Official Noell Bell

CALL TO ORDER, INVOCATION AND PLEDGE OF ALLEGIANCE

Mayor Bobby Wagner called the meeting to order at 6:00 PM. Pastor David J. Butler of Faith Assembly Christian Church gave the invocation, which was then followed by the recitation of the Pledge of Allegiance.

INAUGURATION OF INTERIM CITY COUNCIL MEMBER JOHN STEPHENS III

The City Clerk administered the Oath of Office to Interim City Councilmember John Stephens III.

AGENDA APPROVAL

Motion by Councilmember Bagby, seconded by Councilmember King, to approve the agenda passed 6-0 (Council members Schmidt, King, Bagby, Destin, Geile, and Stephens voted "yes"; Councilmember Hebert was absent from the meeting).

1. **PROCLAMATIONS / RECOGNITIONS / SPECIAL / PUBLIC PRESENTATIONS / ANNOUNCEMENTS**

2. **PUBLIC COMMENTS**

Mr. Greg Fisher, a Destin resident and business owner, recognized Councilmember. John Stephens's appointment to the Destin City Council and expressed his gratitude for the role Councilmember Stephens played in helping him start a very successful business in Destin.

Mr. Ted Love, a Destin resident, questioned the necessity of placing four-way stop signs at the intersection of Kelly Street and Spring Lake Road, stating that they are nothing more than an absolute nuisance. He continued that if the reason for placing the signs is the safety of the children, they are serving no real purpose as hardly any child crosses that intersection even on a busy day. He urged the council to remove the additional stop signs to keep the traffic flowing smoothly.

Ms. Sandy Trammell, a Destin resident and Parks and Recreation Committee Chair, expressed her gratitude to Mayor Wagner for issuing a proclamation to Daughters of the American Revolution for their 10th anniversary celebration event in Destin. She also noted that the Parks and Recreation Committee voted to recommend approval of the plans for pickleball courts that are before the council tonight.

Ms. Trammell also stated that the proposed site for the pickleball courts is a perfect governmental center; and so speaking as a citizen of Destin, and if the city is unable to obtain portions of the Publix Shopping Center building for a possible city center location, she recommends looking at the sand dune Center adjacent to the children's park at the Morgan Sports Center and building the pickleball courts in that area since they also need bathrooms at the children's park. They could also consider moving the children's park to a pavilion located at the end of the park that is hardly used to make room for additional pickleball courts. They could then convert the current city hall into a community center.

3. CONSENT AGENDA

A. Destin Little League, Inc. Opening Day Parade Request for use of city right-of-way
B. Requisition Approval - Microsoft Government Licensing Renewal
C. Approval of minutes of December 11, 2023, Regular City Council Meeting

Motion by Councilmember Bagby, seconded by Councilmember King, to approve Consent Agenda items 3A through 3C, as printed above, passed 6-0 (Council members Schmidt, King, Bagby, Destin, Geile, and Stephens voted "yes"; Councilmember Hebert was absent from the meeting).

4. CITY MANAGER REPORTS

A. Undergrounding - Light pole selection

Grants/Program Manager Jeff Cozadd reported that new street lighting will be required for the Utility Undergrounding Phase 1 area. The current streetlights can only be fed through an aerial feed and cannot be converted to be fed underground. This conversion requires the poles to be replaced to accommodate the new feed. He then presented the following two options for light poles.

Option 1 – a grey-colored concrete pole with a mounted black mast. FPL would charge approximately $4,700 a month for these poles and lighting fixtures. FDOT will provide the city credit of approximately $3,450 per month (paid out annually) for this section of Hwy 98 lighting. This would result in a net expense of $1,250 a month.

Option 2 – a black concrete pole with a black top-mounted black mast. It comes with a charge from FPL of $6,000 per month. The FDOT credit would remain the same at $3,450 per month. The net expense for Option 2 would be $2,550 per month.

According to Public Works Director Michael Burgess, FPL will also require that the city pay the Net Book Value of the existing lighting after the removal of the 111 existing overhead roadway lighting fixtures along Hwy 98. That amount is estimated to be approximately $60,000 at the projected time of removal.

Councilmember Bagby asked whether the city leases the poles or the light fixtures.

Mr. Burgess stated that the city does not own the poles, except maybe those on Commons Drive which the city maintains.

Councilmember Bagby recommends going back to FPL and finding out if they replaced all the poles. He would like to know exactly what the city is leasing and the life expectancy; adding that they need to be able to show exactly what the city is paying for that would amount to $60,000.

Councilmember Schmidt moved to select the option showing a black concrete pole with black top-mounted mast, and to have staff inform FPL of the selection, passed 6-0 (Council members Schmidt, King, Bagby, Destin, Geile, and Stephens voted "yes"; Councilmember Hebert was absent from the meeting).

Councilmember Schmidt recommends researching the option for the city putting in the poles as opposed to leasing them.

According to Councilmember Bagby, the cost and the downside of the city having the responsibility of putting in the poles are possibly greater than they wish to undertake. He added that their liability when the windstorm comes would possibly be greater than they could imagine as FDOT would most likely not reimburse the city for their poles.

B. Clement Taylor Park Renovation RFP 24-02-REC

Mr. Cozadd explained that the city previously executed the sub-award agreement from the county pursuant to the council's direction. Once the city receives the fully executed agreement from the county, the next step in the process will be to begin the procurement of a contractor. The staff has prepared the Request for Proposal (RFP) that will outline the procurement process. Staff would like the council to review and approve the RFP so that it can be submitted to the county once the city receives the fully executed agreement. He added that prior to advertising for the RFP, the county and US Treasury must review and approve it.

Motion by Councilmember Bagby, seconded by Councilmember King, to forward RFP 24-02-REC to the county for review and approval passed 6-0 (Council members Schmidt, King, Bagby, Destin, Geile, and Stephens voted "yes"; Councilmember Hebert was absent from the meeting).

C. Pickleball Courts – 30% Schematic Design (August 21, 2023, Council accepted Jenkins proposal to design and permit the pickleball complex)

The City Engineer came before the council seeking approval to move to 60% of the design phase for courts. He reported that upon further review of the Florida Building Code, at least one unisex bathroom is required as part of the project; and that with the added cost of the bathrooms, there are not enough funds remaining in the budget to build the four courts as previously planned. He then presented the following 3 options:

1. $349,531 – One set of bathrooms and two courts (one covered).
2. $613,663 – One set of bathrooms and four courts (four covered).
3. $433,663 – One set of bathrooms and four courts (one covered).

Councilmember Bagby expressed his opposition to further delaying construction of the courts. He recommended a fourth option, which is to build 4 courts, all uncovered, and one set of bathrooms.

Councilmember Bagby moved to direct the City Manager to work with staff and Jenkins Engineering to move forward to 60% plans with Option 4, which is 4 courts, none covered, with one set of bathrooms; and for staff to bring back at least two recommendations for the sources of funding for the additional $25,160 the city will still need to build the courts from the current year's budget. Councilmember Schmidt provided a second to the motion, which passed 6-0 (Council members Schmidt, King, Bagby, Destin, Geile, and Stephens voted "yes").

D. Announcements:

1. The mayor initiated a proclamation for the National Society of the Daughters of the American Revolution in honor of the West Florida Chapters 10th Anniversary Luncheon and extended that proclamation to them this past weekend.

2. Gator Boring is expected to begin work on the Four-Pronged Lake starting February 6th with the installation of the piping, which is expected to take 2 days.

3. The city's Code Compliance Department will be hosting a beach vendor meeting on Monday, February 12th, at 1:00 PM.

4. The city's Annual Spring Craft Show will be held at the Destin Community Center on February 16th, from 10 AM to 4 PM, and on February 17th, from 9 AM to 3 PM.

5. City facilities will be closed on Monday, February 19th, for President's Day Holiday. The next city council meeting is on Tuesday, February 20th. It will be preceded by the Mayor's State of the City Address which begins at 5:30 PM.

6. At the last council meeting, Mayor Wagner proclaimed the month of February as Congenital Heart Defects Awareness Month. As a show of support, the city agreed to collect aluminum pop tabs through February 29th for the Ronald McDonald House charities. They are being collected at City Hall, City Hall Annex, Destin Community Center, and Public Works facility.

7. The City of Destin's 40th Birthday Celebration is on March 1st. The Destin Fishing Museum will be hosting the Destin Hall of Fame Induction Ceremony. The city's finest fishing captains, past and present, will be celebrated in this inaugural event which will be held at the Destin Community Center beginning at 10 AM.

8. The city is moving to the latest version of the Open Meeting Voting System in the Council Chambers. The new system is cloud-based. Council members will vote from a computer or tablet as opposed to the old-fashioned gadget. The city's IT Director Andy

Peters is requesting the council's feedback as to what they feel is the most useful setup for council meetings.

9. Tyler Technologies will meet with staff to discuss EnerGov Wednesday through Friday (February 7-9) this week.

5. PUBLIC HEARINGS

A. THIS ITEM HAS BEEN CONTINUED TO FEBRUARY 20, 2024, REGULAR CITY COUNCIL MEETING TO BE HELD AT 6 PM, AT THE REQUEST OF THE APPLICANT. IT WILL NOT BE CONSIDERED ON FEBRUARY 5TH. THIS NOTE IS INCLUDED IN THE AGENDA FOR THE BENEFIT OF THE PUBLIC AFTER ADVERTISING.

Panhandle Engineering, Inc., on behalf of Ramanada LLC, is requesting approval for a Major Development Order, which includes the construction of a 64-unit boutique hotel, along with the associated site infrastructure, as well as a separate overflow parking lot for the SunDestin condominiums. The subject project is located at 1035 Highway 98 East (Parcel ID: 00-2S-22-0000-0024-001C), totaling approximately 9.18 acres.

6. COMMENTS / PRESENTATIONS FROM MAYOR, COUNCIL, AND CITY ATTORNEY

A. Councilmember Stephens

B. Councilmember Geile

1. Projects Status/Updates

Harbor Dredging Update – The city received 3 rough estimates: the lowest at $500,000 and the highest at $1.3 million. Staff to discuss financing with the council and come back with recommendations.

Councilmember Geile moved to direct staff to bring back general information on the following two options on March 4th: A possible POA, which is something voluntary among harbor property owners, or a city-imposed assessment; looking at it for a possible emergency dredging, but also at ongoing maintenance thereafter. Motion was seconded by Councilmember King.

Motion passed 6-0 (Council members Schmidt, King, Bagby, Destin, Geile, and Stephens voted "yes"; Councilmember Hebert was absent from the meeting).

C. Councilmember Destin

1. Third Parcel at Crystal Beach

Councilmember Destin requested an update on the third parcel that they are trying to obtain at Crystal Beach.

According to the City Attorney, the city received a letter of intent from the property owner. The seller is proposing a purchase price of $6.79 million on the property with a 150 day or less closing date. The seller has offered to put up a $100,000 security deposit as a show of good faith, which will not be refundable to him if he reneges. He has also done away with his

prior request for a 1033 exchange due to prior tax complications. She asks for the council's direction whether to proceed with this negotiation with the property owner.

Councilmember Destin stated this will be contingent upon the county's participation in this matter financially.

Councilmember Bagby stated that he is still interested in the proposed property exchange that would consist of the city acquiring 2940 Scenic Hwy 98 and a cash offer from the property owner in exchange for the city-owned 2970 Scenic Hwy 98. He recommends reengaging the property owner to see if he would be willing to increase his cash offer to more than $75,000.

Councilmember Bagby moved to authorize the City Attorney to engage in a conversation with the owner of the third parcel at Crystal Beach, as well as the potential land swap agreement being proposed by a property owner – Mr. Knowles – at the Shore at Crystal Beach, to discuss their current position with respect to the prices of their parcel. In addition, direct staff to contact the county and discuss their intent with regard to their participation in this matter. Motion was seconded by Councilmember Destin and passed 6-0 (Council members Schmidt, King, Bagby, Destin, Geile, and Stephens voted "yes"; Councilmember Hebert was absent from the meeting).

D. Councilmember Bagby
E. Councilmember Hebert
F. Councilmember King
G. Councilmember Schmidt

Motion by Councilmember Schmidt, seconded by Councilmember King, to direct the City Manager and City Attorney to have staff review a past council workshop and bring back summary and suggestions for updating a food truck map within the next 3 to 4 months passed 6-0 (Council members Schmidt, King, Bagby, Destin, Geile, and Stephens voted "yes"; Councilmember Hebert was absent from the meeting).

H. Mayor Wagner
I. City Attorney

7. PUBLIC COMMENTS

ADJOURNMENT

Having no further business at this time, the meeting was adjourned at 7:37 PM.

_____

Bobby Wagner, Mayor

ATTEST:

_____

Rey Bailey, City Clerk

ITEM # 2024-7536

CITY OF DESTIN

AGENDA ITEM

COUNCIL MEETING DATE: March 4, 2024
TYPE OF AGENDA ITEM: Presentation
AGENDA OUTLINE NUMBER: 4.A.

TO: City Council

THRU: Louis Zunguze, Interim City Manager

FROM: Rey Bailey, City Clerk

DATE: February 27, 2024

SUBJECT: Destin Youth Council - Workplans

I. BACKGROUND: According to the Destin Youth Council ByLaws, the Chair of the Youth Council or their designee shall make a report to the Destin City Council of the activities and businesses of the Youth Council at least once each calendar year.

II. DISCUSSION: At their February 8th meeting, the Destin Youth Council addressed several initiatives/projects they would like to pursue during their term of office, which expires in July 2024. The group will prioritize these items and create additional work plans at their next meeting in October and then present these plans for city council approval at a future city council meeting.

At their February 8th meeting, the Youth Council voted unanimously to present two of their top priorities for preliminary approval/advice from the city council.
1. Beach Cleanup. Seek the council's approval to move forward with conducting a youth council-sponsored beach cleanup effort in March. This would include:

a. Identifying cleanup site to make sure that volunteers can safely access the site
b. Choosing an event coordinator to organize and keep everything on track before, during, and after the event
c. Gathering supplies - trash bags, first aid kit, hand sanitizers, water, gloves, sunscreen, etc.
d. Get volunteers to help. Recruit friends, family, neighbors.

2. Seek city council support/advice in implementing a recycling system in Destin schools. The overall goal of this implementation is to strengthen the cleanliness of the community's environmental health, as well as to promote to future generations the essential habit of recycling. Teachers and students are constantly throwing away leftover handouts and papers when it is extremely apparent how much of these materials could actually be saved. Also, Destin High School serves approximately 370 lunches in plastic, paper, and cardboard

containers weekly. If the school had the opportunity to utilize a recycling system, it would be put to good use. Destin youth council's ultimate goal is to provide Destin's youth with opportunities for a successful future, and by putting this idea into action, they believe they could make real change.

A. Link to Strategic Goals / Objectives: Enhanced Quality of Life

B. Effect on Budget (EOB): None. This is a volunteer committee

C. Level of Service (LOS): Improved quality of life not only for Destin's youths but for all its residents.

D. Legislative Sponsor:

III. CONCLUSION:

IV. RECOMMENDED MOTION: Motion to approve the Destin Youth Council work plans.

Attachments:

None

ITEM # 2023-7306

CITY OF DESTIN

AGENDA ITEM

COUNCIL MEETING DATE: March 4, 2024
TYPE OF AGENDA ITEM: City Manager Report
AGENDA OUTLINE NUMBER: 4.B.

TO: City Council

THRU: Louis Zunguze, Interim City Manager
Kimberly Kopp, City Attorney

FROM: Michael Burgess, Public Services Director
Jeffrey Cozadd, Grants Manager

DATE: 02/29/2024

SUBJECT: RFP 23-13-PW Paid Parking Solution, authorization to negotiate and execute a 3-year contract

I. BACKGROUND: The City advertised RFP 23-13-PW, Paid Parking Solution, in November 2023 with nine vendors providing responses. The City's Bid Committee having reviewed each, scored the proposals at a public meeting on February 1, 2024.

II. DISCUSSION: The nine vendors who responded to the RFP are as follows:
1. Park Mobile
2. Passport Labs, Inc.
3. HotSpot Parking by Arcadis
4. iParq
5. Premium Parking
6. Mobile Smart City
7. Risetek Global
8. Blinkay
9. Pay by Phone

RFP 23-13-PW is included as ATT1 and individual proposals as ATTs 2 through 10. The Bid Committee's scoring summary is provided as ATT11.

During FY23, our current vendor reports a total transaction count of 67,642 with gross revenues of $812,775. *Please note that our new rate schedule went into effect on May 19, 2023. From May19 to Sept30, our total transaction count was 34,734 with gross revenues of $638,810. The total net revenues (net of parking payment processing and after 7% sales tax) for FY 2023 was $697,887. Parking payment processing has been just under $65,000 per year for the past two years.*

A. Link to Strategic Goals / Objectives: I. Financially Sound City providing Service

Excellence
II. Enhanced Quality of Life and Safety for Families

B. Effect on Budget (EOB):

Year 1 Costs for Paid Parking - Responses to Question						
RFP 23-13-PW						
based on 67,573 transactions with Gross Revenues of $812,440						
Vendor	**Transaction Fee by User**	**Transaction Fee Comments**	**Merchant Fee by City**	**Merchant Fee Comments**	**Total**	**Other Costs**
Park Mobile	$23,650	$0.35 per transaction (by user)	$38,597.30	3% + $0.20 per transaction (by City)	$62,247.30	discounts for transaction fees if users use Parkmobile account
Passport Labs	$23,651	or by City	$43,832	2.9% + $0.30 per transaction (by City)	$67,482.55	$3,378.65 Passport Gateway fee ($0.05 per transaction)

C. Level of Service (LOS): Level of service will remain the same or could potentially increase.

D. Legislative Sponsor:

III. CONCLUSION: The Bid Committee recommends executing a contract with Park Mobile.

IV. RECOMMENDED MOTION: I move that the City Manager be authorized to negotiate and execute a three-year contract with Park Mobile to provide paid parking payment services.

Attachments:

1. ATT1: RFP 23-13-PW Paid Parking Solution Nov2023
2. ATT2: ParkMobile
3. ATT3: Passport Labs
4. ATT4: HotSpot by Arcadis
5. ATT5: iParq
6. ATT6: Premium Parking
7. ATT7: Mobile Smart City
8. ATT8: RISETEK
9. ATT9: BLINKAY
10. ATT10: PaybyPhone
11. ATT11: RFP 23-13-PW - Paid Parking - Bid Committee Scores

CITY OF DESTIN, FLORIDA

REQUEST FOR BIDS
RFP NO. 23-13-PW

PAID PARKING SOLUTION

City of Destin, Florida
November 2, 2023

Lance A. Johnson, City Manager
Phone (850) 837-4242
4200 Indian Bayou Trail
Destin, Florida 32541

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

NOTICE TO BIDDERS

The City of Destin, Florida, is currently receiving sealed competitive proposals for a Paid Parking Solution Contract for City parking lots for **three years with the option for two additional one-year renewals, not to exceed five years**. Interested parties should contact the City Clerk's office to obtain copies of the bid documents by calling them at 850-837-4242. The Scope of Work will include, but not be limited to, software, hardware, and customer services to support an existing Paid Parking Program. The successful Bidder shall be required to supply the City with copies of current Liability Insurance and Worker's Compensation coverages. Bids must be received by the City Clerk's Office at the City of Destin, 4200 Indian Bayou Trail, Destin, Florida 32541, in a sealed envelope clearly marked "**RFP No. 23-13-PW, PAID PARKING SOLUTION**", along with the name, return address and telephone number of the bidder, no later than **2:00 p.m. CST, on Thursday, December 14, 2023**. The City reserves the right to reject any and all Bids or portions thereof, to waive minor defects and informalities in the process, to accept the Bid(s) or take any other actions deemed by the City to be in the City's best interest.

Lance A. Johnson
City Manager

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

CHECKLIST

The following items must be provided for your bid to be considered responsive.

1. **Completed bid form (Exhibit A)**
2. **Responsive Bidder Qualifications Statement (Exhibit B)**
3. **Proof of required Workman's Compensation Insurance documents**
4. **Proof of adequate Liability Insurance**
5. **Completed W-9 [available at http://www.irs.gov/pub/irs-pdf/fw9.pdf]**
6. **Bid Packet initialed on all pages**
7. **Copy of General Liability Insurance Documents (Worker's Compensation)**
8. **Copy of State license (if required for job)**
9. **Copy of City License (if business office is in Destin)**
10. **Completed Public Entity Crimes Form (Exhibit C)**
11. **Completed Drug Free Form (Exhibit D)**
12. **Addenda (if applicable)**
13. **Three References (minimum) to include Contact Name, organization, project names and dates, Contact's telephone and email. *References should be from other municipalities, county governments, airports, event centers, etc.***

Other documents as requested in bid package.

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

1.0 INTRODUCTION

The City of Destin is issuing a Request for Proposal (RFP) to secure proposals from qualified contractors for **PAID PARKING SOLUTION**.

It is the responsive proposer's responsibility to read and understand the requirements of this request for proposal. Responsive proposers are required to state exactly what they intend to furnish the City of Destin via this solicitation and must indicate any variances to the terms, conditions and specifications of this proposal, no matter how slight. If variations are not stated in the proposal, it shall be construed that the bid fully complies with all conditions identified.

Before submitting a bid, each responsive bidder will, at bidder's own expenses, make or obtain any additional examinations, investigations and studies, and obtain any additional information and data that may affect costs, permitting, progress, performance of furnishing of the project and that the responsive bidder's deems necessary to determine its proposal.

Responsive bidder will examine all documents included in this Request for Proposals (RFP) carefully and shall make a written request to the City's authorized representative for interpretation or correction of any ambiguity, inconsistently, or error herein.

Any interpretation or correction will be issued as an Addendum by the City. Only a written interpretation or correction by Addendum shall be binding. Responsive bidders are cautioned against relying on any interpretation or correction given by any other method.

The submission of a proposal shall not be deemed an agreement between the responsive bidder and the City. The proposal is a contractual offer by the responsive bidder to perform services in accordance with this RFP Solicitation. The City shall not be obligated to respond to any bid submitted nor be bound in any manner by the submission.

2.0 INSTRUCTION TO RESPONDENTS

A. All RFP's will be publicly opened and recorded for acknowledgement of receipt in the City Hall Boardroom on **December 14, 2023** no later than 2:00 P.M. (CST). All responsive bidders or their representatives are invited to be present. The City Hall Boardroom is located at Destin City Hall, 4200 Indian Bayou Trail Destin, FL 32541.
B. Any responses received after the stated time and date will NOT be considered. It shall be the sole responsibility of the responsive bidder to have their RFP submittal **delivered to City Clerk's Office** for receipt on or before the above stated time and date. RFP responses which arrive after the above stated deadline as a result of delay by the mail service shall not be considered, and arrangements shall be made for their return at the responsive bidder's request and expense. The City reserves the right to consider

submittals that have been determined by the City to be received late due solely to mishandling by the City after receipt of the RFP and prior to the award being made.

C. Respondents may request information regarding the RFP in writing from City Clerk Rey Bailey, clerk@cityofdestin.com. Such a request shall be received in writing at least seven (7) days prior to the submittal deadline.

D. If any addendum(s) are issued to this Request for Bid, the City will attempt to notify all prospective respondents. It shall be the responsibility of each respondent, prior to submitting the RFP response, to contact the City Clerk's Office, at (850) 837-4242 to determine if any addendum(s) were issued and to complete any addendum acknowledgements as part of their RFP response.

E. Complete and submit Responsive Bidder Qualification Statement, form herein as Exhibit B. Clearly indicate the legal name, address and telephone number of the responsive bidder. Responses shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the responsive bidder to the submitted RFP. Responsive bidders must note their Federal I.D. number on their RFP submittal.

F. *One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy* of the RFP responses (on USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

G. All expenses for making RFP submittals to the city are to be borne by the responsive bidder.

H. Responses shall be evaluated by the Bid Committee based on all information submitted and the lowest, most responsive and responsible bidder will be recommended to the City Council for approval.

I. The Bid Committee shall consist of City of Destin staff members.

J. Each responsive bidder, by submission of an RFP submission, acknowledges that in the event of any legal action challenging the award of the RFP; damages, if any, shall be limited to the actual cost of the preparation of the RFP.

K.

PROCUREMENT SCHEDULE	
Tasks	**Date**
RFP Advertised	Week of November 13th, 2023
Last Day for Questions to be Submitted	December 7, 2023
Due Date/Bid Opening	December 14, 2023
Tentative Date - Bid Committee Evaluation	December 21, 2023
Tentative Date - City Council Meeting	January 2, 2024
Tentative Date - Notice of Award	Week of January 2, 2024
Tentative Date - Execution of Contract	January 2024

3.0 PROJECT CONTRACTOR REQUIREMENTS

The City of Destin is seeking an independent contractor, to include all necessary independent subcontractors, with all applicable licenses to supply the services described in this advertisement.

3.1 Licensing Requirements

Provide all applicable licenses: include license name, license numbers and contact information. Contractor must be Florida Certified or Okaloosa Registered and provide a license of qualifier.

3.2 Insurance Requirements

a. Respondents shall be required to provide proof of General Liability Insurance with a minimum liability insurance requirement of $1,000,000 for combined single limit and Worker's Compensation Insurance in accordance with the laws of the State of Florida and in amounts sufficient to secure the benefits of the Florida Workmen's Compensation Law for all types of employees, including those of subcontractors.

b. Respondent shall produce proof of insurance in the types and amounts required by the City, including the foregoing and any additional coverages, including Automobile Liability and or Builder's Risk Insurance, as may be defined at the time of contract. The City shall be named as an additional insured party and all binders, policies or certificates of insurance shall include a provision that such insurance coverage shall not be cancelled or amended without at least thirty days' notice to the City. All coverage shall be with carriers admitted doing business in the State of Florida. Carriers shall be A rated (or better) by A M Best Company. City reserves the right to modify its insurance requirements with 60 days' notice.

3.3 Bonding Requirements

Performance and Payment Bond – No Performance and/or Payment bonds are anticipated with this contract.

3.4 Permitting Requirements

The contractor is required to obtain all required permits prior to the start of any work.

3.5 Codes and Standards

All project work shall be done in accordance with all applicable Federal, State and local codes and standards which include, but not limited to State Building Codes, City Codes and Ordinances, etc.

4.0 PROJECT OBJECTIVES AND BACKGROUND

The City is looking for an integrated, turnkey solution that can be managed and operated by the City with vendor maintenance and support. Services are to include a product that provides for phone/app-based payments, revenue and data management, real-time parking availability information (preferred), robust reporting, intuitive customer service tools, and software and equipment to support parking enforcement and collections.

Proposals must provide for the design, integration, installation, testing, training and support needed to implement the solution, including the provision and placement of parking and wayfinding signage. City recognizes that there will be a need for pay stations to ensure equity amongst users, but desires to minimize the number that are needed and to avoid handling of cash/coins. Proposers should identify the type and number of pay stations they would deploy and how the stations would be integrated with their software solution.

The City's principal objective is to reduce congestion and improve the availability of parking in both our Harbor and Beach Parking Districts by influencing user parking preferences, increasing parking turnover rates, and improving the overall user experiences. Another objective is to allow patrons to pay by
mobile device for parking beyond the initial period and to receive notifications when their time is about to expire so they can remotely add time. With that in mind, the parking management solution must satisfy the following:

a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.
b. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.
c. Offers an easy-to-use data management interface that minimizes manual data entry.
d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.
e. Allows for reservation of spaces for events, including the ability to prepay for parking.
f. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.
g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).
h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

The City's preference is that proposers furnish labor, materials, and equipment necessary to implement the parking management solution in line with the objectives outlined above, including installation of signage and other requisite materials. Any role the City is to perform in this regard must be clearly identified in the proposal.

BACKGROUND

Destin's Harbor District is a working waterfront with a mix of tourist-oriented retail, restaurants, recreational opportunities (pontoon boat and jet-ski rentals, dolphin tours, etc.), and infrastructure to support the City's commercial fishing fleet. The City of Destin is a major property owner with a boardwalk and parks that provide public access to Destin Harbor and Choctawhatchee Bay.

Tourist-oriented businesses are the predominant form of development on the south side of US98 along with the commercial fishing industry. On the north side of US98, restaurants and tourist-oriented uses.

Paid parking lots along the Harbor are mixed, with both public and private parking opportunities available. The City maintains three parking areas within this District:

Marler Street Parking Lot – approximately 150 spaces (paved)
Destin Community Center – approximately 90 spaces (paved)
Zerbe Street Parking Lot – approximately 80 spaces (unpaved)

Current daily parking rates for the Harbor District are $20. Destin residents can also receive a "Resident Pass/decal that allows unlimited use of these lots. In addition, a non-residential Harbor Parking Pass is available for $205 per calendar year.

Destin's Beach Parking District provides parking opportunities for those wishing to enjoy the wonders of the Emerald Coast. Land Uses adjacent to these areas are primarily short-term residential (condos, townhomes, single-family homes, etc.). The City maintains both beach parks and beach accesses within this area. Parking rates for this District are currently $20 for 4 hours.

Paid Parking lots within this area are currently 100% publicly owned with the vast majority of spaces as off-street parking spaces within the Right-of-Way. The City maintains seven parking areas within this District:

Gulf Shore Drive – approximately 45 spaces (parallel along street)

Hutchinson – approximately 13 spaces (off street lot)
Barracuda – approximately 8 spaces (off street lot)
Pompano – approximately 29 spaces (off street lot)
Terra Cotta – approximately 13 spaces (off street lot)
Norriego Point – approximately 25 spaces (off street lot)
Shirah – approximately 11 spaces (off street lot)

5.0 DISCLOSURES

5.1 No Contact Clause

All prospective bidders are hereby instructed to not contact any member of the City of Destin City Council, City Manager, or City of Destin staff member other than the authorized city contact person identified below, regarding this solicitation or the bidder's submittal package. In order to ensure a fair, competitive, and open process, once a project is advertised, all communications between interested bidders and the City must be directed to:

City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

Any such contact with anyone but the Clerk may be cause for rejection of your submittal.

5.2 Inquiries

The City will not respond to oral inquiries. Proposers may submit written, e-mailed or faxed, inquiries regarding this RFP. The City will respond to written, e-mailed or faxed; inquiries received at least five (5) working days prior to the RFP due date. The last day for inquiries is **December 14, 2023 at 2:00 p.m. (CST).** Questions or requests for Bid documents, plans and specifications regarding this RFP may be directed to the City Clerk, 4200 Indian Bayou Trail 32541 (850) 837-4242 or rbailey@cityofdestin.com

5.3 Addenda

Submitter acknowledges that it is the submitter's responsibility to determine whether an Addendum has been issued; and if so, to obtain copies of such Addendum from the City Clerk of Destin, and agrees to be bound by all addenda that have been issued for this Request for Proposal. If addendum is issued, responsive bidder shall sign and return each

addendum with the submittal package. Failure to return signed any and all addenda may disqualify the submittal.

5.4 Conflict of Interest Disclosure

Each proposal is subject to the provisions of Florida Statutes, Chapter 112, providing that all responsive bidders must disclose with the RFP submittal the name of any officer, director, or agent who is also a public officer or an employee of the City of Destin. Further, all responsive bidder must disclose the name of any City officer or employee who owns, directly or indirectly, an interest of five percent or more in the Bidding firm.

5.5 Drug-Free Workplace Program

Preference may be given by the City of Destin to companies demonstrating a Drug-Free Workplace Program whenever two or more proposals, which are equal in respect to quality and service, are received and rated by the City. Responsive bidders intending to demonstrate a Drug-Free Workplace Program shall provide certification form with the RFP submittal.

5.6 Public Entity Crime Disclosure

Each submittal shall contain a completed Public Entity Crime Form (Attachment #1) pursuant to Florida Statutes, Section 287.132-133, providing that no public entity shall accept any proposal from or award any contract to, or transact any business in excess of the threshold amount for Category Two ($25,000) for a period of thirty-six months from the date placed on the convicted vendor list.

5.7 Reservation of Rights

The City reserves the right to reject any and all proposals or portions thereof, to waive minor defects and informalities in the process, to re-advertise, to accept the proposal or award multiple proposals or take any other actions deemed by the City to be in the City's best interest.

5.8 Public Records

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 837-4242, CITY CLERK, 4200 INDIAN BAYOU TRAIL, DESTIN, FL.

The successful responsive bidder shall:

1. Keep and maintain public records required by the CITY to perform the service.
2. Upon request from the City's custodian of public records, provide the CITY with a copy of the requested records or allow the records to be inspected or copied within a

reasonable time at a cost that does not exceed the cost provided in this FS Chapter 119 or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the CONTRACTOR does not transfer the records to the public agency.

4. Upon completion of the contract, transfer, at no cost, to the CITY all public records in possession of the contractor or keep and maintain public records required by the CITY agency to perform the service. If the GROUP transfers all public records to the CITY upon completion of the contract, the CONTRACTOR shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the CONTRACTOR keeps and maintains public records upon completion of the contract, the GROUP shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the CITY, upon request from the City's custodian of public records, in a format that is compatible with the information technology systems of the CITY.

6.0 BID & SUBMITTAL REQUIREMENTS

All bids to be considered must be in the possession of the Destin City Clerk no later than 2:00 p.m. CST, on **December 14, 2023**. Submittals may be mailed or delivered to the Office of the City Clerk at the address below and shall be submitted in a sealed envelope clearly marked shall be submitted in a sealed package clearly marked on the outside **"RFP NO. 23-11-PW, PAID PARKING SOLUTION"** and note the time and date of the opening. Regardless of method of delivery, each responsive bidder shall be responsible for their Bid being delivered on time, as the City of Destin assumes no responsibility for same. Proposals offered or received after the time set for the Bid Opening will be rejected and returned unopened to the submitter.

Mailing and Hand Delivery Address:
City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

6.1 Submittal Preparation

Submittals should be prepared in the following order:

1. **Submittal Coversheet:** provide a submittal cover sheet that includes project number, project name, bid opening date and responsive bidder contact information.
2. **Bid Form,** Exhibit A
3. **Responsive Bidder Qualification Statement,** Exhibit B
4. **Completed Public Entity Crime Form**, Exhibit C
5. **Completed Drug Free Workplace Certification Form**, Exhibit D
6. **Qualification and Experience Narrative (no more than 2 pages, single-spaced, one-sided)**
7. **Three (3) Municipal/Airport/Etc. References (will contain the following at a minimum)**
    a. Name
    b. Organization
    c. Types of Services Provided
    d. Telephone Number
    e. E-mail
8. **Proof of Insurance:** provide proof of insurance meeting minimum insurance requirements as outlined in section 3.2 Insurance Requirements.
9. **Proof of licensing and certifications:** provide proof of licensing and certifications meeting minimum requirements as outlined in section 3.1 License Requirements.
10. **Addendums** (if applicable)

One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy of the RFP responses (on CD or USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

Failure to provide any of the above listed mandatory information shall result in the elimination of the submittal package from consideration.

6.2 Criteria for Determining Lowest, Most Responsive and Responsible Bidder

The City of Destin's Bid Committee will recommend the lowest, most responsive and responsible bidder to the City Council for their approval. The criteria to be used for this determination is listed below by relative order of importance.

EVALUATION CRITERIA	POINTS
Price Proposal	40
Qualifications/Experience	20

Project Approach/Proposed Timeline	20
Past Performance/References	20
TOTAL	**100**

1. **Price Proposal (Lump Sum)**
   a) Costs will be evaluated based on the prices/charges provided.
   b) Are costs reasonable?
   c) Did responsive bidder provide all the requested cost information?
   d) How competitive is the price proposal compared to the others received?

2. **Qualifications and Experience**
   a) Does the contractor have the experience necessary to carry out the specific work for this project? Does the contractor have experience with similar projects?
   b) Does the background and qualifications of individual key team members provide proven technical, operational, and managerial experience needed to handle the proposed project? Are the company structure and the relation of the project team clearly shown?

3. **Project Approach and Performance Differentiators**
   a) Does the submittal include detailed information that demonstrates the responsive bidder's understanding of the scope of work and how they intend to meet the objectives of the project?
   b) Does submittal demonstrate the firm's ability to manage existing budgets and implement cost controls throughout a project?
   c) Has responsive bidder demonstrated knowledge of local site conditions and applicable requirements? Does submittal contain approach to receiving permitting and maintaining the original construction scheduled as provided for in the scope of work?
   d) Is project approach specific, describing the means and methods of accomplishing the work. Does it identify any key issues on the project and/or propose some potential solutions?
   e) Is the contractor’s schedule and availability practical and meet project requirements?

4. **Past Performance**
   a) Do past performance evaluations and/or past performance information provided reflect a trend of satisfactory performance?
      Basis of evaluation:
      (i) A pattern of successful completion of work
      (ii) A pattern of work identical to, similar to, or related to the work the project requires.
      (iii) Ability shown, through workmanship provided on other projects.
   (b) Do references demonstrate the company's quality of work?

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: _____

Address: _____

City & State: _____ Zip Code: _____

Telephone: ( ) _____ Fax: ( ) _____

E-mail:_____

Number of Years in Business: _____ Contact Name _____

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	UNIT PRICE or %
1.	Fees	
	1) Merchant Fee (flat)	_____
	2) Merchant Fee Percentage	_____
	3) Transaction Fee	_____
	4) Merchant Processing Fee	_____
	5) Other Fees (List), list additional items on a separate sheet	
	a. _____	_____
	b. _____	_____
	c. _____	_____
	d. _____	_____
	e. _____	_____

2. Materials

   Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	_____	_____
b.	_____	_____
c.	_____	_____
d.	_____	_____
e.	_____	_____

3. Please list any additional items not previously addressed above: (use additional sheets as required)

_____ $ _____

_____ $ _____

_____ $ _____

_____ $ _____

_____ $ _____

_____ $ _____

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Name and Title of Authorized Representative:_____

(Print or Type)

Signature:_____

Date of Bid:_____

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: _____
Address: _____
City, State, Zip: _____
Telephone No.: _____
Fax No.: _____

Check One
Corporation ___
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

   The correct name of the responsive bidder is:

   _____

   The address of the principal place of business is:

   _____

   _____

2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: _____
   b. State of Incorporation: _____
   c. President's name: _____
   d. Vice President's name: _____
   e. Secretary's name: _____
   f. Treasurer's name: _____
   g. Name and address of Resident Agent: _____

3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:

      _____

      _____

      _____

   c. State whether general or limited partnership: _____

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

_____

_____

_____

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.

_____

6. How many years has your organization been in business under its present business name?

_____

Under what other former names has your organization operated?

_____

_____

_____

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.

_____

_____

_____

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:

_____

_____

_____

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)

_____

_____

_____

10. State the name of the individual who will have personal supervision of the work:

_____

11. State the name and address of attorney, if any, for the business of the responsive bidder:

_____

_____

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:

_____

_____

_____

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:

_____

_____

_____

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	
b.	Non-Governmental Related Work	
	Total Work (a +b):	

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank **Address** **Telephone**

_____

_____

_____

_____

16. What will be your turnaround time for written responses to City inquires?

_____

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.

_____

_____

_____

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.

_____

_____

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.

_____

_____

_____

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.

_____

_____

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed)_____

(Title)_____

Subscribed and sworn to before me
This _____ day of _____, 20 _____

_____

Notary Public (Signature)

My Commission Expires: _____

END OF SECTION

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract _____
_____

2. This sworn statement is submitted by _____whose business address is _____
_____
and (if applicable) Federal Employer Identification Number (FEIN) is _____(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____

3. My name is _____and my relationship to the entity named above is_____
_____

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

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

____Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: _____

(Signature)

STATE OF FLORIDA

COUNTY OF _____

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this _____day of_____, 2023, and is personally known to me, or has provided
as identification.

_____

Notary Public

My Commission expires:

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY:_____

ADDRESS:_____

CITY:_____STATE:_____ZIP CODE: _____

TELEPHONE NUMBER:_____

SIGNATURE:_____DATE:_____

NAME (TYPED OR PRINTED):_____

TITLE: _____

ParkMobile™
PART OF EASYPARK GROUP

City of Destin, FL

RFP - Integrated Smart Parking System

December 14, 2023

Ashlee Barton
Regional Sales Manager
Ashlee.Barton@ParkMobile.io
(470) 373-1782

ParkMobile™
PART OF EASYPARK GROUP

December 14, 2023

City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

RE: The City of Destin's RFP NO. 23-13-PW for Paid Parking Solution

Dear Mr. Bailey,

ParkMobile is pleased to submit this proposal in response to the City of Destin's RFP for Paid Parking Solution. We are proposing the deployment of our industry-leading mobile parking payment system to increase user convenience and aid in operational efficiency while maximizing parking revenue. ParkMobile's mobile parking payment system can be deployed alongside the City's preferred parking kiosks for users in Destin who want contactless payment options or even in place of parking kiosks altogether.

We have an outstanding track record of successfully driving strong mobile payment adoption and client retention with thousands of deployments across the US, including nearby cities of Sarasota, St. Petersburg, Tampa, Clearwater, Madeira Beach, and more than 20 other cities across Florida. In 2023, Olive Tree Consulting completed a parking consultation for the City of Pensacola and this included a study into the mobile parking payment solutions available. In its report released earlier this fall, the report presented ParkMobile as the best solution for the City of Pensacola, stating:

"One of ParkMobile's most compelling strengths is its extensive integration in Florida, being contracted with an impressive 23 municipalities. This dense network provides a testament to its reliable service and local expertise. In addition, ParkMobile's App Store rating stands at an outstanding 4.8, backed by an overwhelming 1,200,000 reviews, signaling a consistent and satisfying user experience."

ParkMobile is currently coordinating with the City of Pensacoa and will be fully deployed in Pensacola in early 2024. The following proposal details our combined expertise in providing, implementing, and supporting some of the best smart parking solutions in the world.

ParkMobile by the Numbers

- **Users:** ParkMobile has over 55 Million Users. ParkMobile adds 1 Million New Users every 30-40 days. Within the State of Florida, ParkMobile has over 8.4 million users and has processed over 73.5 million transactions since initially launching in the state in 2010 with the City of St Petersburg.
- **Transactions:** ParkMobile averages over 370,000 daily transactions and 12 Million monthly transactions. We are also the largest processor of credit card transactions under $10 of any company in the United States
- **Adoption:** ParkMobile has the highest adoption in the industry. ParkMobile's playbook connects effective marketing and signage to the largest network in the United States to increase true adoption levels.
- **Integrations:** ParkMobile connects the parking and transportation ecosystem with over 100 active integrations in enforcement, meters, LPR, PARCS, merchant processors, event handhelds, and much more.

ParkMobile Functionality

In 2021, ParkMobile was acquired by EasyPark Group, the leading provider of mobile parking payments in Europe. Together, we have worked to create a global vision and mission statement "to make cities more livable". To us, making cities more livable means providing equitable mobility solutions that make

©2023 ParkMobile, LLC. All rights reserved.

transportation easier and more efficient, ultimately creating less CO2 emissions and increasing the quality of life for those within the cities we serve.

ParkMobile is the only app on the market that provides zone parking, reservations, on-street availability, and full integration with gated parking systems in the same app. ParkMobile is uniquely equipped to launch, market, and support the most robust mobile parking payment solution utilizing our current integrations with all existing technology required by this RFP as a turn-key solution.

Investing in Customer and Client Experience

ParkMobile invests the majority of our budget in research and development. That is a big reason we are the #1 parking app for consumers. Our app has more features and functionality than any other parking app, with the proven ability to handle the highest transaction volumes in the industry. In the past 36 months, we had over 200 product releases and launched a wide variety of new user enhancements, including:

- Web experience featuring guest checkout
- Payments at gated facilities
- Daily decision permits
- iOS Live Activities time remaining features
- Spanish language in the app
- Automatic Language Translation in the web experience
- Accessibility improvements
- Sign-up with Google and Apple accounts
- Parking Availability integrations

EasyPark Group is backed by private equity firms Verdane Capital and Vitruvian Partners and currently operates in 2,200 cities across 20 countries throughout Europe, Australia, and now North America. EasyPark is committed to pushing the envelope of what is possible in the parking and mobility industry and this includes joining ParkMobile in our initiative to provide the most robust, user-friendly digital parking payment solution in the industry.

Final Thoughts

ParkMobile currently provides the most innovative and successful mobility solution throughout North America. We have earned this market leadership position by providing our municipal and campus partners and their public parking patrons with the best services, responsiveness, and the most functionality in the industry. Dedication to our partners is the hallmark of our success, and we will never let it wane. We would be genuinely honored to become a partner in the City's smart parking initiatives and support the City as we usher in this exciting new era of connected mobility.

ParkMobile is fully committed to providing, maintaining, and tirelessly improving our world-class mobility solution for the City's parking program. Thank you for the opportunity to submit our response. Should you have any questions, please do not hesitate to contact Ashlee Barton, Regional Sales Manager, via email at ashlee.barton@parkmobile.io or phone at (813) 226-7080.

Sincerely,

David Hoyt
Chief Revenue Officer & Managing Director
ParkMobile, LLC

©2023 ParkMobile, LLC. All rights reserved.

Table of Contents

Table of Contents 4
Bid Form - Exhibit A 5
Responsive Bidder Qualification Statement - Exhibit B 6
Completed Public Entity Crime Form - Exhibit C 7
Completed Drug Free Workplace Certification Form - Exhibit D 8
Qualification and Experience Narrative 9
Three (3) Municipal/Airport/Etc. References 11
Proof of Insurance 13
Proof of Licensing and Certifications 14
Addendums 15
Bid Packet 16
ParkMobile Company Overview 17
Response to Project Scope and Requirements 21
ParkMobile Mobile Parking Payment System Overview 23
Multi-Channel Customer Service 33
Signage and Decals 34
Comprehensive Marketing Services 35
Integration to Enforcement Providers & Other Parking Technologies 42
While we understand that a mobile payment platform is only one part of the scope of this RFP, the City should consider taking a “best-in-breed” approach to its parking and mobility initiatives. 42
Mobile Payments are the Future of Parking & Mobility 43
1. Deploy ParkMobile alongside the City’s preferred parking kiosks 44
2. Asset-Light or Asset-Free Parking Zones 46
Implementation Plan 48

©2023 ParkMobile, LLC. All rights reserved.

Bid Form - Exhibit A

We have attached our executed Bid Form (Exhibit A) after this page.

©2023 ParkMobile, LLC. All rights reserved.

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: ParkMobile, LLC

Address: 1100 Spring Street NW, Suite 200

City & State: Atlanta, GA Zip Code: 30309

Telephone: (470) 373-1782 Fax: (770) 818-9039

E-mail: ashlee.barton@parkmobile.io

Number of Years in Business: 15 Contact Name Ashlee Barton

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	UNIT PRICE or %
1.	Fees	
	1) Merchant Fee (flat)	N/A
	2) Merchant Fee Percentage	N/A
	3) Transaction Fee	$0.25 ParkMobile Wallet $0.35 All other transactions
	4) Merchant Processing Fee	3% + $.20
	5) Other Fees (List), list additional items on a separate sheet	
	a. Setup and Implementation	Included at No Cost
	b. All initial signage and meter decals/stickers	Included at No Cost
	c. Hosting and Maintenance	Included at No Cost
	d. Call Center and Customer Support	Included at No Cost
	e. ParkMobile 360 Self-Adminstration & Reporting Portal	Included at No Cost

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	N/A	N/A
b.		
c.		
d.		
e.		

3. Please list any additional items not previously addressed above: (use additional sheets as required)

Standard integrations with third-party partners	$ Included at No Cost
Social media, PR, marketing support at launch	$ Included at No Cost
	$
	$
	$
	$

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Name and Title of Authorized Representative: Tony Stewart, Chief Legal & Privacy Officer
(Print or Type)

Signature: _____

Date of Bid: 12/14/2023

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

Responsive Bidder Qualification Statement - Exhibit B

We have attached our executed Responsive Bidder Qualification Statement (Exhibit B) after this page.

©2023 ParkMobile, LLC. All rights reserved.

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: ParkMobile, LLC
Address: 1100 Spring Street NW, Suite 200
City, State, Zip: Atlanta, GA 30309
Telephone No.: 770-818-9036
Fax No.: 770-818-9039

Check One
Corporation ___
Partnership ___
Individual ___
Other X - Limited Liability Company

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

   The correct name of the responsive bidder is:
   ParkMobile, LLC

   The address of the principal place of business is:
   1100 Spring Street NW, Suite 200
   Atlanta, GA 30309

2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: _____
   b. State of Incorporation: _____
   c. President's name: _____
   d. Vice President's name: _____
   e. Secretary's name: _____
   f. Treasurer's name: _____
   g. Name and address of Resident Agent: _____

3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:
      _____
      _____
      _____
   c. State whether general or limited partnership: _____

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

ParkMobile, LLC is a Limited Liability Company. Our officers are: President: David Hoyt; Treasurer: Justin Clifford; Secretary: Tony Stewart. The applicable address is 1100 Spring Street NW, Suite 200, Atlanta, GA 30309.

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.
N/A

6. How many years has your organization been in business under its present business name?
9 years

Under what other former names has your organization operated?
ParkMobile USA, Inc.

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.
M15000000734 - ParkMobile, LLC
F16000002912 - ParkMobile USA, Inc.

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:
N/A.

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)
Please refer to our proposal response where we have provided detailed information about each of our key staff members for this project.

10. State the name of the individual who will have personal supervision of the work:
Garett Snook, Director of Implementations

11. State the name and address of attorney, if any, for the business of the responsive bidder:
Tony Stewart
1100 Spring Street NW, Suite 200, Atlanta, GA 30309

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:
Parkmobile USA, Inc., 1100 Spring St NW, Ste 200, Atlanta, GA 30309 (100%)

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:
Parkmobile Electronic Parking Solutions Canada, Inc., 2600-1066 West Hastings St, Vancouver BC V6E 3X1, Canada

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	8
b.	Non-Governmental Related Work	4
	Total Work (a +b):	8

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank	**Address**	**Telephone**
JP Morgan	Atlanta, GA	404-926-2615
Dun & Bradstreet	N/A	DUNS: 08-106-9526

16. What will be your turnaround time for written responses to City inquires?
ParkMobile will coordinate agreeable terms with the City's staff.

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.
N/A.

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.
ParkMobile is the defendant in a civil action lawsuit filed in the United States District Court for the Northern District of Georgia (1:21-cv-02182-SCJ).

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.
N/A.

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.
No.

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed) _____
(Title) Tony Stewart, Chief Legal & Privacy Officer

Subscribed and sworn to before me
This 1st day of December, 2023

JASON MEEKS
My Commission Expires
NOTARY PUBLIC
March 3, 2027
FULTON COUNTY, GEORGIA

Notary Public (Signature)

My Commission Expires: 3/3/2027

END OF SECTION

Completed Public Entity Crime Form - Exhibit C

We have attached our completed Public Entity Crime Form (Exhibit C) after this page.

©2023 ParkMobile, LLC. All rights reserved.

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract Request for Bids RFP No. 23-13-PW Paid Parking Solution

2. This sworn statement is submitted by ParkMobile, LLC whose business address is 1100 Spring Street NW, Suite 200, Atlanta, GA 30309

and (if applicable) Federal Employer Identification Number (FEIN) is 38-3941930 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

3. My name is Tony Stewart and my relationship to the entity named above is Chief Legal & Privacy Officer.

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____ The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

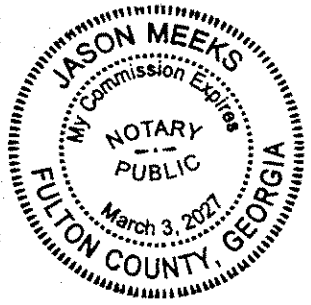
_____ Date: 12/14/2023
(Signature)

STATE OF ~~FLORIDA~~ Georgia

Bidder Initial: TS

COUNTY OF Fulton

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this 1st day of December, 2023, and is personally known to me, or has provided as identification.



Jason Meeks
Notary Public

My Commission expires: 3/3/2027

Bidder Initial: TS

Completed Drug Free Workplace Certification Form - Exhibit D

We have attached our executed Drug Free Workplace Certification Form (Exhibit D) after this page.

©2023 ParkMobile, LLC. All rights reserved.

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY: ParkMobile, LLC
ADDRESS: 1100 Spring Street NW, Suite 200
CITY: Atlanta STATE: GA ZIP CODE: 30309
TELEPHONE NUMBER: 770-818-9036
SIGNATURE: _____ DATE: 12/14/2023
NAME (TYPED OR PRINTED): Tony Stewart
TITLE: Chief Legal & Privacy Officer

Bidder Initial: _____

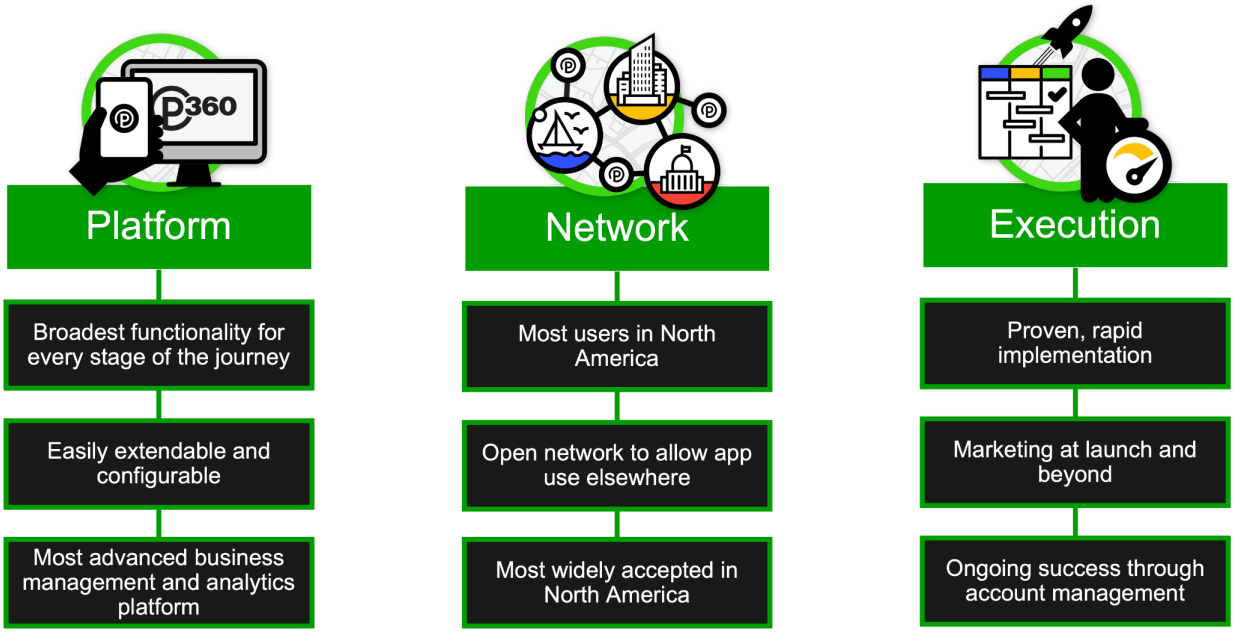
Qualification and Experience Narrative

The City of Destin is searching for integrated, turnkey solutions to reduce congestion and improve parking availability in the Harbor and Beach Parking Districts. As a popular tourist destination, Destin needs to provide a wide variety of payment options and user convenience to influence parking preferences, increase parking turnover, and improve the overall user experience.

ParkMobile™
PART OF EASYPARK GROUP

Our mission is **to make cities more livable**.

ParkMobile's mobile parking payment system offers robust functionality while also providing an equitable and user-friendly interface. Motorists parking in Destin will have the advantage of using various payment methods, including all major credit/debit cards and emerging options such as Apple Pay and Google Pay. The 'extend time feature' allows users to add time to their parking session remotely so they do not have to stress about an expired session. The ParkMobile web experience provides the same payment options and user convenience features that the application does while being an option for users who do not want to download an app or even register an account.



For the City of Destin, the ParkMobile 360 (PM360) Self-Administration and Reporting portal provides the complete administrative and analytic toolset necessary to operate the program without waiting for ParkMobile staff to make changes on your behalf. The mix of program analytics and administrative tools enables Destin to make policy and rate decisions backed by data and enacted immediately on demand. Tools such as the PM360 Rate Tester make it easy for City staff to apply the correct rates and policies for any given day or time.

©2023 ParkMobile, LLC. All rights reserved.

ParkMobile has dedicated in-house teams to ensure the City of Destin's program is deployed quickly and accurately while maintaining consistent growth and success. Our implementations team has deployed thousands of projects across the US and is well-versed in the nuances of each unique program. The ParkMobile marketing team provides complementary signage and decal design as well as comprehensive marketing support at the program's launch to ensure users in Destin know that ParkMobile is available. After deployment, the City will be supported by an Account Manager who is dedicated to the program's success, and Destin's parking customers will be supported by our in-house customer support team.

ParkMobile is committed to helping the City of Destin realize its key goals and objectives for this project:

1. **Influencing user parking preferences** - In the wake of the COVID-19 pandemic, consumers are demanding more contactless options than ever before. Providing a trusted mobile parking payment platform to motorists in Destin will ensure users have options that they perceive as safe and reliable while being available in the palm of their hands.

   Due to ParkMobile's strong presence nationwide, even users who are traveling to Destin from out of state will likely already have our app on their phone. As an example, over 76,000 ParkMobile users from Washington, DC have accounted for a staggering 5.1 million mobile parking transactions in Miami Beach.

2. **Increasing parking turnover rates** - ParkMobile supports complex and dynamic pricing that enables the City to program parking rates and policies according to demand. We support complex parking structures for top municipalities across the US, including Philadelphia and Washington, DC.

3. **Improving the overall user experience** - In addition to being a contactless payment option, ParkMobile also provides a wide range of user convenience features and payment options, which has been the driving force of our positioning at the forefront of the industry.

ParkMobile's Similar Experience Across the State of Florida

ParkMobile has a massive presence in the region surrounding Holmes Beach and throughout the State of Florida. ParkMobile has many large beach clients in Florida who currently have similar programs to Destin's desired solution for this RFP: St. Petersburg, Tampa, Clearwater, St. Pete Beach, Sarasota, Madeira Beach, and Treasure Island. ParkMobile has over 8.4 million users within the State of Florida and has processed over 73.5 million transactions since initially launching in the state in 2010 with the City of St Petersburg.

Florida Municipal Clients	
• **Miami Beach, FL** – 14,000+ spaces • **Tampa, FL** – 9,400+ spaces • **St. Petersburg, FL** – 9,200+ spaces • **Pinellas County, FL** – 5,600+ spaces • **Hollywood, FL** – 3,900+ spaces • **Tallahassee, FL** – 2,800+ spaces • **Lakeland, FL** – 2,800+ spaces • **Clearwater, FL** – 2,700+ spaces • **West Palm Beach, FL** – 2,100+ spaces • **Orlando, FL** – 2,100+ spaces • **Delray Beach, FL** – 1,400+ spaces • **Jacksonville, FL** – 1,400+ spaces	• **St. Pete Beach, FL** – 1,300+ spaces • **Sarasota, FL** – 1,300+ spaces • **Lake Worth Beach, FL** – 900+ spaces • **Charlotte County, FL** – 850+ spaces • **Deerfield Beach, FL** – 850+ spaces • **Boca Raton, FL** – 680+ spaces • **Palm Beach, FL** – 600+ spaces • **Treasure Island, FL** – 570+ spaces • **Wilton Manors, FL** – 400+ spaces • **Boynton Beach, FL** – 390+ spaces • **Belleair Beach, FL** – 160+ spaces • **Captiva Island, FL** – 40+ spaces

©2023 ParkMobile, LLC. All rights reserved.

Three (3) Municipal/Airport/Etc. References

ParkMobile is proud to provide the references below as proof of our successful track record in delivering our mobile parking payment system in Florida. Additional references are available by request.

Jacksonville, FL
117 W. Duval St., Suite 210, Jacksonville, FL 32202
Contact Name:
Mark Schofield, Parking Services Supervisor
Phone Number:
(904) 630-1500
Email:
marks@coj.net

Background:
ParkMobile began our partnership with the City of Jacksonville in 2022 after a competitive RFP process. Our mobile parking payment system is available in over 1,400 spaces citywide. The city averages over 15,000 ParkMobile transactions per month, with already nearly 100,000 lifetime users.

City of Miami Beach, FL
1755 Meridian Avenue, Suite 100, Miami Beach, Florida 33139
Contact Name:
Monica Beltran, Parking Director
Phone Number:
(305) 673-7505
Email:
monicabeltran@miamibeachfl.gov

Background:
ParkMobile has partnered with the City of Miami Beach since 2014. ParkMobile has continued to invest in the development of our system to ensure ParkMobile fully supports Miami Beach's unique needs, including SKIDATA gated integrations and an innovative residential discount program that has influenced cities across the country to deploy similar programs. The city averages over 400,000 ParkMobile transactions per month with over 3.5 million lifetime users.

City of Tampa, FL
107 N Franklin St, Tampa, FL 33602
Contact Name:
Fednet Revolte, Parking Operations Chief
Phone Number:
813-274-8482
Email:
fed.revolte@tampagov.net

Background:
ParkMobile began our partnership with the City of Tampa in 2013 and our mobile parking payment system is available in over 9,400 spaces citywide. The city averages over 170,000 ParkMobile transactions per month, with more than 1 million lifetime users.

©2023 ParkMobile, LLC. All rights reserved.

City of Orlando, FL
53 West Central Boulevard, Orlando, FL 32801
Contact Name:
Joshua Alves, Parking Asst. Division Manager
Phone Number:
407-246-3765
Email:
joshua.alves@cityoforlando.net

Background:
ParkMobile began our partnership with the City of Orlando in 2015 and our mobile parking payment system is available in over 2,100 spaces citywide. The city averages over 31,000 ParkMobile transactions per month, with more than 335,000 lifetime users.

City of Tallahassee, FL
300 S. Adams St., Tallahassee FL 32301
Contact Name:
Shanna Walker, Parking Administration
Phone Number:
(850) 891-8130
Email:
shanna.walker@talgov.com

Background:
ParkMobile began our partnership with the City of Tallahassee in 2012 and our mobile parking payment system is available in over 2,800 spaces citywide. The city averages over 17,000 ParkMobile transactions per month, with more than 151,000 lifetime users.

©2023 ParkMobile, LLC. All rights reserved.

Proof of Insurance

We have attached our proof of insurance meeting the minimum insurance requirements as outlined in Section 3.2 Insurance Requirements after this page.

©2023 ParkMobile, LLC. All rights reserved.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/21/2023

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

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

PRODUCER	CONTACT NAME: Dena Saad
Arthur J. Gallagher Risk Management Services, LLC 1050 Crown Pointe Parkway, Suite 600 Atlanta GA 30338	PHONE (A/C, No, Ext): 678-393-5244 FAX (A/C, No): E-MAIL ADDRESS: dena_saad1@ajg.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Charter Oak Fire Insurance Company	25615
INSURER B : Travelers Property Casualty Co of America	25674
INSURER C : AXIS Insurance Company	37273
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
ParkMobile USA, Inc
1100 Spring Street Suite 200
Atlanta GA 30309

COVERAGES **CERTIFICATE NUMBER:** 936163942 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
B	X **COMMERCIAL GENERAL LIABILITY** CLAIMS-MADE X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY PRO-JECT LOC OTHER:	Y		ZLP-51N65160	4/23/2023	4/23/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	**AUTOMOBILE LIABILITY** ANY AUTO OWNED AUTOS ONLY SCHEDULED AUTOS X HIRED AUTOS ONLY X NON-OWNED AUTOS ONLY	Y		BA-6W658114	4/23/2023	4/23/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
B	**UMBRELLA LIAB** X OCCUR X **EXCESS LIAB** CLAIMS-MADE DED X RETENTION $ 10,000			CUP-6W659319	4/23/2023	4/23/2024	EACH OCCURRENCE AGGREGATE	$ 10,000,000 $ 10,000,000
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** Y / N ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		UB-2X449984-23-I5-G	9/25/2023	4/23/2024	X PER STATUTE OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ 1,000,000 $ 1,000,000 $ 1,000,000
C	Crime			P-001-001150207-01	4/23/2023	4/23/2024	Limit Deductible	$1,000,000 $25,000

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

The City of Destin is included as an additional insured under the Commercial General Liability and Automobile Liability policies.

CERTIFICATE HOLDER

City of Destin
4200 Indian Bayou Trail
Destin FL 32541

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Christopher R. Ward

© 1988-2015 ACORD CORPORATION. All rights reserved.

TRAVELERS

One Tower Square, Hartford, Connecticut 06183
Telephone: 1-800-328-2189

COMMON POLICY DECLARATIONS

POLICY NUMBER: ZLP-51N65160-23-I5
ISSUE DATE: 04/21/23

INSURING COMPANY: TRAVELERS PROP CASUALTY CO OF AMERICA

1. NAMED INSURED AND MAILING ADDRESS:

PARKMOBILE USA, INC.
1100 SPRING ST NW, STE 200

ATLANTA , GA 30309

2. POLICY PERIOD: From 04/23/23 to 04/23/24 12:01 A.M. Standard Time at your mailing address.

3. LOCATIONS:

Premises Loc. No.	Bldg. No.	Occupancy	Address (same as Mailing Address unless specified otherwise)

SEE IL T0 03.

4. COVERAGE PARTS FORMING PART OF THIS POLICY AND INSURING COMPANIES:

DELUXE PROPERTY COVERAGE PART DECLARATIONS	DX T0 00
COMMERCIAL GENERAL LIABILITY COVERAGE PART DECLARATIONS	CG T0 01
EMPLOYEE BENEFITS LIABILITY COVERAGE PART DECLARATIONS	CG T0 09

5. NUMBERS OF INTERLINE FORMS AND ENDORSEMENTS FORMING PART OF THIS POLICY:

SEE IL T8 01.

6 SUPPLEMENTAL POLICIES:

Each of the following is a separate policy containing its complete provisions:

Policy	Policy No.	Insuring Company

7. PREMIUM SUMMARY:

Provisional Premium	$SEE
Due at Inception	$DELIVERY
Due Each	$INVOICE

NAME AND ADDRESS OF AGENT OR BROKER

AJG RISK MGMT SERVS LLC
1050 CROWN POINTE PKWY STE 600
ATLANTA GA 30338

COUNTERSIGNED BY:

_____
Authorized Representative

Date: _____

ADDITIONAL NAMED INSUREDS

PARKMOBILE ELECTRONIC PARKING SOLUTIONS CANADA INC.
PARKMOBILE LLC
PARKMOBILE MONTGOMERY COUNTY, LLC
PARKNOW, LLC

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

XTEND ENDORSEMENT FOR TECHNOLOGY

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

GENERAL DESCRIPTION OF COVERAGE - This endorsement broadens coverage. However, coverage for any injury, damage or medical expenses described in any of the provisions of this endorsement may be excluded or limited by another endorsement to this Coverage Part, and these coverage broadening provisions do not apply to the extent that coverage is excluded or limited by such an endorsement. The following listing is a general coverage description only. Read all the provisions of this endorsement and the rest of your policy carefully to determine rights, duties, and what is and is not covered.

A. Non-Owned Watercraft - 75 Feet Long Or Less

B. Who Is An Insured - Unnamed Subsidiaries

C. Who Is An Insured - Employees - Supervisory Positions

D. Who Is An Insured - Newly Acquired Or Formed Limited Liability Companies

E. Who Is An Insured - Liability For Conduct Of Unnamed Partnerships Or Joint Ventures

F. Blanket Additional Insured - Persons Or Organizations For Your Ongoing Operations As Required By Written Contract Or Agreement

G. Blanket Additional Insured - Broad Form Vendors

H. Blanket Additional Insured - Controlling Interest

I. Blanket Additional Insured - Mortgagees, Assignees, Successors Or Receivers

J. Blanket Additional Insured - Governmental Entities - Permits Or Authorizations Relating To Premises

K. Blanket Additional Insured - Governmental Entities - Permits Or Authorizations Relating To Operations

L. Medical Payments - Increased Limit

M. Blanket Waiver Of Subrogation

N. Contractual Liability - Railroads

O. Damage To Premises Rented To You

PROVISIONS

A. NON-OWNED WATERCRAFT - 75 FEET LONG OR LESS

1. The following replaces Paragraph **(2)** of Exclusion **g., Aircraft, Auto Or Watercraft,** in Paragraph **2.** of **SECTION I - COVERAGES - COVERAGE A - BODILY INJURY AND PROPERTY DAMAGE LIABILITY:**

   (2) A watercraft you do not own that is:

   (a) 75 feet long or less; and

   (b) Not being used to carry any person or property for a charge;

2. The following replaces Paragraph **2.e.** of **SECTION II - WHO IS AN INSURED:**

   e. Any person or organization that, with your express or implied consent, either uses or is responsible for the use of a watercraft that you do not own that is:

   (1) 75 feet long or less; and

   (2) Not being used to carry any person or property for a charge.

B. WHO IS AN INSURED - UNNAMED SUBSIDIARIES

The following is added to **SECTION II - WHO IS AN INSURED:**

Any of your subsidiaries, other than a partnership or joint venture, that is not shown as a Named Insured in the Declarations is a Named Insured if:

a. You are the sole owner of, or maintain an ownership interest of more than 50% in, such subsidiary on the first day of the policy period; and

© 2017 The Travelers Indemnity Company. All rights reserved.
Includes copyrighted material of Insurance Services Office, Inc. with its permission.

b. Such subsidiary is not an insured under similar other insurance.

No such subsidiary is an insured for "bodily injury" or "property damage" that occurred, or "personal and advertising injury" caused by an offense committed:

a. Before you maintained an ownership interest of more than 50% in such subsidiary; or

b. After the date, if any, during the policy period that you no longer maintain an ownership interest of more than 50% in such subsidiary.

For purposes of Paragraph **1.** of Section **II** - Who Is An Insured, each such subsidiary will be deemed to be designated in the Declarations as:

a. A limited liability company;

b. An organization other than a partnership, joint venture or limited liability company; or

c. A trust;

as indicated in its name or the documents that govern its structure.

C. WHO IS AN INSURED – EMPLOYEES – SUPERVISORY POSITIONS

The following is added to Paragraph **2.a.(1)** of **SECTION II – WHO IS AN INSURED:**

Paragraphs **(1)(a)**, **(b)** and **(c)** above do not apply to "bodily injury" to a co-"employee" while in the course of the co-"employee's" employment by you arising out of work by any of your "employees" who hold a supervisory position.

D. WHO IS AN INSURED – NEWLY ACQUIRED OR FORMED LIMITED LIABILITY COMPANIES

The following replaces Paragraph **3.** of **SECTION II – WHO IS AN INSURED:**

3. Any organization you newly acquire or form, other than a partnership or joint venture, and of which you are the sole owner or in which you maintain an ownership interest of more than 50%, will qualify as a Named Insured if there is no other similar insurance available to that organization. However:

a. Coverage under this provision is afforded only:

(1) Until the 180th day after you acquire or form the organization or the end of the policy period, whichever is earlier, if you do not report such organization in writing to us within 180 days after you acquire or form it; or

(2) Until the end of the policy period, when that date is later than 180 days after you acquire or form such organization, if you report such organization in writing to us within 180 days after you acquire or form it;

b. Coverage **A** does not apply to "bodily injury" or "property damage" that occurred before you acquired or formed the organization; and

c. Coverage **B** does not apply to "personal and advertising injury" arising out of an offense committed before you acquired or formed the organization.

For the purposes of Paragraph **1.** of Section **II** - Who Is An Insured, each such organization will be deemed to be designated in the Declarations as:

a. A limited liability company;

b. An organization, other than a partnership, joint venture or limited liability company; or

c. A trust;

as indicated in its name or the documents that govern its structure.

E. WHO IS AN INSURED – LIABILITY FOR CONDUCT OF UNNAMED PARTNERSHIPS OR JOINT VENTURES

The following replaces the last paragraph of **SECTION II - WHO IS AN INSURED:**

No person or organization is an insured with respect to the conduct of any current or past partnership or joint venture that is not shown as a Named Insured in the Declarations. This paragraph does not apply to any such partnership or joint venture that otherwise qualifies as an insured under Section **II** - Who Is An Insured.

F. BLANKET ADDITIONAL INSURED – PERSONS OR ORGANIZATIONS FOR YOUR ONGOING OPERATIONS AS REQUIRED BY WRITTEN CONTRACT OR AGREEMENT

The following is added to **SECTION II – WHO IS AN INSURED:**

Any person or organization that is not otherwise an insured under this Coverage Part and that you have agreed in a written

© 2017 The Travelers Indemnity Company. All rights reserved.
Includes copyrighted material of Insurance Services Office, Inc. with its permission.

contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to liability for "bodily injury" or "property damage" that:

a. Occurs subsequent to the signing of that contract or agreement; and

b. Is caused, in whole or in part, by your acts or omissions in the performance of your ongoing operations to which that contract or agreement applies or the acts or omissions of any person or organization performing such operations on your behalf.

The limits of insurance provided to such insured will be the minimum limits that you agreed to provide in the written contract or agreement, or the limits shown in the Declarations, whichever are less.

G. BLANKET ADDITIONAL INSURED – BROAD FORM VENDORS

The following is added to **SECTION II – WHO IS AN INSURED:**

Any person or organization that is a vendor and that you have agreed in a written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to liability for "bodily injury" or "property damage" that:

a. Occurs subsequent to the signing of that contract or agreement; and

b. Arises out of "your products" that are distributed or sold in the regular course of such vendor's business.

The insurance provided to such vendor is subject to the following provisions:

a. The limits of insurance provided to such vendor will be the minimum limits that you agreed to provide in the written contract or agreement, or the limits shown in the Declarations, whichever are less.

b. The insurance provided to such vendor does not apply to:

(1) Any express warranty not authorized by you or any distribution or sale for a purpose not authorized by you;

(2) Any change in "your products" made by such vendor;

(3) Repackaging, unless unpacked solely for the purpose of inspection, demonstration, testing, or the substitution of parts under instructions from the manufacturer, and then repackaged in the original container;

(4) Any failure to make such inspections, adjustments, tests or servicing as vendors agree to perform or normally undertake to perform in the regular course of business, in connection with the distribution or sale of "your products";

(5) Demonstration, installation, servicing or repair operations, except such operations performed at such vendor's premises in connection with the sale of "your products"; or

(6) "Your products" that, after distribution or sale by you, have been labeled or relabeled or used as a container, part or ingredient of any other thing or substance by or on behalf of such vendor.

Coverage under this provision does not apply to:

a. Any person or organization from whom you have acquired "your products", or any ingredient, part or container entering into, accompanying or containing such products; or

b. Any vendor for which coverage as an additional insured specifically is scheduled by endorsement.

H. BLANKET ADDITIONAL INSURED – CONTROLLING INTEREST

1. The following is added to **SECTION II – WHO IS AN INSURED:**

Any person or organization that has financial control of you is an insured with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" that arises out of:

a. Such financial control; or

b. Such person's or organization's ownership, maintenance or use of premises leased to or occupied by you.

The insurance provided to such person or organization does not apply to structural alterations, new construction or demolition operations performed by or on behalf of such person or organization.

2. The following is added to Paragraph **4.** of **SECTION II – WHO IS AN INSURED:**

This paragraph does not apply to any premises owner, manager or lessor that has financial control of you.

© 2017 The Travelers Indemnity Company. All rights reserved.
Includes copyrighted material of Insurance Services Office, Inc. with its permission.

I. BLANKET ADDITIONAL INSURED – MORTGAGEES, ASSIGNEES, SUCCESSORS OR RECEIVERS

The following is added to **SECTION II – WHO IS AN INSURED:**

Any person or organization that is a mortgagee, assignee, successor or receiver and that you have agreed in a written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to its liability as mortgagee, assignee, successor or receiver for "bodily injury", "property damage" or "personal and advertising injury" that:

a. Is "bodily injury" or "property damage" that occurs, or is "personal and advertising injury" caused by an offense that is committed, subsequent to the signing of that contract or agreement; and

b. Arises out of the ownership, maintenance or use of the premises for which that mortgagee, assignee, successor or receiver is required under that contract or agreement to be included as an additional insured on this Coverage Part.

The insurance provided to such mortgagee, assignee, successor or receiver is subject to the following provisions:

a. The limits of insurance provided to such mortgagee, assignee, successor or receiver will be the minimum limits that you agreed to provide in the written contract or agreement, or the limits shown in the Declarations, whichever are less.

b. The insurance provided to such person or organization does not apply to:

(1) Any "bodily injury" or "property damage" that occurs, or any "personal and advertising injury" caused by an offense that is committed, after such contract or agreement is no longer in effect; or

(2) Any "bodily injury", "property damage" or "personal and advertising injury" arising out of any structural alterations, new construction or demolition operations performed by or on behalf of such mortgagee, assignee, successor or receiver.

J. BLANKET ADDITIONAL INSURED – GOVERNMENTAL ENTITIES – PERMITS OR AUTHORIZATIONS RELATING TO PREMISES

The following is added to **SECTION II – WHO IS AN INSURED:**

Any governmental entity that has issued a permit or authorization with respect to premises owned or occupied by, or rented or loaned to, you and that you are required by any ordinance, law, building code or written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of the existence, ownership, use, maintenance, repair, construction, erection or removal of any of the following for which that governmental entity has issued such permit or authorization: advertising signs, awnings, canopies, cellar entrances, coal holes, driveways, manholes, marquees, hoist away openings, sidewalk vaults, elevators, street banners or decorations.

K. BLANKET ADDITIONAL INSURED – GOVERNMENTAL ENTITIES – PERMITS OR AUTHORIZATIONS RELATING TO OPERATIONS

The following is added to **SECTION II – WHO IS AN INSURED:**

Any governmental entity that has issued a permit or authorization with respect to operations performed by you or on your behalf and that you are required by any ordinance, law, building code or written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only with respect to liability for "bodily injury", "property damage" or "personal and advertising injury" arising out of such operations.

The insurance provided to such governmental entity does not apply to:

a. Any "bodily injury", "property damage" or "personal and advertising injury" arising out of operations performed for the governmental entity; or

b. Any "bodily injury" or "property damage" included in the "products-completed operations hazard".

L. MEDICAL PAYMENTS – INCREASED LIMIT

The following replaces Paragraph **7.** of **SECTION III – LIMITS OF INSURANCE:**

7. Subject to Paragraph **5.** above, the Medical Expense Limit is the most we will pay under Coverage **C** for all medical expenses because of "bodily injury" sustained by any one person,

© 2017 The Travelers Indemnity Company. All rights reserved.
Includes copyrighted material of Insurance Services Office, Inc. with its permission.

and will be the higher of:

a. $10,000; or

b. The amount shown in the Declarations of this Coverage Part for Medical Expense Limit.

M. BLANKET WAIVER OF SUBROGATION

The following is added to Paragraph **8., Transfer Of Rights Of Recovery Against Others To Us,** of **SECTION IV – COMMERCIAL GENERAL LIABILITY CONDITIONS:**

If the insured has agreed in a contract or agreement to waive that insured's right of recovery against any person or organization, we waive our right of recovery against such person or organization, but only for payments we make because of:

a. "Bodily injury" or "property damage" that occurs; or

b. "Personal and advertising injury" caused by an offense that is committed;

subsequent to the execution of the contract or agreement.

N. CONTRACTUAL LIABILITY – RAILROADS

1. The following replaces Paragraph **c.** of the definition of "insured contract" in the **DEFINITIONS** Section:

   c. Any easement or license agreement;

2. Paragraph **f.(1)** of the definition of "insured contract" in the **DEFINITIONS** Section is deleted.

O. DAMAGE TO PREMISES RENTED TO YOU

The following replaces the definition of "premises damage" in the **DEFINITIONS** Section:

"Premises damage" means "property damage" to:

a. Any premises while rented to you or temporarily occupied by you with permission of the owner; or

b. The contents of any premises while such premises is rented to you, if you rent such premises for a period of seven or fewer consecutive days.

© 2017 The Travelers Indemnity Company. All rights reserved.
Includes copyrighted material of Insurance Services Office, Inc. with its permission.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

BLANKET ADDITIONAL INSURED

(Includes Products-Completed Operations If Required By Contract)

This endorsement modifies insurance provided under the following:
COMMERCIAL GENERAL LIABILITY COVERAGE PART

PROVISIONS

The following is added to **SECTION II – WHO IS AN INSURED:**

Any person or organization that you agree in a written contract or agreement to include as an additional insured on this Coverage Part is an insured, but only:

a. With respect to liability for "bodily injury" or "property damage" that occurs, or for "personal injury" caused by an offense that is committed, subsequent to the signing of that contract or agreement and while that part of the contract or agreement is in effect; and

b. If, and only to the extent that, such injury or damage is caused by acts or omissions of you or your subcontractor in the performance of "your work" to which the written contract or agreement applies. Such person or organization does not qualify as an additional insured with respect to the independent acts or omissions of such person or organization.

The insurance provided to such additional insured is subject to the following provisions:

a. If the Limits of Insurance of this Coverage Part shown in the Declarations exceed the minimum limits required by the written contract or agreement, the insurance provided to the additional insured will be limited to such minimum required limits. For the purposes of determining whether this limitation applies, the minimum limits required by the written contract or agreement will be considered to include the minimum limits of any Umbrella or Excess liability coverage required for the additional insured by that written contract or agreement. This provision will not increase the limits of insurance described in Section **III** - Limits Of Insurance.

b. The insurance provided to such additional insured does not apply to:

(1) Any "bodily injury", "property damage" or "personal injury" arising out of the providing, or failure to provide, any professional architectural, engineering or surveying services, including:

(a) The preparing, approving, or failing to prepare or approve, maps, shop drawings, opinions, reports, surveys, field orders or change orders, or the preparing, approving, or failing to prepare or approve, drawings and specifications; and

(b) Supervisory, inspection, architectural or engineering activities.

(2) Any "bodily injury" or "property damage" caused by "your work" and included in the "products-completed operations hazard" unless the written contract or agreement specifically requires you to provide such coverage for that additional insured during the policy period.

c. The additional insured must comply with the following duties:

(1) Give us written notice as soon as practicable of an "occurrence" or an offense which may result in a claim. To the extent possible, such notice should include:

(a) How, when and where the "occurrence" or offense took place;

(b) The names and addresses of any injured persons and witnesses; and

(c) The nature and location of any injury or damage arising out of the "occurrence" or offense.

(2) If a claim is made or "suit" is brought against the additional insured:

(a) Immediately record the specifics of the claim or "suit" and the date received; and

(b) Notify us as soon as practicable and see to it that we receive

 © 2018 The Travelers Indemnity Company. All rights reserved.

written notice of the claim or "suit" as soon as practicable.

(3) Immediately send us copies of all legal papers received in connection with the claim or "suit", cooperate with us in the investigation or settlement of the claim or defense against the "suit", and otherwise comply with all policy conditions.

(4) Tender the defense and indemnity of any claim or "suit" to any provider of other insurance which would cover such additional insured for a loss we cover. However, this condition does not affect whether the insurance provided to such additional insured is primary to other insurance available to such additional insured which covers that person or organization as a named insured as described in Paragraph **4.**, Other Insurance, of Section **IV** - Commercial General Liability Conditions.

© 2018 The Travelers Indemnity Company. All rights reserved.

TRAVELERS

One Tower Square, Hartford, Connecticut 06183

TRAVELERS CORP. TEL: 1-800-328-2189
DATA PROCESSING, HOSTING, AND RELATED SE

COMMON POLICY DECLARATIONS

ISSUE DATE: 04/21/23

POLICY NUMBER: BA-6W658114-23-I5-G

INSURING COMPANY:
THE CHARTER OAK FIRE INSURANCE COMPANY

1. **NAMED INSURED AND MAILING ADDRESS:**
   PARKMOBILE USA, INC.
   AND AS PER IL T8 00
   1100 SPRING ST NW
   STE 200
   ATLANTA GA 30309-2824

2. **POLICY PERIOD:** From 04/23/23 to 04/23/24 12:01 A.M. Standard Time at your mailing address.

3. **LOCATIONS:**

Premises Loc. No.	Bldg. No.	Occupancy	Address

4. **COVERAGE PARTS FORMING PART OF THIS POLICY AND INSURING COMPANIES:**
   COMMERCIAL AUTOMOBILE COV PART DECLARATIONS CA T0 01 02 15 COF

5. **NUMBERS OF FORMS AND ENDORSEMENTS FORMING A PART OF THIS POLICY: SEE IL T8 01 01 01**

6. **SUPPLEMENTAL POLICIES:** Each of the following is a separate policy containing its complete provisions:

Policy	Policy No.	Insuring Company

DIRECT BILL

7. **PREMIUM SUMMARY:**

Provisional Premium	$	1,953.00
Due at Inception	$	
Due at Each	$	

NAME AND ADDRESS OF AGENT OR BROKER:
AJG RISK MGMT SERVS LLC(G3316)
1050 CROWN POINTE PKWY STE 600
ATLANTA GA 30338

COUNTERSIGNED BY:

_____
Authorized Representative

DATE: _____

POLICY NUMBER: BA-6W658114-23-I5-G

EFFECTIVE DATE: 04/23/2023

ISSUE DATE: 04/21/2023

LISTING OF FORMS, ENDORSEMENTS AND SCHEDULE NUMBERS

THIS LISTING SHOWS THE NUMBER OF FORMS, SCHEDULES AND ENDORSEMENTS BY LINE OF BUSINESS

IL T0 02 11 89	COMMON POLICY DECLARATIONS
IL T8 01 01 01	FORMS ENDORSEMENTS AND SCHEDULE NUMBERS
IL T0 01 01 07	COMMON POLICY CONDITIONS

COMMERCIAL AUTO

CA T0 01 02 15	BA- COVERAGE PART DECS (ITEMS 1 & 2)
CA T0 03 02 15	BUS AUTO COV PART DECLARATIONS-4&5
CA T0 31 02 15	TABLE OF CONTENTS-BUSINESS AUTO COV FORM
CA 00 01 10 13	BUSINESS AUTO COVERAGE FORM
CA 01 09 10 13	GEORGIA CHANGES
CA 20 54 10 13	EMPLOYEE HIRED AUTOS
CA 99 33 10 13	EMPLOYEES AS INSUREDS
CA T4 42 02 16	ADDITIONAL INSURED - PRIMARY AND NON-CONTRIBUTORY WITH OTHER INSURANCE
CA T4 52 02 16	SHORT TERM HIRED AUTO - ADDITIONAL INSURED AND LOSS PAYEE
CA T4 59 02 15	AMENDMENT OF EMPLOYEE DEFINITION
CA T3 40 02 15	BLANKET WAIVER OF SUBROGATION
CA T4 37 02 16	BLANKET ADDITIONAL INSURED

INTERLINE ENDORSEMENTS

IL T4 05 05 19	DESIGNATED PERSON OR ORGANIZATION - NOTICE OF CANCELLATION PROVIDED BY US
IL T4 27 06 19	ADDITIONAL BENEFITS
IL T8 00 04 23	GENERAL PURPOSE ENDORSEMENT
IL 02 62 02 15	GEORGIA CHANGES - CANCELLATION AND NONRENEWAL
IL T4 12 03 15	AMNDT COMMON POLICY COND-PROHIBITED COVG
IL 00 21 09 08	NUCLEAR ENERGY LIABILITY EXCLUSION ENDORSEMENT (BROAD FORM)

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

BLANKET WAIVER OF SUBROGATION

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

The following replaces Paragraph **A.5., Transfer of Rights Of Recovery Against Others To Us**, of the **CONDITIONS** Section:

5. Transfer Of Rights Of Recovery Against Others To Us

We waive any right of recovery we may have against any person or organization to the extent required of you by a written contract executed prior to any "accident" or "loss", provided that the "accident" or "loss" arises out of the operations contemplated by such contract. The waiver applies only to the person or organization designated in such contract.

© 2015 The Travelers Indemnity Company. All rights reserved.
Includes copyrighted material of Insurance Services Office, Inc. with its permission.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

BLANKET ADDITIONAL INSURED

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

The following is added to Paragraph **c.** in **A.1., Who Is An Insured,** of **SECTION II – COVERED AUTOS LIABILITY COVERAGE** in the **BUSINESS AUTO COVERAGE FORM** and Paragraph **e.** in **A.1., Who Is An Insured,** of **SECTION II – COVERED AUTOS LIABILITY COVERAGE** in the **MOTOR CARRIER COVERAGE FORM**, whichever Coverage Form is part of your policy:

This includes any person or organization who you are required under a written contract or agreement between you and that person or organization, that is signed by you before the "bodily injury" or "property damage" occurs and that is in effect during the policy period, to name as an additional insured for Covered Autos Liability Coverage, but only for damages to which this insurance applies and only to the extent of that person's or organization's liability for the conduct of another "insured".

© 2016 The Travelers Indemnity Company. All rights reserved .
Includes copyrighted material of Insurance Services Office, Inc. with its permission.

Proof of Licensing and Certifications

We have attached proof of licensing and certifications meeting the minimum requirements outlined in Section 3.1 License Requirements. Our included attachments include:

- Florida Division of Corporations Active Status
- W-9 Form

©2023 ParkMobile, LLC. All rights reserved.

2023 FOREIGN LIMITED LIABILITY COMPANY ANNUAL REPORT

FILED
Apr 03, 2023
Secretary of State
3787142179CC

DOCUMENT# M15000000734

Entity Name: PARKMOBILE, LLC

Current Principal Place of Business:

1100 SPRING STREET NW
SUITE 200
ATLANTA, GA 30309

Current Mailing Address:

1100 SPRING STREET NW
SUITE 200
ATLANTA, GA 30309 US

FEI Number: 38-3941930

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CORPORATION SERVICE COMPANY
1201 HAYS STREET
TALLAHASSEE, FL 32301-2525 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Authorized Person(s) Detail :

Title	MANAGING MEMBER	Title	SECRETARY
Name	PARKMOBILE USA, INC.	Name	STEWART, ANTHONY
Address	1100 SPRING STREET NW SUITE 200	Address	1100 SPRING STREET NW SUITE 200
City-State-Zip:	ATLANTA GA 30309	City-State-Zip:	ATLANTA GA 30309

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am a managing member or manager of the limited liability company or the receiver or trustee empowered to execute this report as required by Chapter 605, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: ANTHONY STEWART SECRETARY 04/03/2023

Electronic Signature of Signing Authorized Person(s) Detail — Date

Form **W-9**
(Rev. November 2017)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

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

Print or type. See **Specific Instructions** on page 3.

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

PARKMOBILE, LLC

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☑ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ P

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

1100 SPRING STREET NW, SUITE 200

Requester's name and address (optional)

6 City, state, and ZIP code

ATLANTA, GA 30309-4848

7 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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

			-			-				

or

Employer identification number

3	8	-	3	9	4	1	9	3	0

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here | **Signature of U.S. person ▶** [signature] **Date ▶** 10/27/2022

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

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, *later.*

Addendums

ParkMobile acknowledges receipt of one addendum and we certify that we have reviewed the information stated within. We have attached out signed Addendum #1 after this page.

©2023 ParkMobile, LLC. All rights reserved.

ADDENDUM #1

CITY OF DESTIN, FLORIDA
REQUEST FOR BID (RFB) NO. 23-13-PW PAID
PARKING SOLUTION

November 17, 2023

This addendum forms a part of the Contract Documents and modifies the original bid documents. Acknowledge receipt of this addendum in the space provided on the Bid Form. **Failure to do so may subject the Bidder to disqualification.** The following items shall become a part of the construction documents for the above referenced project.

Correction:

1. The last date for questions concerning this RFP is **December 7, 2023**, not December 14, 2023, as stated in the RFP.

The bid opening date remains as Thursday, December 14, 2023, at 2 pm.

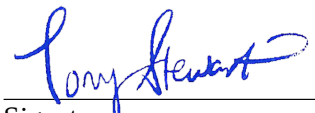
END OF ADDENDUM #1

A copy of this Addendum #1 signed and acknowledged shall precede the mandatory information required in the subject RFB.

Receipt of Addendum #1 is hereby acknowledged:

Tony Stewart, Chief Legal and Privacy Officer

Print Name



Signature

12/11/2023

Date

Bid Packet

We have attached a copy of the entire bid packet with has been initialed by a ParkMobile representative on every page.

©2023 ParkMobile, LLC. All rights reserved.

CITY OF DESTIN, FLORIDA

REQUEST FOR BIDS
RFP NO. 23-13-PW

PAID PARKING SOLUTION

City of Destin, Florida
November 2, 2023

Lance A. Johnson, City Manager
Phone (850) 837-4242
4200 Indian Bayou Trail
Destin, Florida 32541

PM

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

NOTICE TO BIDDERS

The City of Destin, Florida, is currently receiving sealed competitive proposals for a Paid Parking Solution Contract for City parking lots for **three years with the option for two additional one-year renewals, not to exceed five years**. Interested parties should contact the City Clerk's office to obtain copies of the bid documents by calling them at 850-837-4242. The Scope of Work will include, but not be limited to, software, hardware, and customer services to support an existing Paid Parking Program. The successful Bidder shall be required to supply the City with copies of current Liability Insurance and Worker's Compensation coverages. Bids must be received by the City Clerk's Office at the City of Destin, 4200 Indian Bayou Trail, Destin, Florida 32541, in a sealed envelope clearly marked **"RFP No. 23-13-PW, PAID PARKING SOLUTION"**, along with the name, return address and telephone number of the bidder, no later than **2:00 p.m. CST, on Thursday, December 14, 2023**. The City reserves the right to reject any and all Bids or portions thereof, to waive minor defects and informalities in the process, to accept the Bid(s) or take any other actions deemed by the City to be in the City's best interest.

Lance A. Johnson
City Manager

Bidder Initial: PM

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

CHECKLIST

The following items must be provided for your bid to be considered responsive.

1. **Completed bid form (Exhibit A)**
2. **Responsive Bidder Qualifications Statement (Exhibit B)**
3. **Proof of required Workman's Compensation Insurance documents**
4. **Proof of adequate Liability Insurance**
5. **Completed W-9 [available at http://www.irs.gov/pub/irs-pdf/fw9.pdf]**
6. **Bid Packet initialed on all pages**
7. **Copy of General Liability Insurance Documents (Worker's Compensation)**
8. **Copy of State license (if required for job)**
9. **Copy of City License (if business office is in Destin)**
10. **Completed Public Entity Crimes Form (Exhibit C)**
11. **Completed Drug Free Form (Exhibit D)**
12. **Addenda (if applicable)**
13. **Three References (minimum) to include Contact Name, organization, project names and dates, Contact's telephone and email.** ***References should be from other municipalities, county governments, airports, event centers, etc.***

Other documents as requested in bid package.

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

1.0 INTRODUCTION

The City of Destin is issuing a Request for Proposal (RFP) to secure proposals from qualified contractors for **PAID PARKING SOLUTION.**

It is the responsive proposer's responsibility to read and understand the requirements of this request for proposal. Responsive proposers are required to state exactly what they intend to furnish the City of Destin via this solicitation and must indicate any variances to the terms, conditions and specifications of this proposal, no matter how slight. If variations are not stated in the proposal, it shall be construed that the bid fully complies with all conditions identified.

Before submitting a bid, each responsive bidder will, at bidder's own expenses, make or obtain any additional examinations, investigations and studies, and obtain any additional information and data that may affect costs, permitting, progress, performance of furnishing of the project and that the responsive bidder's deems necessary to determine its proposal.

Responsive bidder will examine all documents included in this Request for Proposals (RFP) carefully and shall make a written request to the City's authorized representative for interpretation or correction of any ambiguity, inconsistently, or error herein.

Any interpretation or correction will be issued as an Addendum by the City. Only a written interpretation or correction by Addendum shall be binding. Responsive bidders are cautioned against relying on any interpretation or correction given by any other method.

The submission of a proposal shall not be deemed an agreement between the responsive bidder and the City. The proposal is a contractual offer by the responsive bidder to perform services in accordance with this RFP Solicitation. The City shall not be obligated to respond to any bid submitted nor be bound in any manner by the submission.

2.0 INSTRUCTION TO RESPONDENTS

A. All RFP's will be publicly opened and recorded for acknowledgement of receipt in the City Hall Boardroom on **December 14, 2023** no later than 2:00 P.M. (CST). All responsive bidders or their representatives are invited to be present. The City Hall Boardroom is located at Destin City Hall, 4200 Indian Bayou Trail Destin, FL 32541.

B. Any responses received after the stated time and date will NOT be considered. It shall be the sole responsibility of the responsive bidder to have their RFP submittal **delivered to City Clerk's Office** for receipt on or before the above stated time and date. RFP responses which arrive after the above stated deadline as a result of delay by the mail service shall not be considered, and arrangements shall be made for their return at the responsive bidder's request and expense. The City reserves the right to consider

submittals that have been determined by the City to be received late due solely to mishandling by the City after receipt of the RFP and prior to the award being made.

C. Respondents may request information regarding the RFP in writing from City Clerk Rey Bailey, clerk@cityofdestin.com. Such a request shall be received in writing at least seven (7) days prior to the submittal deadline.

D. If any addendum(s) are issued to this Request for Bid, the City will attempt to notify all prospective respondents. It shall be the responsibility of each respondent, prior to submitting the RFP response, to contact the City Clerk's Office, at (850) 837-4242 to determine if any addendum(s) were issued and to complete any addendum acknowledgements as part of their RFP response.

E. Complete and submit Responsive Bidder Qualification Statement, form herein as Exhibit B. Clearly indicate the legal name, address and telephone number of the responsive bidder. Responses shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the responsive bidder to the submitted RFP. Responsive bidders must note their Federal I.D. number on their RFP submittal.

F. *One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy* of the RFP responses (on USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

G. All expenses for making RFP submittals to the city are to be borne by the responsive bidder.

H. Responses shall be evaluated by the Bid Committee based on all information submitted and the lowest, most responsive and responsible bidder will be recommended to the City Council for approval.

I. The Bid Committee shall consist of City of Destin staff members.

J. Each responsive bidder, by submission of an RFP submission, acknowledges that in the event of any legal action challenging the award of the RFP; damages, if any, shall be limited to the actual cost of the preparation of the RFP.

K.

PROCUREMENT SCHEDULE	
Tasks	**Date**
RFP Advertised	Week of November 13th, 2023
Last Day for Questions to be Submitted	December 7, 2023
Due Date/Bid Opening	December 14, 2023
Tentative Date - Bid Committee Evaluation	December 21, 2023
Tentative Date - City Council Meeting	January 2, 2024
Tentative Date - Notice of Award	Week of January 2, 2024
Tentative Date - Execution of Contract	January 2024

3.0 PROJECT CONTRACTOR REQUIREMENTS

The City of Destin is seeking an independent contractor, to include all necessary independent subcontractors, with all applicable licenses to supply the services described in this advertisement.

3.1 Licensing Requirements

Provide all applicable licenses: include license name, license numbers and contact information. Contractor must be Florida Certified or Okaloosa Registered and provide a license of qualifier.

3.2 Insurance Requirements

a. Respondents shall be required to provide proof of General Liability Insurance with a minimum liability insurance requirement of $1,000,000 for combined single limit and Worker's Compensation Insurance in accordance with the laws of the State of Florida and in amounts sufficient to secure the benefits of the Florida Workmen's Compensation Law for all types of employees, including those of subcontractors.

b. Respondent shall produce proof of insurance in the types and amounts required by the City, including the foregoing and any additional coverages, including Automobile Liability and or Builder's Risk Insurance, as may be defined at the time of contract. The City shall be named as an additional insured party and all binders, policies or certificates of insurance shall include a provision that such insurance coverage shall not be cancelled or amended without at least thirty days' notice to the City. All coverage shall be with carriers admitted doing business in the State of Florida. Carriers shall be A rated (or better) by A M Best Company. City reserves the right to modify its insurance requirements with 60 days' notice.

3.3 Bonding Requirements

Performance and Payment Bond – No Performance and/or Payment bonds are anticipated with this contract.

3.4 Permitting Requirements

The contractor is required to obtain all required permits prior to the start of any work.

3.5 Codes and Standards

All project work shall be done in accordance with all applicable Federal, State and local codes and standards which include, but not limited to State Building Codes, City Codes and Ordinances, etc.

Bidder Initial: PM

4.0 PROJECT OBJECTIVES AND BACKGROUND

The City is looking for an integrated, turnkey solution that can be managed and operated by the City with vendor maintenance and support. Services are to include a product that provides for phone/app-based payments, revenue and data management, real-time parking availability information (preferred), robust reporting, intuitive customer service tools, and software and equipment to support parking enforcement and collections.

Proposals must provide for the design, integration, installation, testing, training and support needed to implement the solution, including the provision and placement of parking and wayfinding signage. City recognizes that there will be a need for pay stations to ensure equity amongst users, but desires to minimize the number that are needed and to avoid handling of cash/coins. Proposers should identify the type and number of pay stations they would deploy and how the stations would be integrated with their software solution.

The City's principal objective is to reduce congestion and improve the availability of parking in both our Harbor and Beach Parking Districts by influencing user parking preferences, increasing parking turnover rates, and improving the overall user experiences. Another objective is to allow patrons to pay by
mobile device for parking beyond the initial period and to receive notifications when their time is about to expire so they can remotely add time. With that in mind, the parking management solution must satisfy the following:

a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.
b. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.
c. Offers an easy-to-use data management interface that minimizes manual data entry.
d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.
e. Allows for reservation of spaces for events, including the ability to prepay for parking.
f. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.
g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).
h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

The City's preference is that proposers furnish labor, materials, and equipment necessary to implement the parking management solution in line with the objectives outlined above, including installation of signage and other requisite materials. Any role the City is to perform in this regard must be clearly identified in the proposal.

BACKGROUND

Destin's Harbor District is a working waterfront with a mix of tourist-oriented retail, restaurants, recreational opportunities (pontoon boat and jet-ski rentals, dolphin tours, etc.), and infrastructure to support the City's commercial fishing fleet. The City of Destin is a major property owner with a boardwalk and parks that provide public access to Destin Harbor and Choctawhatchee Bay.

Tourist-oriented businesses are the predominant form of development on the south side of US98 along with the commercial fishing industry. On the north side of US98, restaurants and tourist-oriented uses.

Paid parking lots along the Harbor are mixed, with both public and private parking opportunities available. The City maintains three parking areas within this District:

Marler Street Parking Lot – approximately 150 spaces (paved)
Destin Community Center – approximately 90 spaces (paved)
Zerbe Street Parking Lot – approximately 80 spaces (unpaved)

Current daily parking rates for the Harbor District are $20. Destin residents can also receive a "Resident Pass/decal that allows unlimited use of these lots. In addition, a non-residential Harbor Parking Pass is available for $205 per calendar year.

Destin's Beach Parking District provides parking opportunities for those wishing to enjoy the wonders of the Emerald Coast. Land Uses adjacent to these areas are primarily short-term residential (condos, townhomes, single-family homes, etc.). The City maintains both beach parks and beach accesses within this area. Parking rates for this District are currently $20 for 4 hours.

Paid Parking lots within this area are currently 100% publicly owned with the vast majority of spaces as off-street parking spaces within the Right-of-Way. The City maintains seven parking areas within this District:

Gulf Shore Drive – approximately 45 spaces (parallel along street)

Hutchinson – approximately 13 spaces (off street lot)
Barracuda – approximately 8 spaces (off street lot)
Pompano – approximately 29 spaces (off street lot)
Terra Cotta – approximately 13 spaces (off street lot)
Norriego Point – approximately 25 spaces (off street lot)
Shirah – approximately 11 spaces (off street lot)

5.0 DISCLOSURES

5.1 No Contact Clause

All prospective bidders are hereby instructed to not contact any member of the City of Destin City Council, City Manager, or City of Destin staff member other than the authorized city contact person identified below, regarding this solicitation or the bidder's submittal package. In order to ensure a fair, competitive, and open process, once a project is advertised, all communications between interested bidders and the City must be directed to:

City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

Any such contact with anyone but the Clerk may be cause for rejection of your submittal.

5.2 Inquiries

The City will not respond to oral inquiries. Proposers may submit written, e-mailed or faxed, inquiries regarding this RFP. The City will respond to written, e-mailed or faxed; inquiries received at least five (5) working days prior to the RFP due date. The last day for inquiries is **December 14, 2023 at 2:00 p.m. (CST).** Questions or requests for Bid documents, plans and specifications regarding this RFP may be directed to the City Clerk, 4200 Indian Bayou Trail 32541 (850) 837-4242 or rbailey@cityofdestin.com

5.3 Addenda

Submitter acknowledges that it is the submitter's responsibility to determine whether an Addendum has been issued; and if so, to obtain copies of such Addendum from the City Clerk of Destin, and agrees to be bound by all addenda that have been issued for this Request for Proposal. If addendum is issued, responsive bidder shall sign and return each

addendum with the submittal package. Failure to return signed any and all addenda may disqualify the submittal.

5.4 Conflict of Interest Disclosure

Each proposal is subject to the provisions of Florida Statutes, Chapter 112, providing that all responsive bidders must disclose with the RFP submittal the name of any officer, director, or agent who is also a public officer or an employee of the City of Destin. Further, all responsive bidder must disclose the name of any City officer or employee who owns, directly or indirectly, an interest of five percent or more in the Bidding firm.

5.5 Drug-Free Workplace Program

Preference may be given by the City of Destin to companies demonstrating a Drug-Free Workplace Program whenever two or more proposals, which are equal in respect to quality and service, are received and rated by the City. Responsive bidders intending to demonstrate a Drug-Free Workplace Program shall provide certification form with the RFP submittal.

5.6 Public Entity Crime Disclosure

Each submittal shall contain a completed Public Entity Crime Form (Attachment #1) pursuant to Florida Statutes, Section 287.132-133, providing that no public entity shall accept any proposal from or award any contract to, or transact any business in excess of the threshold amount for Category Two ($25,000) for a period of thirty-six months from the date placed on the convicted vendor list.

5.7 Reservation of Rights

The City reserves the right to reject any and all proposals or portions thereof, to waive minor defects and informalities in the process, to re-advertise, to accept the proposal or award multiple proposals or take any other actions deemed by the City to be in the City's best interest.

5.8 Public Records

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 837-4242, CITY CLERK, 4200 INDIAN BAYOU TRAIL, DESTIN, FL.

The successful responsive bidder shall:

1. Keep and maintain public records required by the CITY to perform the service.
2. Upon request from the City's custodian of public records, provide the CITY with a copy of the requested records or allow the records to be inspected or copied within a

reasonable time at a cost that does not exceed the cost provided in this FS Chapter 119 or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the CONTRACTOR does not transfer the records to the public agency.

4. Upon completion of the contract, transfer, at no cost, to the CITY all public records in possession of the contractor or keep and maintain public records required by the CITY agency to perform the service. If the GROUP transfers all public records to the CITY upon completion of the contract, the CONTRACTOR shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the CONTRACTOR keeps and maintains public records upon completion of the contract, the GROUP shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the CITY, upon request from the City's custodian of public records, in a format that is compatible with the information technology systems of the CITY.

6.0 BID & SUBMITTAL REQUIREMENTS

All bids to be considered must be in the possession of the Destin City Clerk no later than 2:00 p.m. CST, on **December 14, 2023**. Submittals may be mailed or delivered to the Office of the City Clerk at the address below and shall be submitted in a sealed envelope clearly marked shall be submitted in a sealed package clearly marked on the outside **"RFP NO. 23-11-PW, PAID PARKING SOLUTION"** and note the time and date of the opening. Regardless of method of delivery, each responsive bidder shall be responsible for their Bid being delivered on time, as the City of Destin assumes no responsibility for same. Proposals offered or received after the time set for the Bid Opening will be rejected and returned unopened to the submitter.

Mailing and Hand Delivery Address:
City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

6.1 Submittal Preparation

Submittals should be prepared in the following order:

1. **Submittal Coversheet:** provide a submittal cover sheet that includes project number, project name, bid opening date and responsive bidder contact information.
2. **Bid Form,** Exhibit A
3. **Responsive Bidder Qualification Statement,** Exhibit B
4. **Completed Public Entity Crime Form,** Exhibit C
5. **Completed Drug Free Workplace Certification Form,** Exhibit D
6. **Qualification and Experience Narrative (no more than 2 pages, single-spaced, one-sided)**
7. **Three (3) Municipal/Airport/Etc. References (will contain the following at a minimum)**
    a. Name
    b. Organization
    c. Types of Services Provided
    d. Telephone Number
    e. E-mail
8. **Proof of Insurance:** provide proof of insurance meeting minimum insurance requirements as outlined in section 3.2 Insurance Requirements.
9. **Proof of licensing and certifications:** provide proof of licensing and certifications meeting minimum requirements as outlined in section 3.1 License Requirements.
10. **Addendums** (if applicable)

One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy of the RFP responses (on CD or USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

Failure to provide any of the above listed mandatory information shall result in the elimination of the submittal package from consideration.

6.2 Criteria for Determining Lowest, Most Responsive and Responsible Bidder

The City of Destin's Bid Committee will recommend the lowest, most responsive and responsible bidder to the City Council for their approval. The criteria to be used for this determination is listed below by relative order of importance.

EVALUATION CRITERIA	POINTS
Price Proposal	40
Qualifications/Experience	20

Project Approach/Proposed Timeline	20
Past Performance/References	20
TOTAL	**100**

1. **Price Proposal (Lump Sum)**
   a) Costs will be evaluated based on the prices/charges provided.
   b) Are costs reasonable?
   c) Did responsive bidder provide all the requested cost information?
   d) How competitive is the price proposal compared to the others received?

2. **Qualifications and Experience**
   a) Does the contractor have the experience necessary to carry out the specific work for this project? Does the contractor have experience with similar projects?
   b) Does the background and qualifications of individual key team members provide proven technical, operational, and managerial experience needed to handle the proposed project? Are the company structure and the relation of the project team clearly shown?

3. **Project Approach and Performance Differentiators**
   a) Does the submittal include detailed information that demonstrates the responsive bidder's understanding of the scope of work and how they intend to meet the objectives of the project?
   b) Does submittal demonstrate the firm's ability to manage existing budgets and implement cost controls throughout a project?
   c) Has responsive bidder demonstrated knowledge of local site conditions and applicable requirements? Does submittal contain approach to receiving permitting and maintaining the original construction scheduled as provided for in the scope of work?
   d) Is project approach specific, describing the means and methods of accomplishing the work. Does it identify any key issues on the project and/or propose some potential solutions?
   e) Is the contractor's schedule and availability practical and meet project requirements?

4. **Past Performance**
   a) Do past performance evaluations and/or past performance information provided reflect a trend of satisfactory performance?
   Basis of evaluation:
   (i) A pattern of successful completion of work
   (ii) A pattern of work identical to, similar to, or related to the work the project requires.
   (iii) Ability shown, through workmanship provided on other projects.
   (b) Do references demonstrate the company's quality of work?

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: _____

Address: _____

City & State: _____ Zip Code: _____

Telephone: ( ) _____ Fax: ( ) _____

E-mail: _____

Number of Years in Business: _____ Contact Name _____

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	UNIT PRICE or %
1.	Fees	
	1) Merchant Fee (flat)	_____
	2) Merchant Fee Percentage	_____
	3) Transaction Fee	_____
	4) Merchant Processing Fee	_____
	5) Other Fees (List), list additional items on a separate sheet	
	a. _____	_____
	b. _____	_____
	c. _____	_____
	d. _____	_____
	e. _____	_____

Bidder Initial: PM

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	_____	_____
b.	_____	_____
c.	_____	_____
d.	_____	_____
e.	_____	_____

3. Please list any additional items not previously addressed above: (use additional sheets as required)

_____ $_____

_____ $_____

_____ $_____

_____ $_____

_____ $_____

_____ $_____

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Bidder Initial: PM

Name and Title of Authorized Representative:_____

(Print or Type)

Signature:_____

Date of Bid:_____

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: _____
Address: _____
City, State, Zip: _____
Telephone No.: _____
Fax No.: _____

Check One
Corporation ___
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.
   The correct name of the responsive bidder is:
   _____
   The address of the principal place of business is:
   _____
   _____

2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: _____
   b. State of Incorporation: _____
   c. President's name: _____
   d. Vice President's name: _____
   e. Secretary's name: _____
   f. Treasurer's name: _____
   g. Name and address of Resident Agent: _____

3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:
   _____
   _____
   _____
   c. State whether general or limited partnership: _____

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.

6. How many years has your organization been in business under its present business name?

Under what other former names has your organization operated?

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)

10. State the name of the individual who will have personal supervision of the work:

11. State the name and address of attorney, if any, for the business of the responsive bidder:

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:

_____

_____

_____

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	
b.	Non-Governmental Related Work	
	Total Work (a +b):	

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank **Address** **Telephone**

_____

_____

_____

_____

16. What will be your turnaround time for written responses to City inquires?

_____

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.

_____

_____

_____

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.

_____

_____

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.

_____

_____

_____

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.

_____

_____

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed)_____

(Title)_____

Subscribed and sworn to before me
This _____ day of _____, 20 _____

_____

Notary Public (Signature)

My Commission Expires: _____

END OF SECTION

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract _____
_____

2. This sworn statement is submitted by _____whose business address is _____
_____
and (if applicable) Federal Employer Identification Number (FEIN) is _____(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____

3. My name is _____and my relationship to the entity named above is_____
_____

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

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

____Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: _____

(Signature)

STATE OF FLORIDA

COUNTY OF _____

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this _____day of_____, 2023, and is personally known to me, or has provided _____ as identification.

_____

Notary Public

My Commission expires:

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY:_____

ADDRESS:_____

CITY:_____STATE:_____ZIP CODE: _____

TELEPHONE NUMBER:_____

SIGNATURE:_____DATE:_____

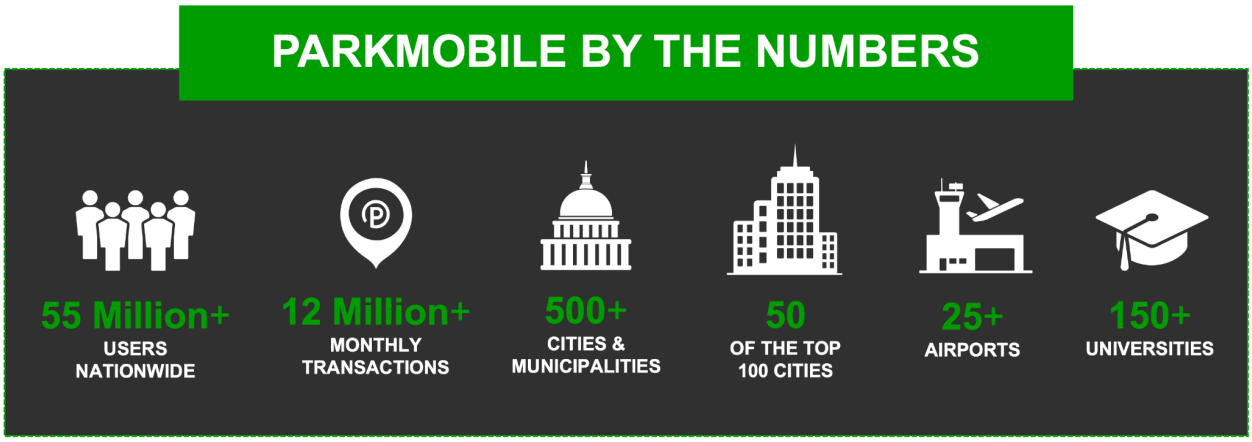
NAME (TYPED OR PRINTED):_____

TITLE: _____

Bidder Initial: PM

ParkMobile Company Overview

Since our initial launch in 2008, ParkMobile has become the industry leader in mobile parking solutions. We provide efficient and cost-effective products and services to all our clients. We provide services to municipalities, event venues, private operators, college campuses, transit authorities, airports, retail locations and more. Our solutions allow people to pay for parking on their mobile devices or reserve a parking space in advance. We are deployed in 8 of the top 10 U.S. cities with 55+ million users.



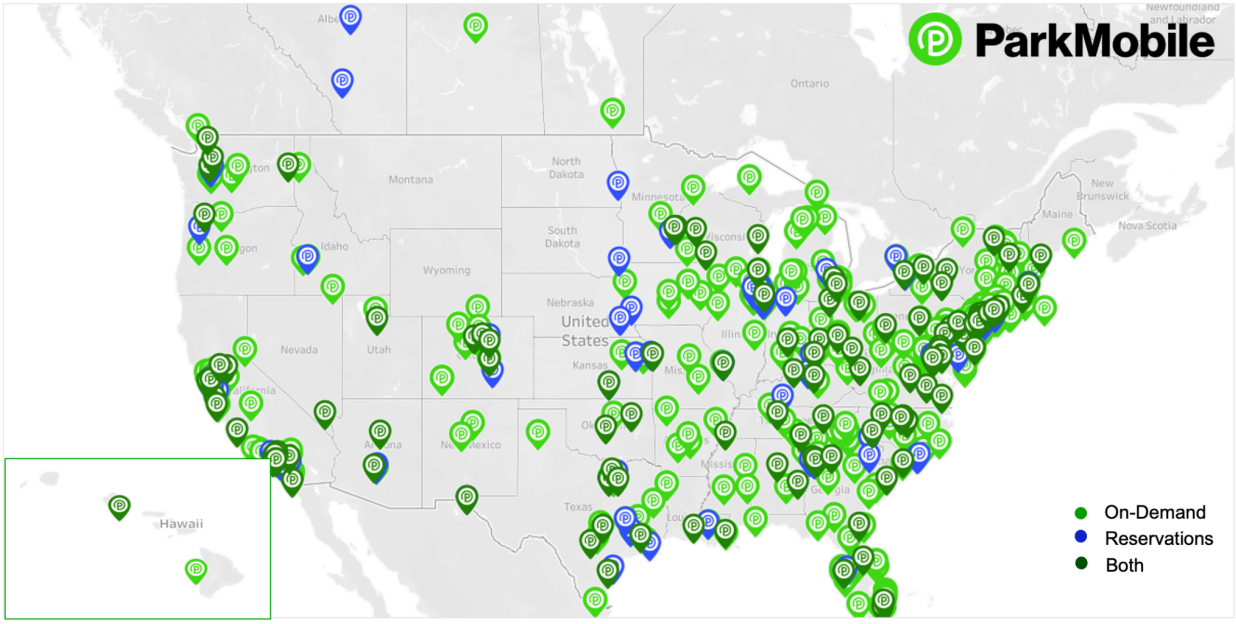
While many industry providers describe themselves as the “#1" or "leading " parking solution, ParkMobile’s position in the market speaks for itself. In the iOS app store, ParkMobile is the #1 ranked parking app in the United States and the #3 ranked Navigation app (behind only Google Maps and Waze). By partnering with the market leader in consumer parking apps, you can ensure the highest possible adoption rates and the best customer experience for your mobile parking program.

ParkMobile's User Network is the Largest in the US

More cities, campuses, venues, airports, and parking operators choose ParkMobile over any other mobile payment parking platform in the US. The ParkMobile **user base of 55+ million drivers refers to US customers only** and offers exponentially more value to the City, not only in driving adoption, but also in reducing friction in the payment process by allowing people to use the mobile app they are most accustomed to.

Large Municipal Clients Nationwide	
• **Washington DC** – 16,000+ spaces • **Boston, MA** – 7,200+ spaces • **Philadelphia, PA** – 16,000+ spaces • **Houston, TX** – 27,000+ spaces • **Los Angeles DOT** - 1,750+ spaces • **Dallas, TX** – 4,600+ spaces • **Fort Worth, TX** – 5,900+ spaces • **El Paso, TX** – 1,900+ spaces • **Phoenix, AZ** – 2,100+ spaces	• **San Diego, CA** – 2,700+ spaces • **Fresno, CA** – 2,000+ spaces • **Oakland, CA** – 7,600+ spaces • **Sacramento, CA** – 13,500+ spaces • **New Orleans, LA** – 4,800+ spaces • **Orlando, FL** – 2,000+ spaces • **Miami Beach, FL** – 14,000+ spaces • **Hoboken, NJ** – 7,000+ spaces • **Atlanta, GA** – 2,500+ spaces

©2023 ParkMobile, LLC. All rights reserved.



ParkMobile Project Staff Qualifications

ParkMobile has the industry's most experienced team of parking, payment, and technology experts. We have worked with hundreds of municipal clients to deploy mobile payment for parking, as such our team is well-versed in every aspect of highly complex municipal parking projects. No other vendor can provide the skillset and experience in their project team that ParkMobile can. ParkMobile's team and software have the skillset to support intricate rate policies and multiple integrations with vendor partners to support the desired program.

ParkMobile takes a phased approach to our project management structure. During the procurement process, Ashlee Barton, Regional Sales Manager will serve as the project manager. After contract signing, Garett Snook will lead the project's implementation phase and serve as project manager until the system's deployment. After system deployment, the City will be assigned a dedicated Account Manager to manage the contract.

David Hoyt, Chief Revenue Officer

David Hoyt is an experienced parking and transportation professional with over 20 years of expertise. As Chief Revenue Officer, David is responsible for leading all revenue-related activities throughout North America and is tasked with continuing ParkMobile's growth trajectory through new client acquisitions, expanding existing partnerships, and forging new strategic alliances. David will be available as needed, by request of the City, or during shortlist presentations, contract negotiations and ongoing meetings.

Before joining ParkMobile, David was National Account Manager for T2 Systems, responsible for sales and client relations in the Southeast US, Caribbean, and strategic accounts. David began his parking career with Standard Parking, where he worked for 13 years and served as Vice President of Operations, managing the company's portfolio of municipal and private parking operations throughout the State of Florida.

©2023 ParkMobile, LLC. All rights reserved.

David Holler, VP Sales

Dave leads ParkMobile's Territory Sales Team responsible for municipal and campus markets. He and his team work directly with ParkMobile's public and private sector partners to deliver our best-in-breed mobility solutions. Dave is based in NY and will be available either onsite or virtually for shortlist presentations, contract negotiations and ongoing client meetings.

Dave has worked in the parking and mobility industry for 17 years, with a focus on helping municipal clients utilize technology to help solve their parking problems.

Brooke Feldman, VP Account Management

Brooke joined ParkMobile in 2015 and leads the Account Management team that is responsible for helping ParkMobile's clients optimize their mobile payment programs. Brooke works with ParkMobile's most complex and forward-thinking clients to enhance and grow their mobile payment programs.

Prior to ParkMobile, Brooke worked in project management for the U.S. Department of Housing and Urban Development. She received her BA and MPA from the University of Georgia and resides in Atlanta. Brooke and team will be actively engaged with the City throughout the life of the contract.

Garett Snook, Director of Implementations

Garett Snook has been directly involved or has overseen every ParkMobile launch since 2010. Garett directs ParkMobile's deployments across North America from his remote office in Michigan. Garret and his team will ensure the City's program has a successful launch.

Garett has been with ParkMobile for over ten years and has extensive experience managing large municipal deployments. Garett will devote as much time as required by the City, including onsite coordination to support deployment efforts.

Brooke Krieger, Regional Sales Director

Brooke plays a crucial role in overseeing the procurement process for the City by ensuring that ParkMobile's strategy aligns with the City's goals and objectives for its parking program.

Before her time in the parking industry, Brooke led the fundraising efforts for the long-standing economic and tax policy think tank, Florida TaxWatch. She obtained her Master of Public Administration from Florida State University. She completed her thesis on managing government assets by comparing privately owned, city-owned, and board authority management policies. Brooke is local to Atlanta and will be available to assist the City with questions, contract negotiations, and shortlist presentations.

©2023 ParkMobile, LLC. All rights reserved.

Ashlee Barton, Regional Sales Manager

Ashlee is based in Tampa, FL and will be the main contact point throughout the procurement process. Ashlee joined the ParkMobile team in early 2023 and is focused on driving growth and building strong relationships in the Florida market.

Donnie Senterfitt, Senior Field Marketing Manager

Donnie has over 15 years of marketing experience in both professional services and technology companies. At ParkMobile, Donnie works with clients to implement marketing plans, as described in this proposal. ParkMobile has seen the highest adoption of mobile payments for parking utilizing our launch marketing plan.

Donnie is based in Atlanta and will work with the City to promote awareness of the payment methods available and promote adoption of the mobile payment program, ensuring continued growth and success for the program. Donnie will be available on-site or virtually for meetings during implementation and in preparation for marketing deployment.

Dee Quilliams Senior Director, Member Services

Dee Quilliams joined the ParkMobile team in 2010 and leads the Member Services team. Dee's team is responsible for managing the day-to-day inquiries from ParkMobile users and ensuring high customer satisfaction for the City's program.

Dee's team is available 24/7/365 to assist in any customer support inquiries.

©2023 ParkMobile, LLC. All rights reserved.

Response to Project Scope and Requirements

While ParkMobile is only proposing one component of this RFP, our industry-leading mobile parking payment platform, we are positioned to help the City meet each of its principal objectives while becoming a key ecosystem partner in coordination with the City's other preferred partners. ParkMobile understands the importance of each of the City's key objectives, in fact, our global mission statement is "**to make cities more livable**." To us, making cities more livable is accomplished in two ways: 1. Providing equitable and accessible parking solutions for all demographics, and 2. Achieving a harmony between parking supply and demand while ensuring a sustainable and livable urban environment.

Our mission is **to make cities more livable**.

We do this by creating innovative solutions that connect parking and mobility ecosystems, thereby **eliminating friction** and **maximizing convenience** and **efficiency**.

ParkMobile is committed to providing our municipal partners with a user-friendly, equitable platform that makes parking more efficient and hassle-free for motorists while providing municipal administrators with the data and tools they need to make informed decisions for their parking program. ParkMobile will assist the City of Destin in meeting its objectives of providing a wide variety of payment options and user convenience to influence parking preferences, increase parking turnover, and improve the overall user experience.

Below is a brief overview of our ability to help the City of Destin accomplish these objectives while satisfying each of the requirements of the RFP.

a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.

- ☑ ParkMobile offers a wide range of secure payment methods, including the acceptance of all major credit/debit cards and emerging wallet solutions like Apple Pay and Google Pay. Users pay for their parking session via the ParkMobile app, web experience, IVR phone call, QR code, or SMS text.

b. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.

- ☑ ParkMobile is the industry leader in mobile parking payment options because of our commitment to both consumers and cities to provide a consistent, reliable, cost-effective, and easy-to-use system. Many apps on the market can complete a basic parking transaction in the simplest context. However, there are many stages to a customer's parking journey prior to

©2023 ParkMobile, LLC. All rights reserved.

standing in front of a meter, and many stages after the moment of transaction. ParkMobile is unique in our support for the entire customer parking journey.

ParkMobile also provides complementary signage/decal design and comprehensive marketing services at launch to help drive adoption of the program and effectively educate customers about the benefits of using ParkMobile.

c. Offers an easy-to-use data management interface that minimizes manual data entry.

☑ For the City of Destin staff, our ParkMobile 360 (PM360) Self-Administration and Analytics portal is the all-in-one solution for managing the rates and policies of the City's mobile parking payment system while providing the data needed to make informed decisions about the rates and policies.

d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.

☑ The ParkMobile 360 (PM360) reporting portal provides all the data related to a parking operation. ParkMobile 360 lets you easily track transactions and revenue as well as payment methods, historical trends, and performance for individual zones. You can watch this video demo for more information: https://vimeo.com/367765856

e. Allows for reservation of spaces for events, including the ability to prepay for parking.

☑ ParkMobile's Reservations combines both on-street (zone parking) with off-street (reservations) functionality in a single app. By offering multiple parking options for consumers, we are increasing the usefulness and overall value of the app, which will help increase adoption over time.

ParkMobile Reservations allow the City or private parking operators to pre-sell parking in lots and garages for special events and daily parking.

f. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.

☑ While ParkMobile does not offer a traditional permit solution, another unique offering that ParkMobile has deployed in Florida cities like Clearwater and Miami Beach is our Residential Discount Program. With this program, Destin residents will benefit from reduced or even free parking rates while visitors to the community will pay the standard parking fee. Additionally, through ParkMobile's Residential Preferential Parking model, hourly parkers in residential areas will have the same payment options available to them via ParkMobile as all other zones city-wide; however, the application can display custom messages to a specific audience (i.e. non-permit holders) notifying of restrictions and policies, such as a two-hour max-duration.

g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).

☑ ParkMobile does not provide a license plate recognition solution, however, we have over 100 active industry integrations and are able to integration with the enforcement and license plate recognition provider of the CIty's choice.

h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

©2023 ParkMobile, LLC. All rights reserved.

- ☑ ParkMobile users can contact our bilingual (English and Spanish) support team 24/7/365 to get answers to questions, request changes to their account and other services. ParkMobile's Customer Care team can be reached easily using the customer's preferred method of contact. Users can call, email, text, in-app chat and use social media to contact a ParkMobile representative. This level of customer support will enable the City to reduce the number of support requests that are directed to the City's department. ParkMobile is the first line of defense and will help to ensure users receive the best customer support in the industry.

  Users can also find a variety of tutorials and educational materials online at https://support.parkmobile.io.

i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

- ☑ As mentioned, ParkMobile is actively integrated with over 30 enforcement technology providers in the industry. The integration work via our nForce API and communicates paid status to the enforcement technology provider. Real-time reporting of unpaid sessions will be available via the enforcement software. We have provided more information about our integration capabilities later in this document.

ParkMobile Mobile Parking Payment System Overview

ParkMobile has the industry-leading mobile parking payment system and combined with our strong regional presence and superior convenience features, we are perfectly positioned to assist the City in modernizing its parking program while providing the best service to its parking customers. As previously detailed, ParkMobile is prepared to provide the following services to the City of Destin:

- Our **ParkMobile Mobile Parking Payment System** provides flexible contactless payment options in an equitable platform. Motorists in Destin can utilize popular features such as 'extend time' to add time to their existing session and customize notification settings to receive alerts about their parking session via the method and timeframe that works best for their needs. ParkMobile is also the only provider that combines zone parking, reservations, availability, and gated integrations in a single user interface.
- The **ParkMobile 360 Self-Administration and Reporting portal** that enables staff to make informed rate and policy decisions such as dynamic pricing to promote space turnover and create a more efficient parking and mobility operation in Destin.
- At launch, our in-house marketing team will provide free **comprehensive marketing services and signage/decal design**. The most important aspect to ensure the adoption of a new mobile parking payment deployment is getting the word out about the program. Our marketing team deploys a variety of strategies to drive early and continued adoption of our system.
- ParkMobile's in-house **customer support team is available 24/7** via phone, email, text, chat, and social media to help Destin users with any questions or issues they may have.
- ParkMobile operates on an **open API infrastructure** and is actively integrated with over 100 industry providers across all major technology types. We will utilize our existing relationships and developer portal to integrate with the City's preferred system partners, including enforcement and kiosk providers.

Our track record speaks for itself, with successful deployments in over 500 cities and on more than 150 campuses nationwide. We are the undisputed leader in mobile parking payment options, providing a consistent, reliable, cost-effective, and user-friendly system to both consumers and cities.

©2023 ParkMobile, LLC. All rights reserved.

Planning Ahead	Navigating	Payment	Post-Parking Value
✓ Event Reservation	✓ Wayfinding in-app	✓ On-street or open lot payment	✓ Find my car
✓ Transient Reservation	✓ Map View	✓ Notifications and extensions	✓ Usefulness of app elsewhere
	✓ On-street parking availability	✓ Gated payments	✓ Rewards and perks with ParkMobile Pro
		✓ Expanded payment methods	✓ Fleet management

ParkMobile

The Solution: ParkMobile offers drivers the convenience of using a single parking app for any parking scenario. Offering a single app that works throughout your operation also enables more focused and effective marketing messaging.

ParkMobile core features include:

- **Extend Time:** Ability to add time to your existing parking session to avoid running back to "feed the meter."
- **Multiple Payment Options:** ParkMobile offers a variety of payment options, including most major credit cards (Visa, Mastercard, Amex), Google Pay, Apple Pay, and PayPal. While cash payment is not possible in a mobile app, unbanked and underbanked users can load a debit card in PayPal to easily make a payment.
- **IVR Phone Number:** For people without a smartphone, use an IVR number to make parking payments over the phone. Users who call the IVR will go through the flow-through audio prompts.
- **24/7/365 Customer Support:** ParkMobile offers support via phone, email, text, and chat. ParkMobile also has an extensive support site where users can get answers to frequently asked questions and read technical help articles.
- **Map View:** The map view based on location shows the user nearby zones. A user can then touch the zone number to quickly initiate a parking session.
- **Parking Availability:** Predictive and/or sensor data that shows available on-street parking availability on the map.
- **Start a Parking Session:** Quick process to select your zone, confirm your vehicle and payment type, then start a parking session.
- **Find My Car:** Integration with Apple Maps, Google Maps, and Waze to direct users back to their car.
- **Notifications:** Customizable push, text and email alerts to notify a user when parking will expire.
- **Manage vehicles:** Easy to add, remove and update vehicle information.
- **Transient and Event Reservations:** Find and reserve parking ahead of time in area garages and lots. Available for daily parking or events at select venues.

No other vendor offers a more feature-rich system that is solely focused on the total customer experience than the ParkMobile.

Simple Registration and User Account Management

ParkMobile has an easy registration process via app or mobile web experience. Through the native app experience users will download the ParkMobile app on iOS or Android. They will be prompted to enter

©2023 ParkMobile, LLC. All rights reserved.

an email address and create a unique password or the user can sign up using their Apple or Google accounts. After account creation, the user will be asked to enter a license plate number. The user is now ready to start parking at any ParkMobile location in the United States.

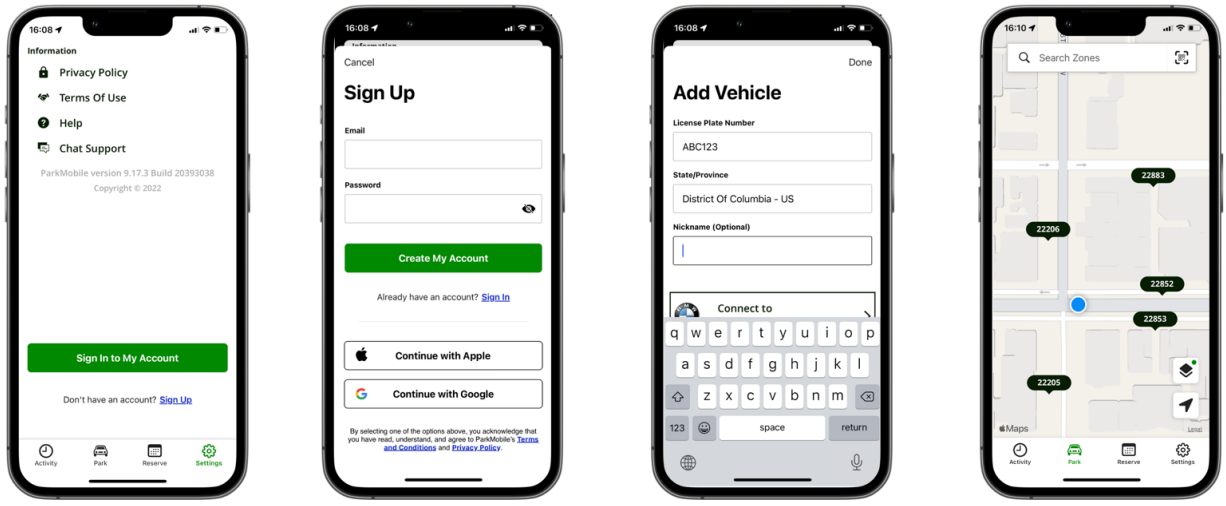


Figure – ParkMobile Registration Process

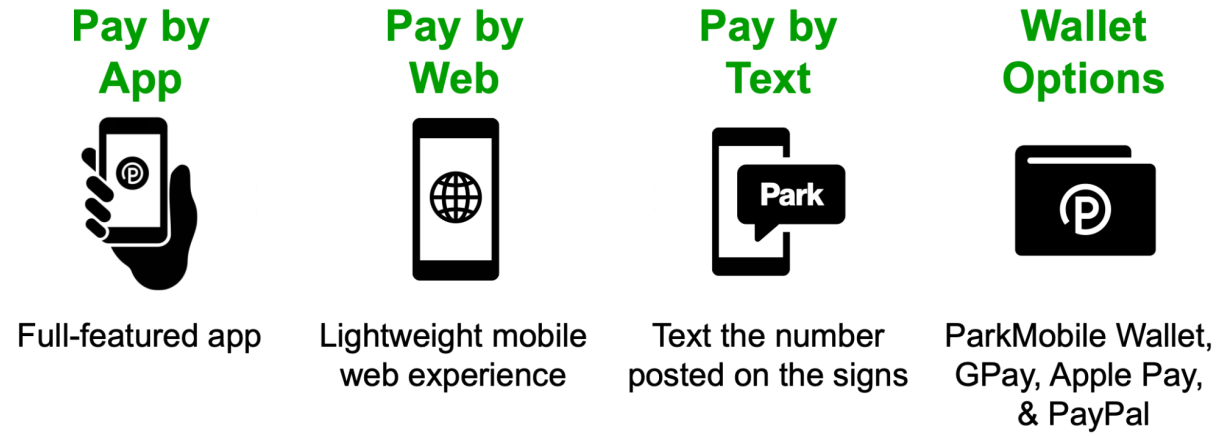
Users have full control to manage their account through the ParkMobile app or website. They can also contact our Customer Care team to make any changes to their account. Within their ParkMobile account, users are able to do the following:

- **Add and remove payment methods:** Users can easily manage their stored payment methods within the app and web. This includes selecting a default payment method, as well as adding and deleting payment methods.
- **ParkMobile Wallet:** Users can refill their pre-loaded ParkMobile wallet at any time and check the account balance.
- **Manage Promo Codes:** Users can apply the code provided to their account or to an active session and will receive a discount on their transaction. The functionality is fully customizable, so the City can adjust the promo codes number of uses, time frames, zones eligible, and more.
- **Manage vehicles:** Users can easily add, remove and update vehicle information. Users can select a primary vehicle and nickname each one.
- **Activity History:** Users can see complete details of recent parking transactions including Zone, City, Date/Time, Duration, Vehicle (LPN), Payment Method, Parking Fees and Total cost. After the parking session ends, the user will also get an email receipt.

ParkMobile Offers the Most "Ways to Pay"

Today's consumer wants choice when it comes to parking payments. That's why ParkMobile now offers more ways to pay than any other mobile parking app. Beyond the flagship ParkMobile app for iOS and Android devices, users can also make parking payments via web, text, phone and even Google Maps. Offering more consumer choice drives higher adoption.

©2023 ParkMobile, LLC. All rights reserved.



Below are the payment methods available to users:

- **ParkMobile App:** The #1 parking app in the US provides the most robust user experience for iOS and Android devices.
- **Pay By Web at ParkMobile.io:** Lightweight, web-based flow for people who do not want to download the full-featured app
- **Guest Checkout:** Allows users to purchase parking without creating an account.
- **Pay by Text:** When the user parks in a ParkMobile zone, they can text the keyword "Park" to 77223 to receive a short link via SMS to start their session.
- **IVR:** Drivers who don't own a smartphone can easily pay for parking by calling a toll-free IVR number and making a payment over the phone.
- **Flexible Payment Methods:** In addition to all major credit and debit cards, the ParkMobile system can accept prepaid cards, Google Pay, Apple Pay, PayPal, and our own ParkMobile Wallet. This ensures that there are payment options for underbanked users.

ParkMobile App for iOS and Android

The ParkMobile app provides a quick and easy process to pay for parking. Our Product team is constantly researching the experience and optimizing user flow. Once a customer downloads the app and creates an account, there's a simple payment process.

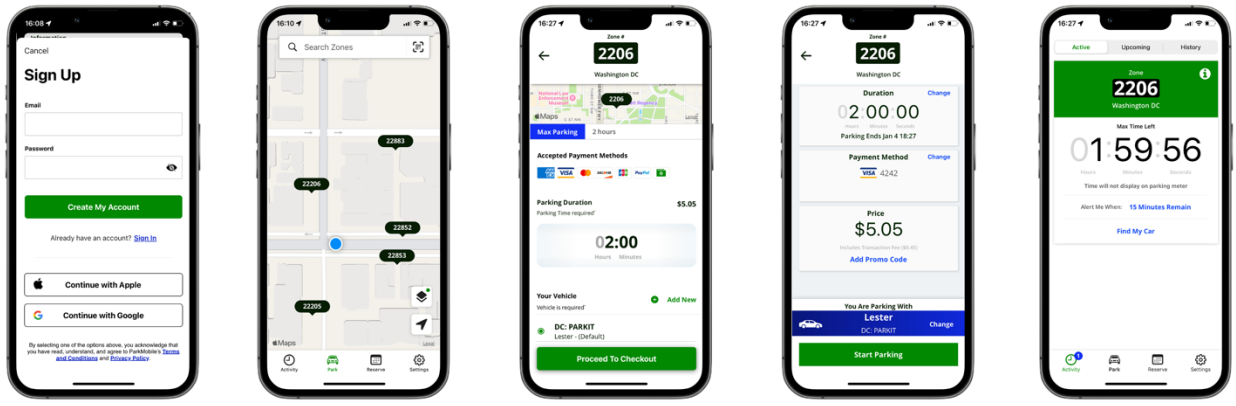


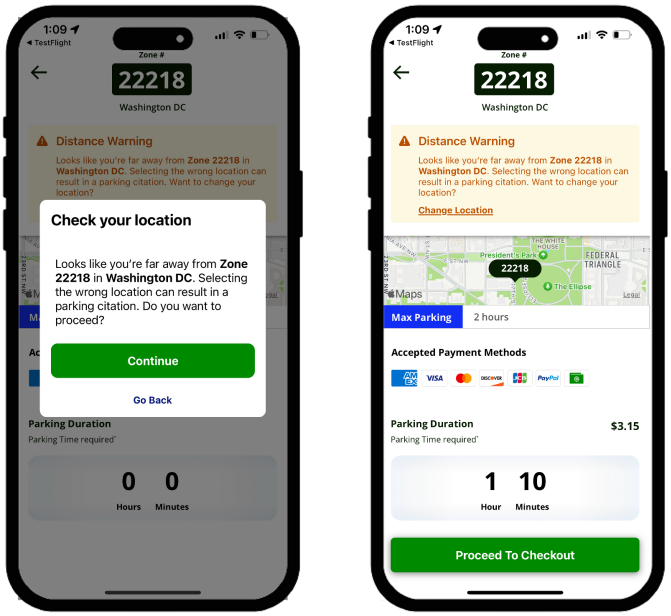
Figure – ParkMobile Zone Parking Process

1. **Enter Zone Number:** The user will enter the zone number posted on the stickers and signs around the meter. To make this process easier, the app uses location-based GPS coordinates to

©2023 ParkMobile, LLC. All rights reserved.

show the nearby zone numbers on the map so a user can easily touch the right zone number and then move to the next step in the process.

Through client and user feedback, ParkMobile consistently implements user flow improvements to ensure the accuracy of both the user and enforcement processes. A recent improvement we have released is an alert that is displayed to the user if the ParkMobile system detects that they are located far away from their selected zone. We have provided example screenshots of this below.



2. **Select Duration:** The user will select the duration of the parking session. The duration is based on the rates and policies that are set up for that specific zone number in ParkMobile's backend systems. On this screen, the user will also see the default vehicle selected and will be able to change that vehicle if necessary. The user will then tap "Proceed to Checkout" to go to the next step.

3. **Confirm Information:** On the confirmation page, the user will see all the key details for the parking session: zone number, duration, payment method, and vehicle. The user can edit any of this information before starting the parking session. After the user confirms the information, the user touches "Start Parking" to begin the parking session and will then see a countdown clock with the time remaining.

ParkMobile Web App

ParkMobile's lightweight mobile web application enables a user to pay for parking without having to download the full-featured app. The ParkMobile web app also offers a Guest Checkout option, allowing users to purchase parking without creating an account. This is a good option for the infrequent parker who prefers to make a mobile payment but does not want to go through the process of downloading an app and creating an account.

©2023 ParkMobile, LLC. All rights reserved.

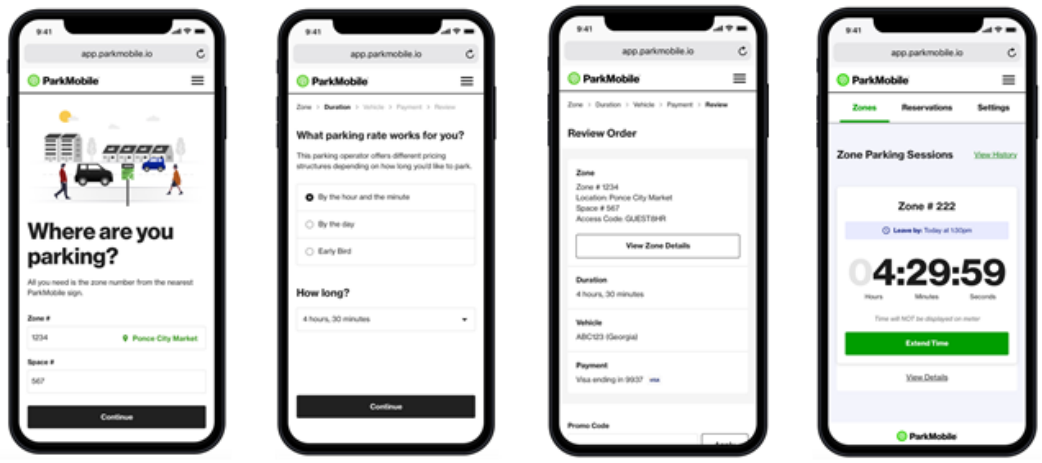
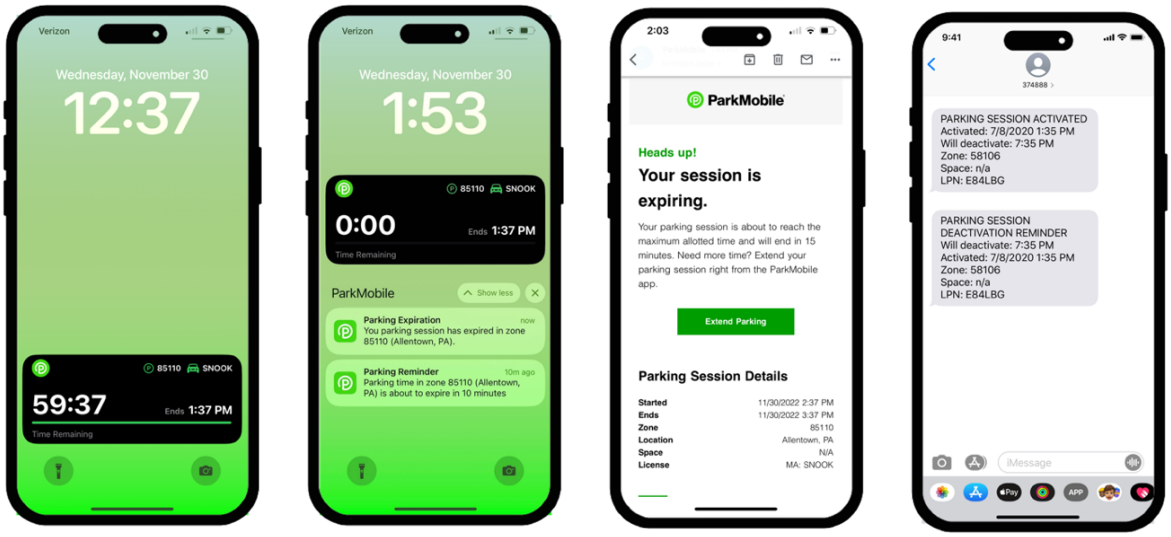


Figure - ParkMobile Mobile Web Checkout Experience

While the ParkMobile app is currently available in either English or Spanish, the ParkMobile Web Experience is available in hundreds of languages (dependent on the user's device settings). This ensures that all ParkMobile users have flexible contactless payment options available to them regardless of their native language.

Customizable Notifications

ParkMobile provides automatic real-time alerts via push notification that will notify a customer prior to the expiration of their parking session. The timing of these alerts can be set to a duration of the customer's choosing. Alerts can be configured to be sent via email, SMS, and push notifications. ParkMobile users will receive an in-app message and email alert once their parking session has expired.



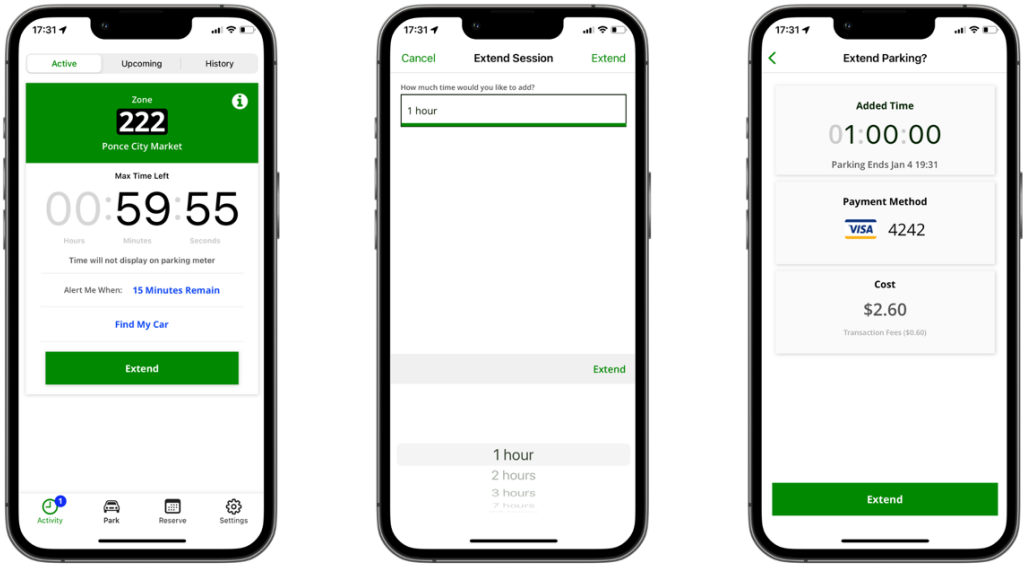
Live Activities **Push Notifications** **Email Notifications** **Text Notifications**

ParkMobile has developed a new feature for the iOS Live Activities capability that allows users to see the remaining time left for their session from their device's lock screen. This is a user convenience option that simplifies the process of checking on how much time is remaining for the current session.

©2023 ParkMobile, LLC. All rights reserved.

Extend Time

The most popular feature of the ParkMobile app is the ability to extend the time of the parking session remotely. Users can add parking time without running back to “feed the meter.” A user cannot extend time past the maximum parking time allowed for that location.



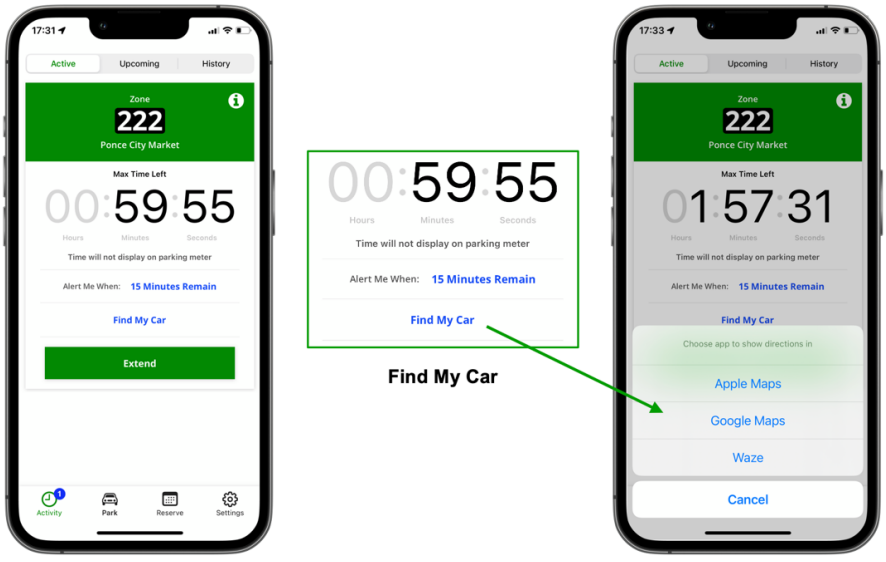
1. **Select Extend**

2. **Select the amount of additional time to add**

3. **Confirm information and start parking**

Find My Car

Another popular feature of the ParkMobile app is Find My Car. This enables a user to get walking directions back to the location of her car. The user can select from multiple mapping options to get the directions - Apple Maps, Google Maps, and Waze.



Active parking session

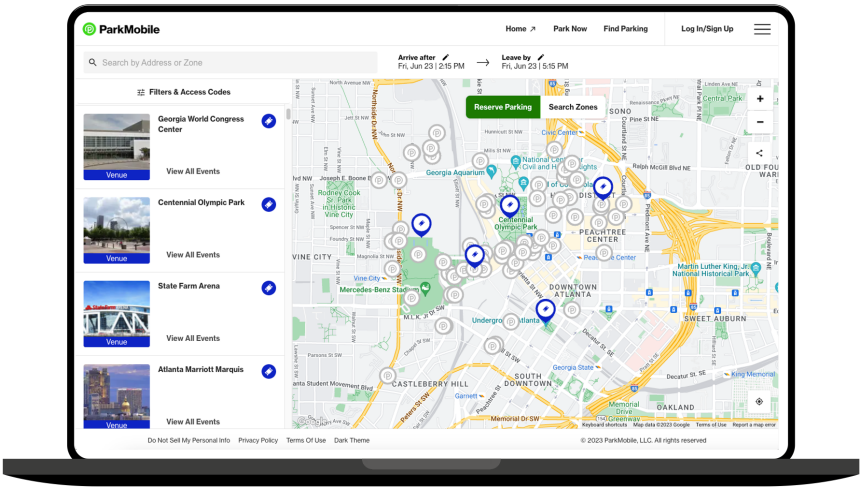
Find My Car

Get walking directions back to car

©2023 ParkMobile, LLC. All rights reserved.

One App for On-Street Parking and Reservations

ParkMobile is the only mobile parking solution on the market that combines both on-street (zone parking) with off-street (reservations) functionality in one single app. By offering multiple parking options for consumers, we are increasing the usefulness and overall value of the app, which will help increase adoption over time.



ParkMobile offers a simple process to make a reservation in the same app as zone parking. To begin the reservation process, users will open the ParkMobile app or navigate to the web experience at parkmobile.io and select the “Reserve” tab.

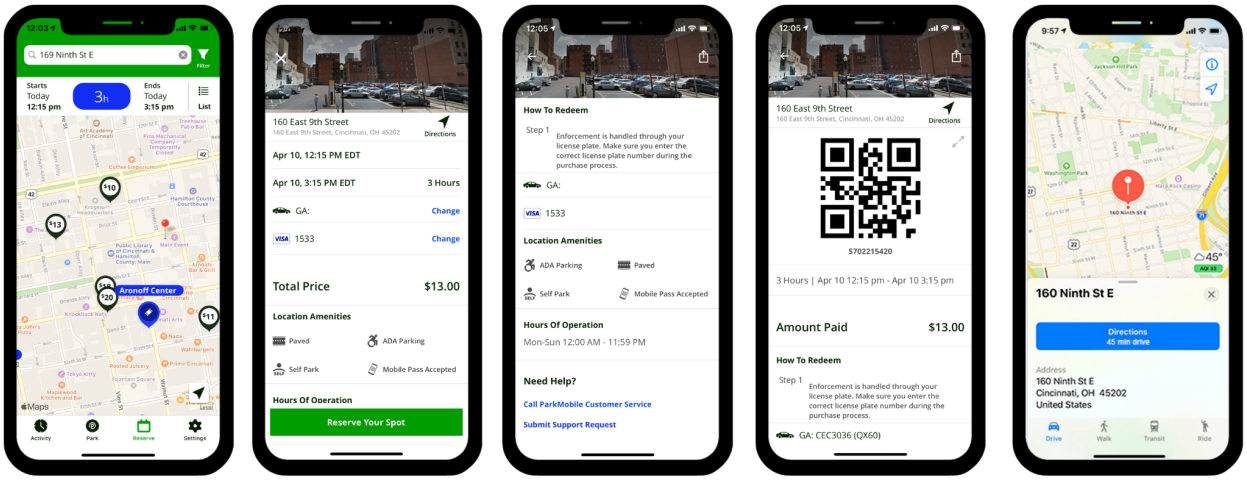


Figure – Example user flow to reserve parking

1. Users will search for available parking by inputting their desired parking date and time. Available parking locations will appear on the map interface and the user then simply taps the desired location where they will confirm details such as their selected date/time and the available amenities at that location.
2. The user is then prompted to either log in to their ParkMobile account, register for an account if they do not have one, or checkout as a guest.
3. The customer is then prompted to enter their email address, vehicle details, and payment information, and then confirm their details and purchase their reservation. If the customer is

©2023 ParkMobile, LLC. All rights reserved.

logged into their ParkMobile account, most of these fields will be pre-populated with their preferred options.

Once they have completed their purchase, the customer will receive confirmation and a QR code for their reservation. Users are able to access upcoming reservations via the website or the ParkMobile app.

Structured, Secured and Privacy-Focused

ParkMobile is compliant with PCI DSS, ISO 9001:2015, and SSAE 18 requirements.

ParkMobile is committed to the proper management of records to retain those that have current or future value and to properly destroy records that do not have such value. Examples of ParkMobile actions taken include but are not limited to the following:

- Card Holder Data (CHD) is not stored on removable media.
- Information on all media is classified, handled and disposed of in a secure manner.
- ParkMobile encourages minimal use and storage of its confidential data to reduce the risk of data compromise.
- At no time after card authorization, under any circumstance, ParkMobile stores any information from the card magnetic track, to include CVV/CVC, CVV2/CVC2, and PIN block data.
- Cards that have met and exceeded their expiration by 6 months are deleted from all systems.
- All cardholder data from deactivated or closed accounts is deleted from all systems after a 6-month waiting period.
- After 18 months of inactivity, a card is categorized as inactive and deleted from all systems.
- A review of cards matching the above criteria is conducted monthly, with quarterly reviews of the reports.
- Personal account numbers (PAN) are masked when displayed.
- Two-factor authentication is implemented to access any cardholder data.
- CHD is encrypted at capture, transit, and at rest.
- PCI DSS compliant encryption methods, processes, and procedures are implemented.
- ParkMobile has implemented encryption key management plans to ensure the availability of encrypted authoritative information.
- ParkMobile data security policies prohibit direct database access
- Data does not travel over the network unencrypted.

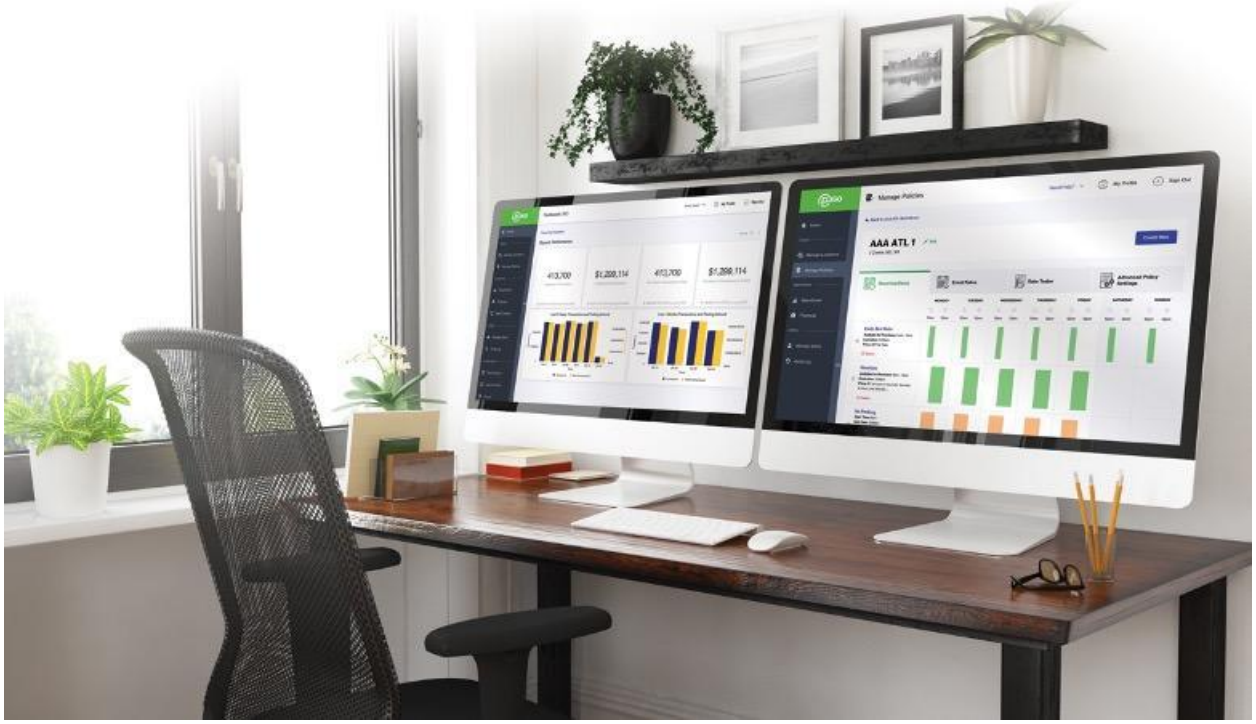
We also prioritize data usage transparency and have our Customer Privacy Policy easily accessible to users via our website. This policy is designed to help customers understand how we collect, use, and share information collected through the ParkMobile websites, mobile applications, and other services we operate. The policy can be reviewed here: https://parkmobile.io/privacy-policy/.

©2023 ParkMobile, LLC. All rights reserved.

ParkMobile 360 Self-Service Administration & Analytics Portal

With ParkMobile 360, staff will have role-based access to self-administrative rate and policy management tools and a "360" view of the parking program with robust analytics and reports. ParkMobile 360's self-administration portal provides the following features:

- **Calendar View:** ParkMobile 360 shows you daily, weekly and monthly calendar views of all your parking policies, making it easy to visually see all your parking rates and make the necessary adjustments.
- **Rate Creator:** With ParkMobile 360, you can quickly create and import rates for specific days, weeks, or months. If you have a festival, street cleaning or weather event, you can change and update your rates across different locations.
- **Policy Management Across Locations:** ParkMobile 360 gives you a complete view of rates and policies across multiple locations. You can quickly apply policies from one location to another without having to rebuild a location's rate structure.
- **Rate Tester:** Before you push out a rate change, ParkMobile 360 gives you the ability to test that rate to make sure it is working properly and avoid any potential customer service issues.



ParkMobile 360 also gives clients the ability to manage rates and policies in real-time. City staff will be able to make rate changes and push them out instantly. ParkMobile can support extremely complex rate structures with multiple rates in effect at different times of day and days of the week, in addition to special event rates. ParkMobile 360 also includes a Rate Tester, which allows staff to easily verify what rate customers would be charged on a given date, time, and location. This tool is extremely helpful to ensure rates are being displayed correctly and there are no gaps in the policies when there are multiple, overlapping policies in place.

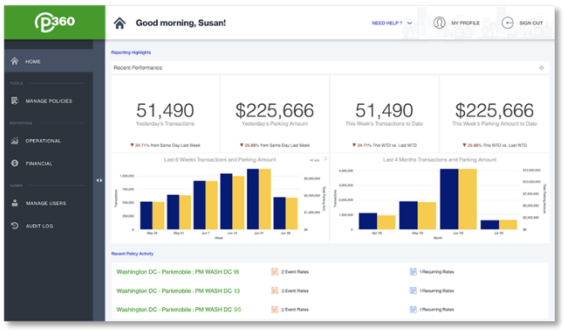
ParkMobile 360 provides two types of reports: operational and financial. Within the operational reports, there is information with regard to total transactions and revenue across varying time frames, as well as transaction statistics such as the distribution of parking by hour of day, duration, and parking cost. Within the financial reports, there is transaction-level information including all pricing information, user

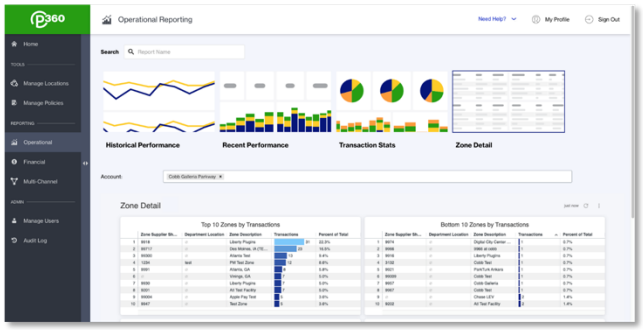
©2023 ParkMobile, LLC. All rights reserved.

information, zone information and payment information. These reports can be scheduled to be delivered to the user's email inbox on whatever cadence they prefer - daily, weekly or monthly.

Below are some of the key features of the ParkMobile 360 reporting portal:

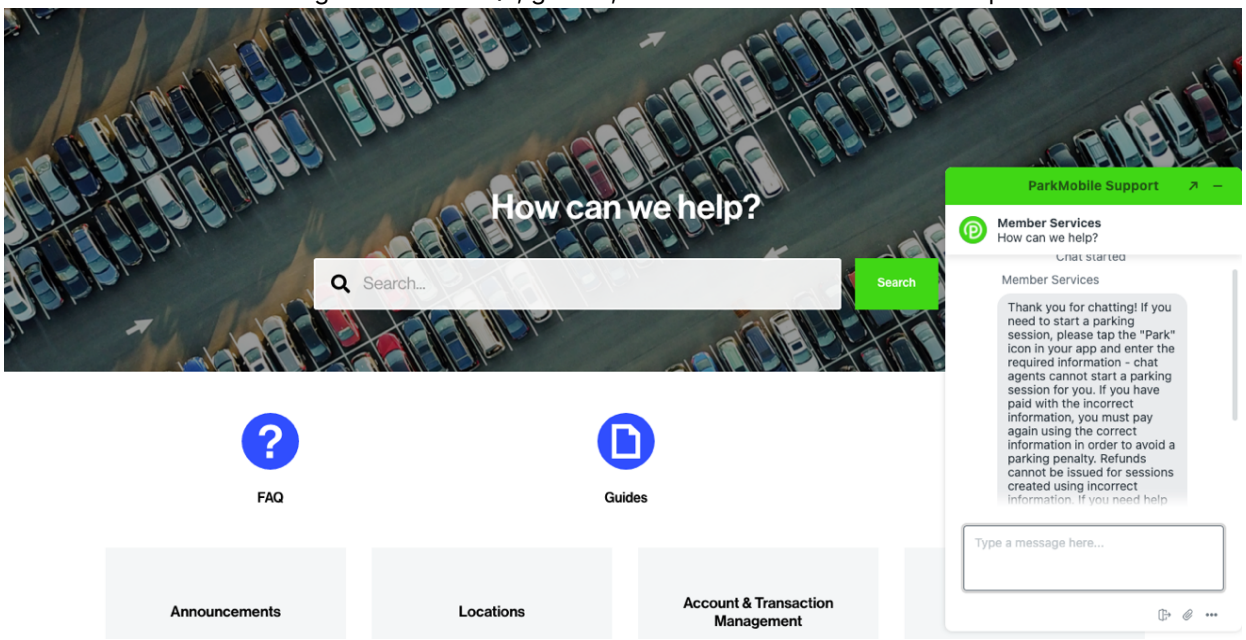
- **Easy-To-Read Dashboard View:** With ParkMobile 360, your data is delivered in an attractive, easy-to-read format with charts and graphs for monitoring trends and drawing insights.
- **Scheduled Reports Delivered to Your Inbox:** ParkMobile 360 gives you the ability to distribute the right information to the right people by scheduling daily, weekly, or monthly reporting emails to select staff members.
- **Filter By Date and Supplier:** ParkMobile 360 gives you the ability to filter data by date range and supplier, making it easy to pull the data you want to see and compare historical trends.
- **Download ParkMobile 360 Reporting Data in Multiple Formats:** With ParkMobile 360, you can quickly and easily download your data in the format that best meets your needs. Downloads are available in .xls, csv, and .pdf formats.





Multi-Channel Customer Service

ParkMobile offers you and your parking customers a Customer Care Center based in our corporate headquarters in Atlanta, GA along with an additional support team in Monterey, Mexico. We utilize the leading cloud-based customer service software, Zendesk, to handle customer inquiries and to provide consumer education through detailed FAQs, guides, video demos and technical help articles.



©2023 ParkMobile, LLC. All rights reserved.

ParkMobile's Customer Care team can be reached easily using the customer's preferred method of contact. Users can call, email, text, in-app chat, and use social media to contact a ParkMobile representative. This level of customer support will enable the City to reduce the amount of support requests that are directed to the department. ParkMobile is a first line of defense and will help to ensure users receive the best customer support in the industry.

When customers require further assistance, our Customer Care Specialists provide customizable responses depending on the needs of the customer. Moreover, a unique aspect of ParkMobile's customer support philosophy is our use of social media to maintain real-time contact with our 50+ million members. ParkMobile also utilizes social media to engage and interact with users, including constant monitoring of social media comments to understand their needs and support requests.

Best Customer Support in the Industry

- Our Customer Care team is available 24/7/365 and ready to assist whenever our customers need it.
- Our Level 1 PCI compliant call center ensures customer data is fully secured.
- ParkMobile maintains a multi-channel call center with in-house phone, email, web and in-app chat, social media & bilingual support.
- Our call center services nearly 25,000 customers per month, answering more than 85% of our calls within 30 seconds with an average of 20 seconds.
- ParkMobile maintains a minimum average Customer Satisfaction score of 90% for all interactions involving our Customer Care team.
- ParkMobile's Net Promoter Score is 57 which is considered "excellent". For comparison, here are other NPS scores for other top brands:
    - Apple's: 47
    - Google: 11
    - Toyota: 33
    - Amazon:25
    - Microsoft: 33

Signage and Decals

ParkMobile provides all operational and promotional graphics, including all signage and decal stickers for parking equipment at no additional charge.

Signage and decal design is a critical aspect of deploying a successful mobile parking program. According to our research, almost 49% of users first learn about our app through the signage at the meter. Our team works directly with our clients to understand the hardware assets in the field and what the pay station/meter looks like to produce the best sign and decal package. We have an in-house graphic design team that creates sign proofs for approval. We can create different shapes and sizes to meet the needs of each individual client. We also recommend refreshing signage on a consistent basis to ensure the highest quality.

Best practices for mobile app signage include:

- Bigger is better. Larger stickers and signs have been proven to drive greater app adoption.
- Minimize the elements on the sign. Less is more.
- Have a large zone number that is easy to read from a distance.
- Simple instructions on how to pay.
- Show that ParkMobile is also accepted to provide more pay

©2023 ParkMobile, LLC. All rights reserved.

We have recently refreshed our ParkMobile signage to include “Ways to Pay” messaging, showing consumers that they have a wide variety of contactless payment options available to them with ParkMobile.

ParkMobile Standard Signage

12” x 18” Aluminum sign

Your Logo Goes Here

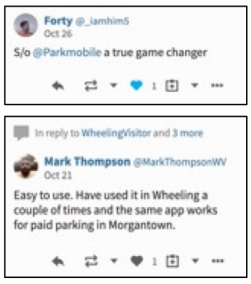
Please provide us with a high quality version to avoid pixilation. EPS or Vector formats are ideal.

Comprehensive Marketing Services

Over the past 12 years, ParkMobile has launched in over 500 cities. Through that experience, we have learned the key marketing strategies, tactics, and best practices for introducing a mobile parking app in a new market and continually increasing the app utilization post-launch. We even wrote an e-book on the subject that you can download here.

When ParkMobile develops a marketing program for a new launch, one size does NOT fit all. To ensure the program’s continued success, ParkMobile will work closely with your staff to develop the right program. ParkMobile builds our marketing programs to focus on five key areas, outlined in the diagram and sections below.

Awareness	Adoption	Engagement	Retention	Advocacy
✓ Signage ✓ Local Media ✓ Wallet Cards ✓ Advertising	✓ Welcome Email ✓ Demos ✓ In-App Messaging	✓ Geo-Fencing and Geo-Targeting ✓ Event Notifications ✓ Push Triggers ✓ Facebook Ads	✓ ParkMobile Pro ✓ Promotions ✓ Re-engagement ✓ News & Updates	✓ App store reviews ✓ Social media ✓ Refer a Friend



©2023 ParkMobile, LLC. All rights reserved.

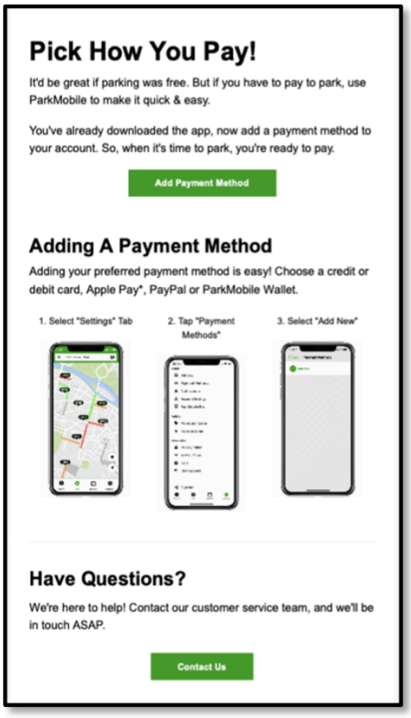
1. Awareness

When launching a new or updated mobile parking app in a market, it is critical to get the word out. The ParkMobile team deploys a variety of tactics to make sure people in the market know about the app. Awareness tactics may include local advertising on TV and radio, press outreach, targeted social media ads, street teams, and more. We will use email, in-app messages, and push notifications to activate existing ParkMobile users. ParkMobile will also look for opportunities to leverage local programming in the market. For example, in Atlanta, we created branded content for integration into a show about local restaurants called "Atlanta Eats." You can see the entire segment by clicking this link.

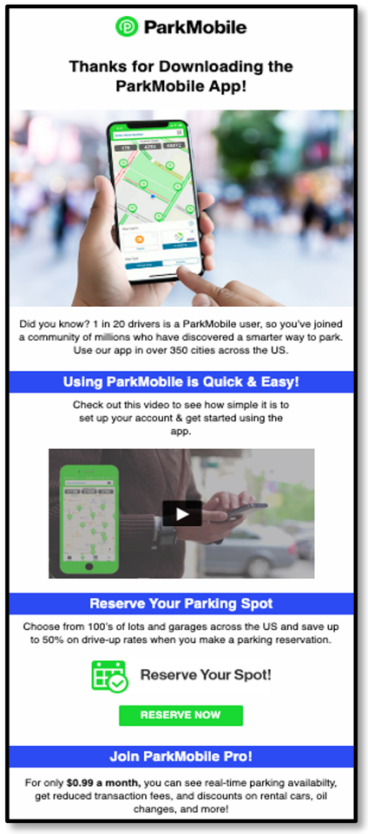
2. Adoption

Once users have downloaded the app, ParkMobile activates our onboarding program to ensure they know how to get started. We send a welcome email with links to demos on how to use the app. Then follow up to make sure the new users have the information they need. If users download the app and set up an account but don't complete a transaction, we keep messaging them to encourage usage and educate them about all the locations where they can use the app to pay for parking. As a result of our adoption tactics, almost 90% of users who download the app go on to complete a parking transaction.

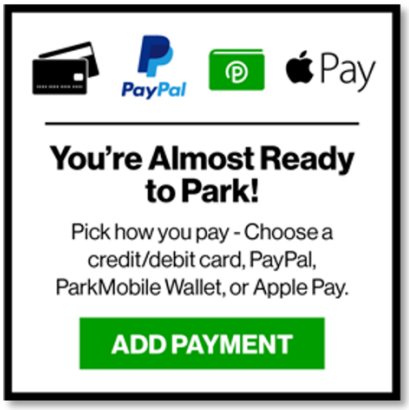
©2023 ParkMobile, LLC. All rights reserved.



Add a Payment Method In-App Message



Welcome Email



Add a Payment Method Reminder Email

3. Engagement

Once people are using the app, we engage them on an ongoing basis with emails, in-app messages, and push notifications. The goal is to keep them engaged with ParkMobile even when they are not actively parking. In addition to the app-based engagement, we retarget users on Facebook and other social platforms to serve up tactical messages and stay top-of-mind.

©2023 ParkMobile, LLC. All rights reserved.

First Parking Transaction In-app Pop Up and Email

©2023 ParkMobile, LLC. All rights reserved.

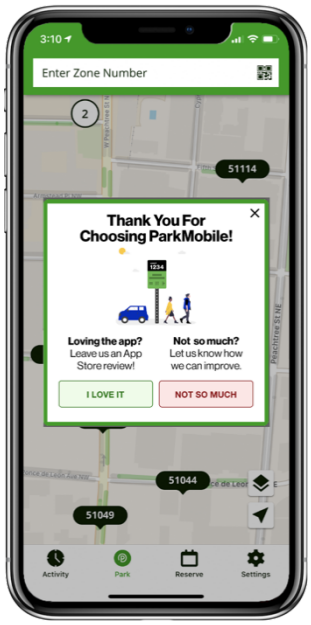
4. Retention

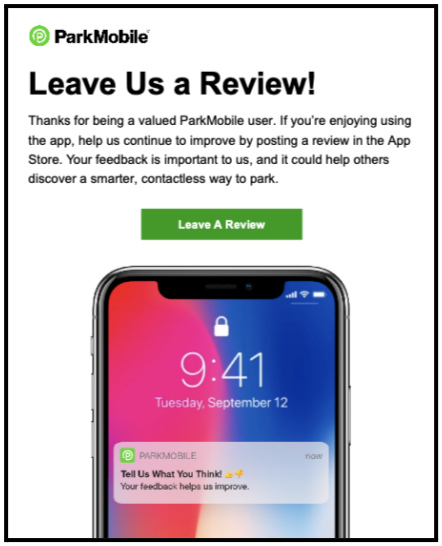
ParkMobile strives to keep users engaged with the app for the long term. We consistently communicate news and updates to members through email, social media posts, and other tactics. ParkMobile also has a re-engagement program for lapsed users who haven't used the app in several months.

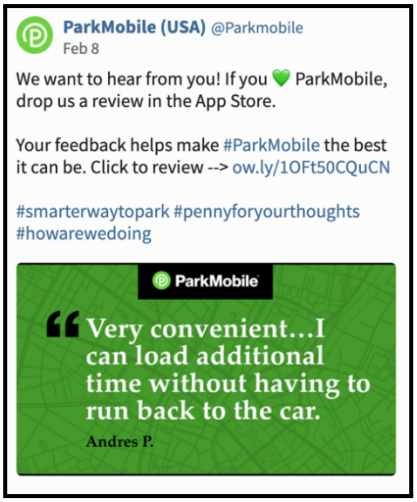
Lapsed User Campaign Examples

5. Advocacy

For loyal power users, ParkMobile urges them to become "ambassadors" for the ParkMobile brand through social media and app store reviews.



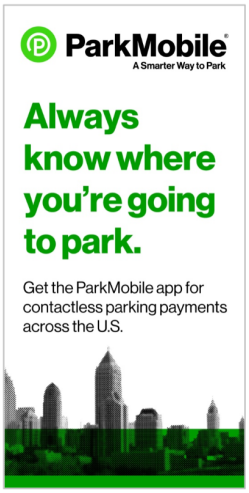


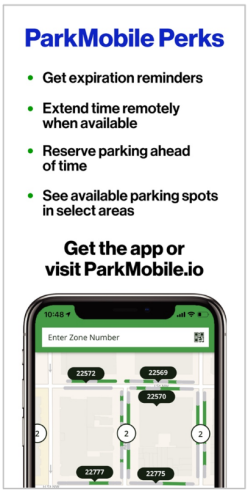


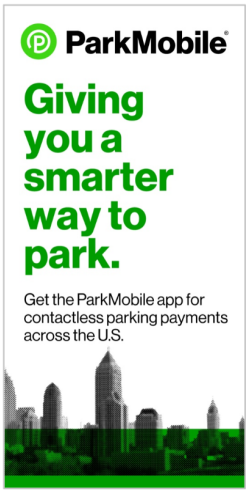
To help adoption of the City's mobile parking payment program not only see early success, but also continuously grow, we will deploy a variety of marketing tactics and strategies, including, but not limited to the options listed below as examples.

Instructional Documents and Website Content

ParkMobile can provide the City with helpful one-pagers and wallet cards, as well as content to embed in the City's website, email, and social media channels.







©2023 ParkMobile, LLC. All rights reserved.

Customized Video Content

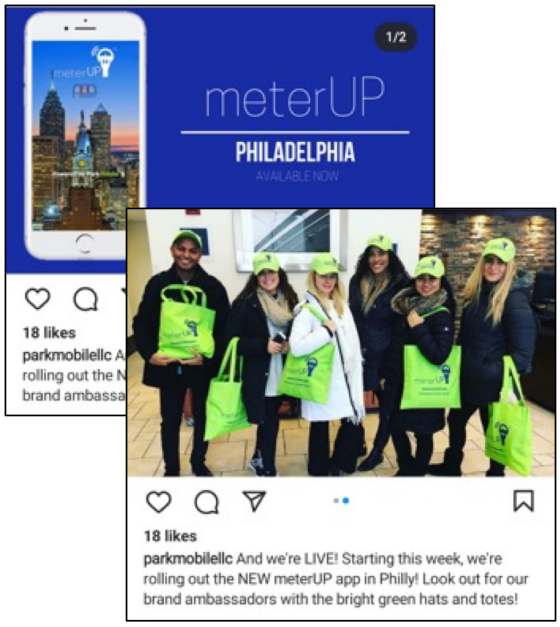
ParkMobile has an extensive video library of demos and tutorials that can be embedded on the City's parking website and used in other digital channels. We are also able to produce any custom video asset as needed to support the program. You can see our full video library here: https://vimeo.com/parkmobile.

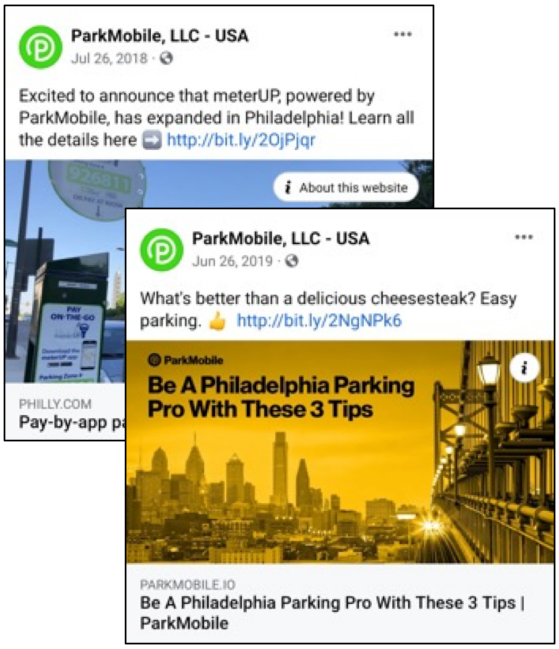
Using ParkMobile for On/Off-street Parking an...
ParkMobile

How to Use ParkMobile
ParkMobile

Social Media

ParkMobile has a very strong social media presence with over 31,700 followers on Twitter, 34,500 followers on Facebook, 5,300 on LinkedIn and 1,650 followers on Instagram. We will leverage this industry-leading social network to raise awareness for ParkMobile's products and services across the area. We also engage with local influencers to post about ParkMobile on their social channels.

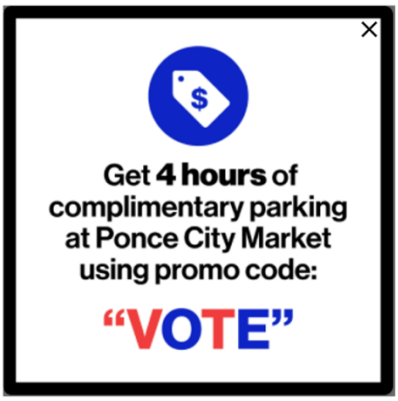


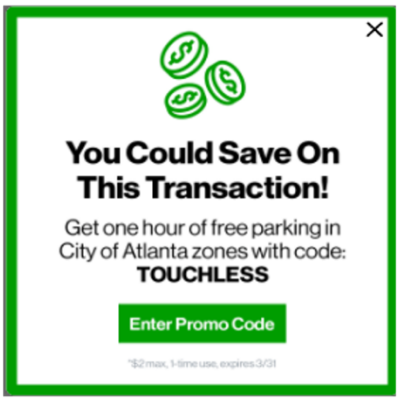


©2023 ParkMobile, LLC. All rights reserved.

Special Events and Promotions

ParkMobile can set up special promotions for parking around the municipality. For example, the City can offer "$1 off", "free parking," or other incentives. The ParkMobile marketing team will work with staff to design and execute a promotion that is right for you.





Branded Swag Kits

We provide our clients with swag kits that include branded items like hats, shirts, water bottles, lip balm, koozies, and more. These items can be distributed at the City's parking office or at other events to help raise awareness of the parking program. We also use these items when we deploy street teams as an incentive to download the app.

Integration to Enforcement Providers & Other Parking Technologies

ParkMobile is committed to empowering cities to plan and operate more efficient parking and mobility programs with robust administrative tools and powerful marketing capabilities. Through our open API infrastructure and 100+ integration partners, ParkMobile allows cities to use the hardware and enforcement technologies of their choosing while providing a consistent experience to users through our platform.

As previously stated, ParkMobile only proposes our mobile parking payment platform for the City's consideration. However, significant data supports the thought that mobile payments are becoming the preferred parking payment method amongst consumers and parking administrators.

While we understand that a mobile payment platform is only one part of the scope of this RFP, the City should consider taking a "best-in-breed" approach to its parking and mobility initiatives.

©2023 ParkMobile, LLC. All rights reserved.

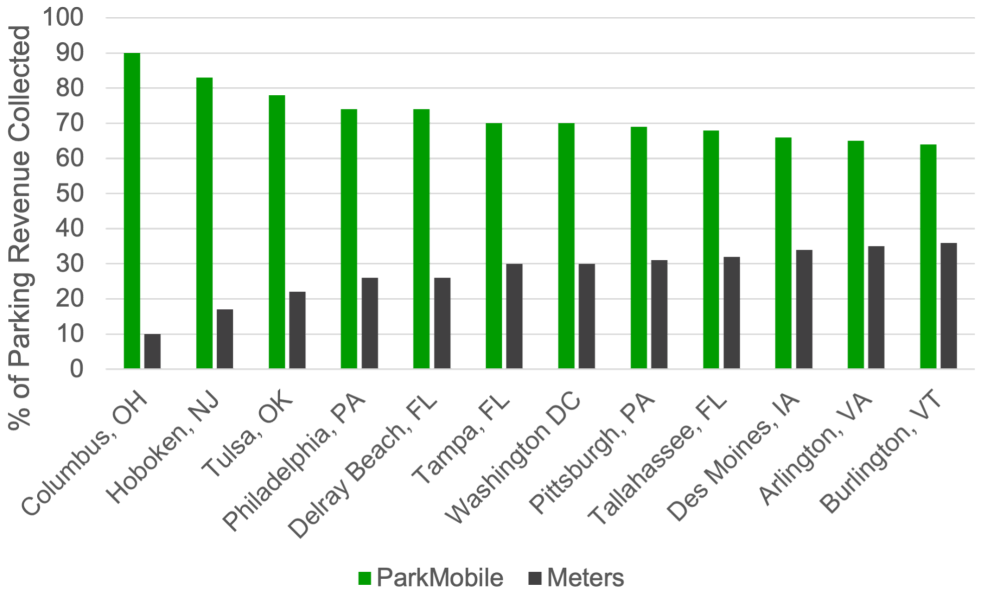
Procuring the solutions in the RFP as one singular system under one provider, or as few providers as possible, could seem like a simple solution on paper; however, there is no single vendor in the parking and mobility industry that provides the best solution in each of the technology categories included in this project. Attempting to procure these technologies under one umbrella will give vendors who offer a full suite of middle or bottom-of-the-line solutions a leg up on the vendors who are the industry leaders, leading to subpar services for the City and its parking customers for years to come.

ParkMobile is the leading provider of mobile parking payments because of our commitment to providing and continuously innovating only mobile payments. 100% of our 190+ staff members are solely dedicated to ensuring our mobile parking payment solution remains the best in class. Alternatively, many of our competitors offer several industry solutions, so they cannot dedicate all their focus to a single solution. Our open API infrastructure ensures that we can seamlessly integrate with any provider that the City believes is the best option in Destin. This not only provides the "best-in-breed" program mentioned above but also future-proofs the City's program as this flexibility allows the City to change and modernize its providers as the industry continues to evolve quickly.

Mobile Payments are the Future of Parking & Mobility

Because parking meters have been around longer and require a significant capital expenditure, one might assume that parking meters are the 'primary' component of a City's parking system while viewing mobile payment solutions as an 'add-on' of lesser importance. However, a deeper look at industry trends and the dynamics of a modern parking technology ecosystem highlights that the exact opposite is true.

As illustrated in the graph below, a growing number of US cities collect most of their on-street parking revenues through mobile payments rather than physical parking meters. A robust mobile payment program is the foundation of an efficient, cost-effective, and customer-friendly parking system.



It is important for cities to recognize the value of prioritizing mobile payments as the primary parking payment option over parking kiosks or as an equally important component in their parking ecosystem. We are proposing two main deployment options for the City of Destin's consideration:

1. **Deploy ParkMobile alongside the City's preferred parking kiosks**

©2023 ParkMobile, LLC. All rights reserved.

By deploying ParkMobile alongside the City's preferred parking kiosks, users will benefit from the highest level of convenience and the broadest range of payment options available in the industry. With ParkMobile available in Destin, users who prefer a more traditional parking process can use the parking meters. In contrast, others can take advantage of the contactless payment options provided by ParkMobile.

Through our openly available Application Programming Interfaces (APIs) as well as direct partnerships, we integrate with most major industry providers, enabling our partners to adopt a best-of-breed approach to their mobility strategy and providing flexibility to move vendors. Below, we have outlined our integration experience with the major parking kiosk vendors.

ParkMobile + T2 Systems

Municipal clients use ParkMobile alongside T2 meters across the US, including the Cities of Ithaca, NY, Traverse City, MI, Morgantown, WV, La Crosse, WI, Woodstock, VT, and Cedar Rapids, IA. and many more. T2 Systems and ParkMobile are also widely used together on campuses such as Ohio University, Grand Valley State University, University of South Florida, University of North Carolina, and more. Below are some examples of signage:

ParkMobile® + T2SYSTEMS

Mobile Parking Payments | Multi-space Parking Meters

ParkMobile + Flowbird (Parkeon and CALE product lines)

Many large municipal clients use ParkMobile alongside Flowbird multi-space meters, including the Cities of Columbus, Pittsburgh, Indianapolis, Des Moines, Washington DC, Spokane, and Baltimore County, MD. Below are some examples of signage:

©2023 ParkMobile, LLC. All rights reserved.

ParkMobile + Flowbird.
Mobile Parking Payments Multi-space Parking Meters

ParkMobile + IPS Group

Many large municipal clients use ParkMobile alongside IPS Group meters, including the Cities of Phoenix, AZ, Sacramento, CA, Orlando, FL, Fresno, CA, Hoboken, NJ, and dozens more. Below are some examples of signage:

ParkMobile + IPS GROUP
Mobile Parking Payments Parking Meters

ParkMobile + MacKay Meters

Many large municipal clients use ParkMobile alongside MacKay meters, including the Cities of Spokane, WA, San Leandro, CA, Walnut Creek, CA, Harrison, NJ, and Prince Albert, SK. Below are some examples of signage:

©2023 ParkMobile, LLC. All rights reserved.

2. Asset-Light or Asset-Free Parking Zones

Many cities across the US are adopting asset-light operations or even removing parking meters altogether in lieu of ParkMobile-only operations. Putting a larger emphasis on mobile payment apps by deploying ParkMobile alongside the existing mobile payment app will open the City up to the possibility of reducing the number of meters, thereby reducing operational costs and burdens associated with maintenance and replacement parts, cash collection, and future-proofs the operation against hardware that ages quickly. ParkMobile offers additional payment methods like IVR phone calls for older users who may not have a smartphone.

ParkMobile can integrate with handheld units and automated license plate recognition (LPR) systems to connect your operation seamlessly. Parking session data from ParkMobile's system will be made visible in your enforcement system via our real-time API. The below graphic shows all of the industry enforcement and LPR providers that we are actively integrated with today:

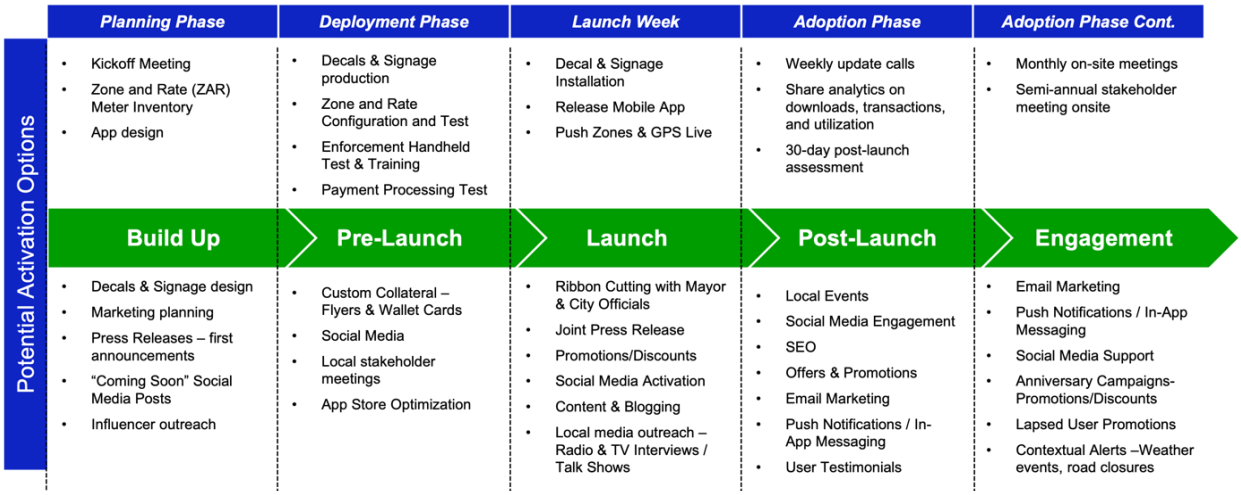
©2023 ParkMobile, LLC. All rights reserved.

©2023 ParkMobile, LLC. All rights reserved.

Implementation Plan

ParkMobile's experience and expertise in deploying a mobile payment program is second to none. Because we are keenly aware that a successful deployment leads to quicker adoption of the program, ParkMobile has a department exclusively dedicated to implementations led by our most seasoned employees. **ParkMobile's expected timeline for launching Destin's mobile parking payment program is 60 days or less from contract execution**.

ParkMobile is currently going through the implementation process for the City of Pensacola and our system will be fully deployed there in early 2024.



ParkMobile's Implementation plan consists of a three-stage approach: Planning, Deployment, and Adoption.

1. Planning Phase

ParkMobile will work with the City during the planning phase to set up an initial "kickoff call" with the project team to begin initial discussions of the implementation deliverables. The entire project is broken up into 4 simple deliverables: zone and rate structure (ZAR), signage and decals, integrations, and merchant account setup. To wrap up the kickoff call we briefly talk about pre/post-go-live activities and discuss a rough timeline for the go-live date.

Deliverable 1: Zone and Rate Structure (ZAR)

The first main deliverable is the zone and rate structure (ZAR) and it is an overview of all the inventory and assets where ParkMobile will be deployed in the City. The ZAR includes all the specifics of the meter assets like the location, street, and block, the lot name and address, type of meter equipment (single-space or multi-space), number of meters and spaces, etc. We also include all the rates and policies in the ZAR spreadsheet, and our team will work very closely with the City to make sure ensure have everything we need for a successful launch. When the ZAR has been finalized and has been approved by the client, we send it to the ParkMobile Client Support Team. The Client Support Team configures the ZAR into the ParkMobile system and will also configure all zones and rates into the ParkMobile360 platform.

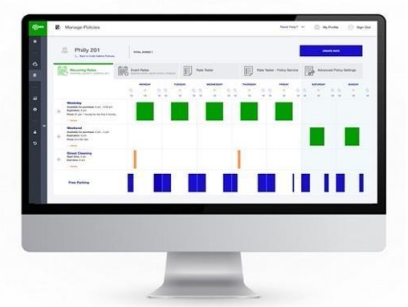
©2023 ParkMobile, LLC. All rights reserved.

Location
- Location Address
- GPS Coordinates

Meter Details
- Single Space vs Multi Space vs PM Only
- Meter Brand
- # of Meters/Spaces
- Enforced Plate or Space

Parking Policies
- Rate per Hour
- Time Limit
- Days of Paid Parking
- Hours of Paid Parking
- No Parking Restrictions
- Free Parking Days

PM Zone Number	Address	Meter Count	Meter Type	Hourly Rate	Max Duration	Paid Days/Hours
2901	4900 Alberta N	16	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2902	4900 Alberta S	20	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2903	200 Baltimore S	10	SSM	$1.00	4 Hour	Mon-Sat 8am-10pm
2904	100 Blanchard N	5	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2905	100 Blanchard S	5	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2906	200 Chihuahua E	4	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2907	200 Chihuahua W	5	SSM	$1.00	10 Hour	Mon-Sat 8am-10pm
2908	100 Cincinnatti S	4	SSM	$1.00	6 Hour	Mon-Sat 8am-10pm
2909	200 Cincinnatti N	5	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2910	200 Cincinnatti S	9	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2911	300 Cincinnatti N	8	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2912	300 Cincinnatti S	4	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2913	100 Coldwell E	8	SSM	$1.00	6 Hour	Mon-Sat 8am-10pm
2914	100 Coldwell W	10	SSM	$1.00	4 Hour	Mon-Sat 8am-10pm
2915	400 East 1st N	4	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm
2916	400 East 1st S	4	SSM	$1.00	2 Hour	Mon-Sat 8am-10pm



Deliverable 2: Signage and Decals

Signage and decals are very important to the success and adoption of ParkMobile in the City. Our team will work directly with the City to understand the equipment installed in the field to design the best signage and decal package based on the appearance of those meters. Our expert in-house graphic design team creates proofs in all sizes and shapes to meet the needs of each individual client. Signage and stickers are the most important deliverables for driving end-user adoption because if the customers can't see that ParkMobile is available then they won't know that they can use our system.

Deliverable 3: Integrations

ParkMobile is actively integrated with over 100 industry providers and we have an open API that is easily accessible to new vendors who may come into the market or that we are not already integrated with. On the kickoff call, we will discuss any enforcement integration needs the client may have.

ParkMobile also has an enforcement solution called "nForce" which we provide to all our clients. nForce is a web-based tool accessible via any internet-capable device (iPhone, iPad, Android) and it will reflect all paid, active ParkMobile parking transactions in real-time. During our prelaunch efforts and training, ParkMobile's team will review nForce with the City and train staff on how to use it, but it is designed to be straightforward and user-friendly. Even if the City has a full enforcement system in place, we still train the client on nForce so the City can rely on it as a backup, if needed.

Deliverable 4: Merchant Account

The merchant account deliverable is the deciding factor around how the funds from ParkMobile transactions are distributed to the City, and it's also a discussion about who (ParkMobile or the client) will act as the merchant of record. ParkMobile understands that the City prefers to act as merchant of record. We are integrated and certified with major merchant processors like Chase, FirstData, Elavon, TSYS, and Heartland so if the City has an existing relationship with one of these merchant processors, we will work directly with them and the client to establish a new merchant account. In this case, the City will receive funds from ParkMobile parking sessions daily.

2. Deployment Phase

The next phase is the Deployment phase where the implementations team will produce signage and decals and finalize zone configuration in our system. We will also test transactions to ensure merchant accounts are set up properly and the customer payment process is running as expected.

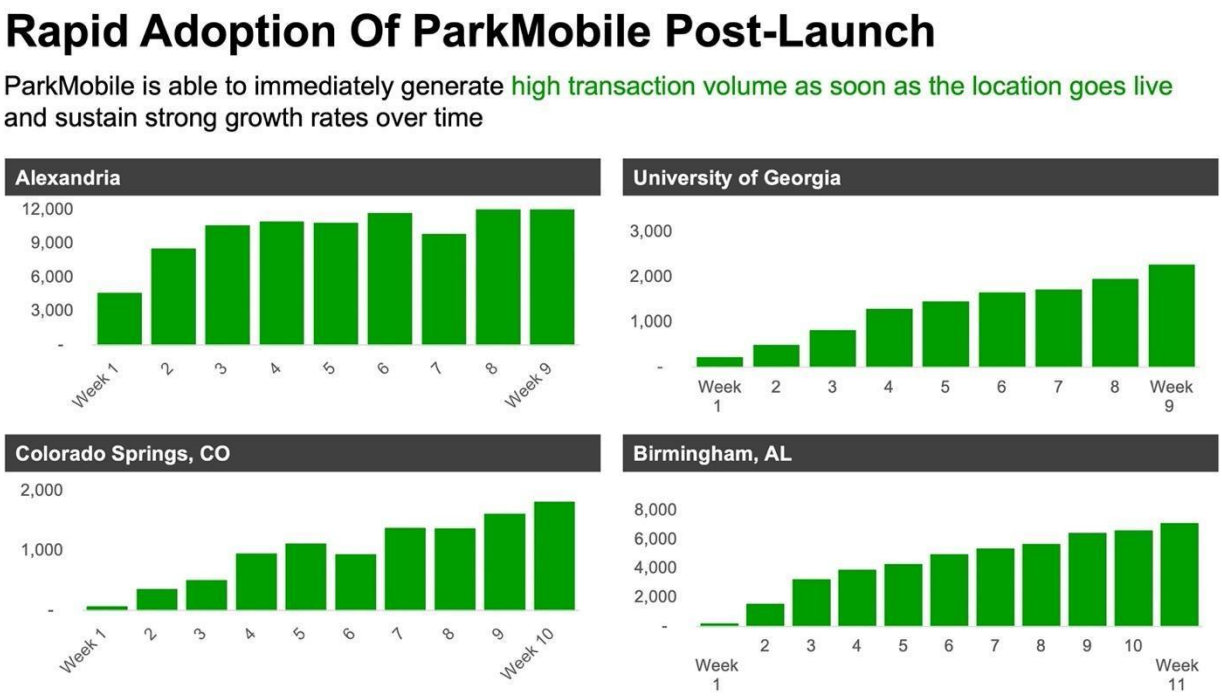
©2023 ParkMobile, LLC. All rights reserved.

The implementations team will also introduce the City project team to our marketing department. They will create customized marketing collateral and work on press releases to local media outlets. We will begin our social media campaigns to communicate to the public that ParkMobile is going to be available in Norcross. ParkMobile will provide digital assets that the City can use on its website, emails, social posts, etc.

Once everything has been tested and systems are a go, the ParkMobile team and the City's team will set a go-live date when drivers can begin to use ParkMobile to pay for parking.

3. Adoption Phase

Post system launch, ParkMobile will set weekly and monthly calls as needed with the City project team to discuss any improvements that can be made (signage, communications, zone configuration, etc) to enhance the contactless parking system. The implementations team will also introduce the City project team to the Account Manager who will be the City's key point of contact for all things related to the program. The Account Manager can help the City set KPIs and track the usage and performance of the program. They can also help train individuals who might still have questions about how the ParkMobile app or ParkMobile 360 works.



User Acceptance Testing

ParkMobile's user acceptance testing is performed pre-go live, throughout the implementation and training process, to ensure that everything is functioning correctly prior to the service being made available for use. In addition, we like to revisit the testing process after the initial 30 days to check in and ensure that everything is functioning to the client's satisfaction.

ParkMobile's testing procedures, both before go-live and after the initial 30 days, will include:

- Test transactions will be performed for different zones throughout the City to confirm parking policies are accurate with pricing and reflecting the appropriate max duration.

©2023 ParkMobile, LLC. All rights reserved.

- Test transactions will be performed on varying days and times to ensure that the City's parking rates and policies are accurately reflected in the system.
- Tests with merchant accounts will be performed to ensure payment methods on file are being charged appropriately. Multiple payment methods will be tested for comprehensive accuracy (i.e. VISA, Mastercard, Discover, AMEX, etc.)
- Tests will be performed with all integration partners, such as the City's meter and enforcement solutions. Test transactions will be initiated in the ParkMobile system and we will coordinate directly with the enforcement provider (or any other selected vendor partner) to confirm the transactions started in ParkMobile populate and reflect in the enforcement systems, ensuring that drivers who pay through the ParkMobile application will not receive erroneous citations

Training

ParkMobile is prepared to provide thorough and ongoing training to ensure all designated personnel are comfortable using ParkMobile's back-office systems prior to launch. Because there is no physical hardware involved, we find that web-based training is most effective because it allows for training to be delivered via more frequent sessions over the course of several weeks, rather than a smaller number of longer, in-person sessions. These sessions can be recorded and shared with staff who could not attend due to scheduling or seating constraints. Training sessions will be broken out for the following types of personnel users:

Admin Users (Reporting and Policies in ParkMobile 360)
- Update rates and policies in real-time
- Run, customize, export, and schedule recurring operational and financial reports
- Create and manage user login credentials

Read only-users (Reporting and Policies in ParkMobile 360)
- Full access to viewing operational and financial reports, but no ability to make changes

Enforcement-oriented users
- Verify parking credentials in real-time in the field, in conjunction with integrated enforcement systems

Read-only users (Customer Transaction Lookup)
- Quickly look up vehicle plate numbers to verify all associated parking history
- Simple interface is ideal for reception or office staff who handle customer inquiries about reviewing and waiving violations

Training will consist of multiple 1-hour training sessions leading up to the go-live date. Enforcement training is scheduled at the convenience of the client's parking management team. Enforcement training focuses on the workflow to check client mobile parking sessions through the client's enforcement platform. Each enforcement officer will need their enforcement device during training so they can run and test the enforcement workflow. Several transactions will be demonstrated via the ParkMobile app so each PEO will see how the payments reflect on their devices in real time. During the training sessions, PEOs can ask questions about the platform and how to use it effectively.

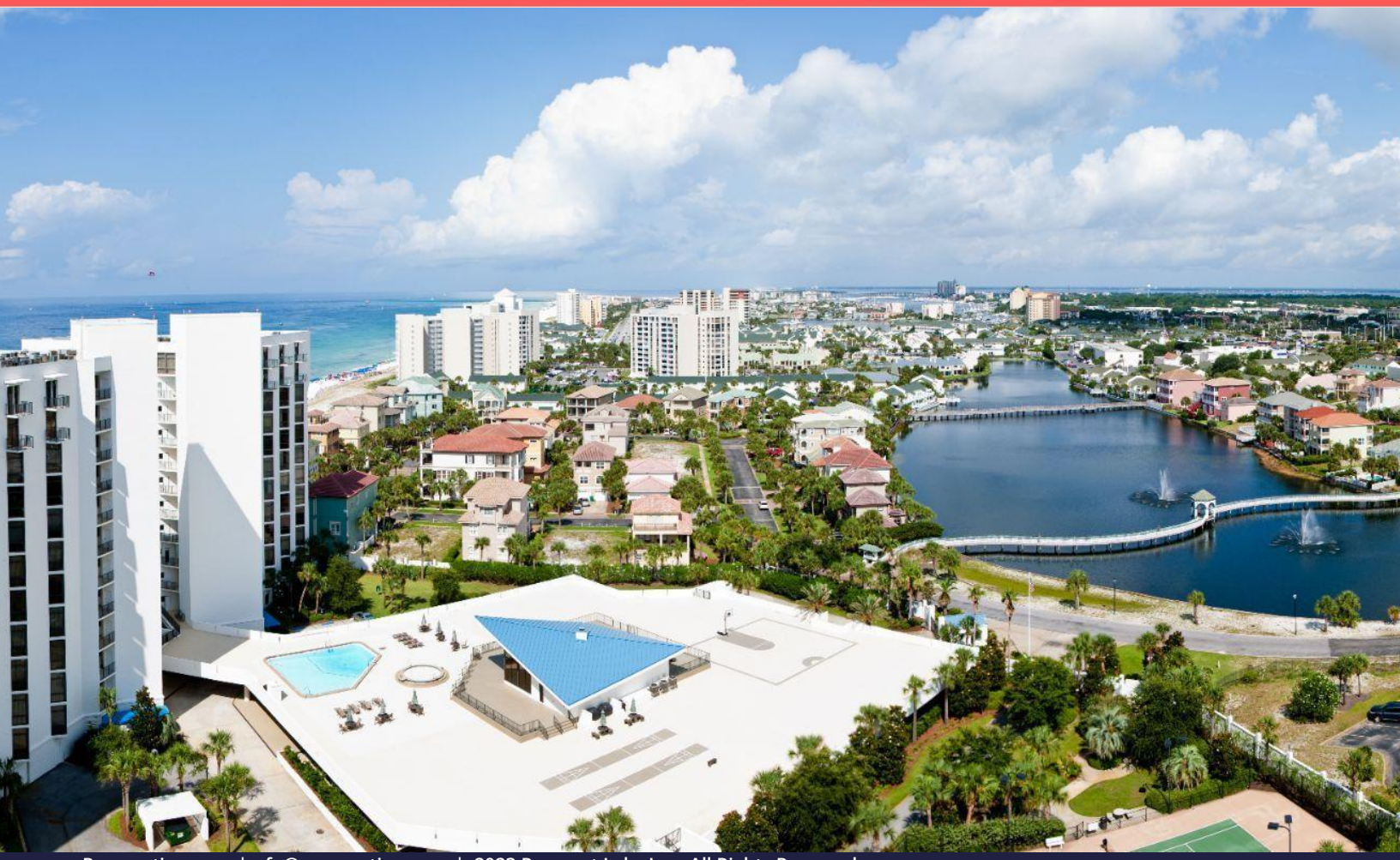
©2023 ParkMobile, LLC. All rights reserved.

Passport

CITY OF DESTIN

PAID PARKING SOLUTION

December 14, 2023 - RFP NO. 23-14-PW



Passportinc.com | rfp@passportinc.com | 2023 Passport Labs Inc., All Rights Reserved

REDACTION TABLE

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

PAGE #	DESCRIPTION	REASON
7-10	Exhibit A Form (Pricing)	Confidential
23	Table 1 (Future Product Enhancements)	Confidential
30-36, 38, 39, 41, 43, 44-51	Figures 6-28 (Passport Portal Images)	Confidential
60-64, 67, 69, 71, 73-75, 83-85	Figures 34-40, 42-47, 51-54 (Passport Portal Images)	Confidential
87	Three Municipal/Airport/Etc. References Table	Confidential
93-94	Addendum II - Litigation List	Confidential

TABLE OF CONTENTS PAGE NO.

SUBMITTAL COVER SHEET **4**
COVER LETTER **5**
BID FORM, EXHIBIT A **7**
RESPONSIVE BIDDER QUALIFICATION STATEMENT, EXHIBIT B **11**
COMPLETED PUBLIC ENTITY CRIME FORM, EXHIBIT C **16**
COMPLETED DRUG FREE **20**
WORKPLACE CERTIFICATION **20**
FORM, EXHIBIT D **20**
QUALIFICATION AND EXPERIENCE NARRATIVE **22**
CURRENT ENVIRONMENT 22
PROJECT APPROACH AND PERFORMANCE DIFFERENTIATORS **24**
DIGITAL ENFORCEMENT SOLUTION 26
PASSPORT PARKING SOLUTION 51
REPORTING 58
BENCHMARKING 63
DIGITAL PARKING PERMITS SOLUTION 65
METER RESERVATIONS (SPOTBLOCKTM) SOLUTION 68
LICENSE PLATE RECOGNITION (LPR) SOFTWARE 71
CONNECTIVITY 78
CITY CUSTOMER SUPPORT 80
END-USER CUSTOMER SUPPORT 80
PHOTO ENFORCEMENT INTRODUCTION 81
THREE (3) MUNICIPAL/AIRPORT/ETC. REFERENCES **87**
PROOF OF INSURANCE **88**
PROOF OF LICENSING AND CERTIFICATIONS **90**
ADDENDUMS **92**
ADDENDUM I - KEY INDIVIDUALS EXPERIENCE 92
ADDENDUM II - LITIGATION LIST 93

SUBMITTAL COVER SHEET

Paid Parking Solution
RFP No.23-14-PW

Due: December 14, 2023 at 3 PM

For: Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

From: Jim Caldwell II
jim.caldwell@passportinc.com

Passport
128 South Tryon Street Suite 1000
Charlotte, North Carolina 28202

COVER LETTER

December 14, 2023

Attn: Rey Bailey, City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

Dear Vendor Selection Committee,

The team at Passport is pleased to respond to your RFP # 23-14-PW for a Paid Parking Solution. Since 2017, the City of Destin (referred to as "City" herein) has observed firsthand the transformative power of Passport's Parking Management, Citation Management Solutions, and payments solution within the City. Passport reaffirms its dedication to this partnership and is highly appreciative of the opportunity to highlight the continued benefits that Passport's services will provide the City. By unifying all facets of curbside management under Passport, the City of Destin can experience a seamless operation that's both efficient and future-proof. Passport's suite of solutions used in concert is designed precisely for cities to effortlessly scale to the needs of their curbside operations.

Passport is honored to have led the City into success from both an operational and financial standpoint as seen by the metrics below:

Destin, FL Success Metrics
210% Increase in Passport Mobile Payment transactions from 2018 to 2023
115% Avg YOY increase in Net Revenue from Passport Mobile Payment transactions since launch
315,000+ Passport Mobile Payment transactions since launch
99.5% of Citations Paid Online

Passport's mobile pay parking solution offers a universal source of truth for parking operations. This product addresses the expensive maintenance of coin meters and pay-by-space kiosks, offering cost-effective, convenient alternatives for payment. Passport's commitment to innovation in this domain is unwavering, as we continue to advance our mobile parking payment solution to ensure that residents and visitors of the City have access to the best in parking technology today and into the future.

Passport's digital enforcement solution is built to transform the way the City manages parking compliance. With cloud-based technology and advanced license plate recognition software, Passport's solution enhances efficiency and coverage by empowering enforcement officers with real-time information on mobile devices. Passport's enforcement software prioritizes transparency,

leading to a highly efficient system that improves payment compliance and streamlines adjudication and appeals processes.

Designed to address the unique challenges faced by cities like Destin, Passport's payments solution revolutionizes how payments are processed and reconciled across all major card networks, and ensures quick access to funds from credit/debit card transactions, competitive rates, and streamlined reconciliation processes. This solution not only reduces processing costs but also brings clarity to merchant processing costs, helping to manage multiple vendor relationships effectively. Passport's gateway-only option further extends the flexibility to support various payment methods and applications, eliminating PCI compliance risks from your environment. Passport hopes to continue providing financial efficiencies and advanced capabilities with the Passport Payments solution to the City, ensuring a seamless and cost-effective financial operation.

Passport's Permits solution offers the City an innovative, end-to-end digital platform for streamlining parking permits operations, featuring address-based eligibility verification, a mobile-friendly user experience, and seamless integration with the Passport Product Suite. This system simplifies processes by providing efficient eligibility checks, advanced reporting capabilities, and the ability to transition from physical to digital permits. Passport's exclusive feature, SpotBlock, enhances the service by enabling online reservations for special events or needs. Adopting these solutions will modernize the City's parking operations, reduce manual work, improve traffic management, and support data-driven decision-making, contributing to a more livable, equitable community.

By viewing these solutions as interconnected parts of a single, cohesive system, the true power of Passport's all-inclusive curbside management platform comes into focus. It's not just about streamlining individual facets of operations, but fostering an environment where each component enhances the other, delivering unparalleled efficiency, cost savings, with increased user adoption and satisfaction. Having been an integral part of the City's curbside management since 2017, Passport's long standing partnership provides us with insights and experience, positioning Passport as the most equipped and trusted partner to enhance the City's curbside management solutions to meet the City's needs. For all concerns related to this bid, please contact:

Jim Caldwell II, Account Executive Email: jim.caldwell@passportinc.com
As Chief Revenue Officer, I have full authority to enter into contracts on behalf of Passport. I certify that all of the information contained in this proposal is true and accurate.

Sincerely,

Doug Rogers, Chief Revenue Officer
128 S Tryon St., Suite 1000
Charlotte, NC 28202
doug-rfp@passportinc.com | (704) 837-8066 | www.passportinc.com

BID FORM, EXHIBIT A

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: Passport Labs, Inc.

Address: 128 S. Tryon St., Suite 1000

City & State: Charlotte, NC Zip Code: 28202

Telephone: (704) 837-8064 Fax: (888) 804-1783

E-mail: rfp@passportinc.com

Number of Years in Business: 13 Contact Name TBA

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	UNIT PRICE or %
1.	Fees	
	1) ~~Merchant Fee (flat)~~ Passport Gateway Fee Per Transaction	$0.05
	2) ~~Merchant Fee Percentage~~ Minimum Monthly MPP Fees	$250
	3) ~~Transaction Fee~~ Per Transaction MPP Service and License Fee	$0.35
	4) Merchant Processing Fee (Merchant Processing Rate Per Transaction)	2.9% + $0.30
	5) Other Fees (List), list additional items on a separate sheet	
	a. CMP Service and License Fee per Ticket paid	$3.00
	b. Additional CMP Service and License Fee per ticket paid after Citation Amount Escalation	30% of escalated citation amount
	c. Cost per Notification letter sent by Passport	$1.00 + postage

Bidder Initial: CS

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	N/A	
b.		
c.		
d.		
e.		

3. Please list any additional items not previously addressed above: (use additional sheets as required)

N/A	$
	$
	$
	$
	$
	$

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

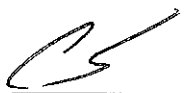
THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Bidder Initial: 

Name and Title of Authorized Representative: Charlie Sinnett, CTO
(Print or Type)

Signature: _____

Date of Bid: 12/12/23

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

RESPONSIVE BIDDER QUALIFICATION STATEMENT, EXHIBIT B

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: Passport Labs, Inc.
Address: 128 S. Tryon St., Suite 1000
City, State, Zip: Charlotte, NC 28202
Telephone No.: 704-837-8066
Fax No.: 888-804-1783

Check One
Corporation X
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

   The correct name of the responsive bidder is:
   Passport Labs, Inc.

   The address of the principal place of business is:
   128 S. Tryon St., Suite 1000, Charlotte, NC 28202

2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: 11/26/2013
   b. State of Incorporation: Delaware
   c. President's name: Brian Mooney (Interim CEO)
   d. Vice President's name: Jim Parks (President)
   e. Secretary's name: Ross Drath
   f. Treasurer's name: Brian Pope (Interim CFO)
   g. Name and address of Resident Agent: CSC 1201 Hays St. Tallahassee, FL 32301

3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: N/A
   b. Name, address and ownership units of all partners:
      N/A
   c. State whether general or limited partnership: N/A

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

Bidder Initial: CS

N/A

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.

N/A

6. How many years has your organization been in business under its present business name?

6

Under what other former names has your organization operated?

Passport Parking, LLC (2011-2013)
PassportParking, Inc. (2013-2017)
Passport Labs, Inc. d/b/a Passport (2017-present)

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.

Registered Foreign Profit Corporation in the State of Florida, Document # F16000001150

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:

NO

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)

Kelly Andrews, Client Success Manager; Sam Warnake, Sales Director; Justin Gregory, Manager of Support Services. Please see section, Key Individuals in our response.

10. State the name of the individual who will have personal supervision of the work:

Kelly Andrews

11. State the name and address of attorney, if any, for the business of the responsive bidder:

Ross Drath - 128 S. Tryon St. Suite 1000 Charlotte, NC 28202

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:

Bain Capital (Multiple Entities) - 1032 Broadway, New York, NY 10012

Bidder Initial: CS

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:

Passport Labs Canada, ULC (dormant Canadian Subsidiary); Passport India Shareholding Company (DE C-Corp); Passport Parking Consulting Private Limited (dormant Indian Subsidiary); Passport Labs India Private Limited (active subsidiary)

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	9
b.	Non-Governmental Related Work	6
	Total Work (a +b):	9

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank	**Address**	**Telephone**
Comerica Bank	2210 Airport Pkwy San Jose, CA 95110	734-632-4656

16. What will be your turnaround time for written responses to City inquires?

Passport responds to incidents and requests depending on the severity

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.

None

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.
Please see Section, Litigation List, under the Addendum in Passport's response.

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.
None.

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.
None.

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed) [signature]
(Title) Chief Technology Officer

Subscribed and sworn to before me
This 29th day of November, 2023

Amanda J Henao
Notary Public (Signature)

AMANDA J HENAO NOTARY PUBLIC MECKLENBURG COUNTY, NC

My Commission Expires: 2 July 2024

END OF SECTION
Bidder Initial: CS

COMPLETED PUBLIC ENTITY CRIME FORM, EXHIBIT C

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract RFP # 23-13-PW Paid Parking Solutions

2. This sworn statement is submitted by Passport Labs, Inc. whose business address is 128 S. Tryon St., Suite 1000, Charlotte, NC 28202
and (if applicable) Federal Employer Identification Number (FEIN) is 46-4987364 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____

3. My name is Charlie Sinnett and my relationship to the entity named above is Chief Technology Officer

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____ The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: November 29, 2023
(Signature)

STATE OF FLORIDA

Bidder Initial: CS

COUNTY OF Mecklenburg, North Carolina

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this 29th day of November, 2023, and is personally known to me, or has provided as identification.

Amanda J Henao
Notary Public

AMANDA J HENAO NOTARY PUBLIC MECKLENBURG COUNTY, NC

My Commission expires: 2 July 2024

Bidder Initial: CS

COMPLETED DRUG FREE WORKPLACE CERTIFICATION FORM, EXHIBIT D

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY: Passport Labs, Inc.
ADDRESS: 128 S. Tryon St.
CITY: Charlotte STATE: NC ZIP CODE: 28202
TELEPHONE NUMBER: 704-837-8006
SIGNATURE: _____ DATE: 12/12/23
NAME (TYPED OR PRINTED): Charlie Sinnett
TITLE: Chief Technology Officer

Bidder Initial: _____

QUALIFICATION AND EXPERIENCE NARRATIVE

From mobile payments to citation issuance, permitting technology and more, Passport is empowering cities of all sizes with better insights to improve parking turnover, expand revenue opportunities, and create more livable and equitable communities. Although Passport is trusted by more than 800 clients across North America, the Passport team understands that no two environments are the same. Passport is proud to offer unified parking and curb management technology that delivers a flexible and dynamic solution to meet the City's specific needs.

As the current parking and citation management partner for the City, Passport has configured its system to reflect the City's environment. Additionally, all interfaces of Passport's cloud-based solution are connected in real time, meaning the City has access to the data needed to run its operations. Passport is the only platform that brings together the complexities of mobility operations into one view to help cities improve decision-making and effectiveness by integrating parking, enforcement, digital permits, and payments into one software solution.

Passport's solutions empower City stakeholders and decision makers by providing access to:

- **Reports** that inform parking policy decisions;
- **Payment data** (from mobile app, citations, and meters) that allows enforcement officers in the field to issue accurate citations;
- All **permit application data** submitted on the customer payment portal to seamlessly issue residential parking permits.

CURRENT ENVIRONMENT

Passport takes great pride in being a valued client of the City for nearly seven years, supporting both mobile parking payment and enforcement needs. Passport offers a comprehensive parking management and mobility solution inclusive of citations, digital permitting, and mobile parking payments. Passport is honored to have grown over the past decade to be the largest provider of parking, citation management, and digital permitting solutions in North America.

- 550 Municipal clients in North America
- 263 Municipalities leveraging Passport for Citation Management
- 38 Florida Clients with similar Passport solutions to the City including: City of Tampa, City of Gainesville, and City of Key West

Passport is constantly pushing the pace of innovation and will continue to challenge traditional solutions in ways that simplify experiences and create value for its clients and their customers. Built on Passport's industry-leading enterprise platform, clients like the City of Destin can easily take advantage of cloud-based

$2B
Payments processed

14M+
Parking app users

27M+
Citations issued

12M+
Permits Sold

software technology to streamline services, reduce time and cost, and increase revenue.

With multiple factors at play in any given parking environment, Passport recognizes the uniqueness in every environment, and understands that many environments face unique challenges and collaborates with municipalities to tailor solutions accordingly. Passport's system is designed to adapt to specific client needs and requirements now and can scale for future demands.

As the partnership between the City and Passport has evolved over the years, so have our solutions offerings. By continuing to partner with Passport, not only will the City save precious time and resources on implementing new mobile pay parking and citation management systems, the City will gain access to the most cutting-edge parking management systems in the industry. Below is a look ahead at some of the feature enhancements to coming to Passport.

PASSPORT'S UPCOMING FEATURE ENHANCEMENTS	
Parking Management Software	
Guest Checkout	Accessible via text link, QR code, or manual URL entry in a web browser, this independent mobile website feature streamlines payment, eliminating the need for users to create a Passport Parking app account and enabling swift parking payments.
Off-Street Gate Provider Integration	Allows users to pay for parking in gated environments (garages, surface lots, etc.) with the Passport Parking app.
Parking Enforcement Software	
Photo Enforcement	Manage and issue violations recorded by fixed LPR cameras, as described in section, *Photo Enforcement Introduction.*
Digital Parking Permits	
Payment	Manage where a permit fee is applied, within the customer portal, Passport's back-end portal, or both), as described in section, *Digital Parking Permits Solution.*
Fee Management	Updating fee structure to be compliant with current card networks.
SpotBlock	
Digital Meter Bagging	Digitally create reservation types, manage available parking spaces, and issue temporary meter blocks or reservations as described in section, *Meter Reservations (Spotblock^{tm}) Solution*.
Passport Payments	
Card Present Processing	Enables unified processing and reporting for digital and physical transactions, as described on page 25.

Table 1: *Future Product Enhancements*

PROJECT APPROACH AND PERFORMANCE DIFFERENTIATORS

The City is looking for an integrated, turnkey solution that can be managed and operated by the City with vendor maintenance and support. Services are to include a product that provides for phone/app-based payments, revenue and data management, real-time parking availability information (preferred), robust reporting, intuitive customer service tools, and software and equipment to support parking enforcement and collection

Passport Labs, Inc. takes pride in serving the City as the current incumbent by offering a turnkey paid parking solution encompassing the requirements outlined in this proposal. In our ongoing efforts to enhance our Passport Parking application, we are pleased to unveil a new and robust feature for end-users known as the "Find Parking Map" scheduled to be released at the end of Q1 2024.

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

Parking zones are indicated on the map with tappable pins, allowing users to view additional zone-specific information, like pricing, time restrictions, and exact address details. Similar to other navigational apps many users are familiar with, users are able to manipulate the map by pinching, zooming, or panning to a different location. The map will display nearby zones by map view and list view. Please see Figure 1 below for more details.

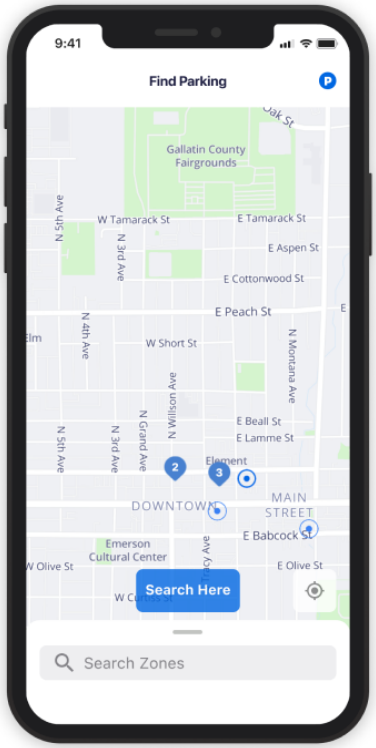


Figure 1: *Write Citation Module*

City recognizes that there will be a need for pay stations to ensure equity amongst users, but desires to minimize the number that are needed and to avoid handling of cash/coins. Proposers should identify the type and number of pay stations they would deploy and how the stations would be integrated with their software solution.

While Passport does not provide pay stations, we integrate with a few providers and can recommend one for the City. For information on how the stations would be integrated with our software solution, please refer to section, *Expansive Integrations*, on 78 below.

Additionally, Passport offers a payment processing solution, powered by Worldpay from FIS, that has the opportunity to not only provide significant savings through our Specialized Pricing but also the scale and stability of the industry-leading processor. Through its platform integration with Worldpay's processing and merchant settlement services, Passport can streamline the City's reporting and reconciliation process, providing tremendous data, efficiency and value to the City and its stakeholders. Passport's mobile pay parking application, on-street parking meters and other point-of-sale environments will support both EMV and card swipe authorization methods, providing connectivity to the City's chosen meter providers. For all the methods listed above, Passport supports processing on Worldpay's Core platform.

- **Card not present transactions --** Passport connects to the Worldpay platform via Cybersource.
- **Card present transactions --** Passport connects to the Worldpay platform via Tender Retail or TSYS.

a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.

DIGITAL ENFORCEMENT SOLUTION

Passport's digital enforcement solution enables end-to-end parking management across all enforcement operations and has been designed to streamline enforcement services, reduce time and cost, minimize manual data entry, and easily drive compliance for all vehicles that touch the curb. The system is broken down into multiple components; each seamlessly integrated with the others, providing real-time data collection and retrieval:

- **Issuance & Observation**
- **Citation Management & Resolution**

ISSUANCE AND OBSERVATIONS

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

In less than 30 seconds, an enforcement officer will be able to enter an LPN, validate if the vehicle is illegally parked, and issue a new citation. When a citation is issued, the citation's data is then pushed to the cloud-hosted Passport portal and made available for payment, tracking, and reporting.

ACCURATE AND CONSISTENT INPUTS

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

DYNAMIC LOOKUPS

Passport understands that quick and accurate ticket issuance is critical to enforcement operations and that scrolling through a large list of license plate numbers is not conducive to officer productivity. Passport's OpsMan Mobile enforcement software uses Dynamic Lookup technology to provide a more efficient enforcement process. While monitoring, an enforcement officer will enter the first 1-3 characters of a suspected noncompliant LPN, and OpsMan Mobile will automatically check this input against a master database to verify status (e.g., active permit, pay-by-cell session,

meter payment, scofflaw list, etc.). As characters are entered, the Dynamic Lookup feature will return only those records that contain the array of characters entered by the officer.

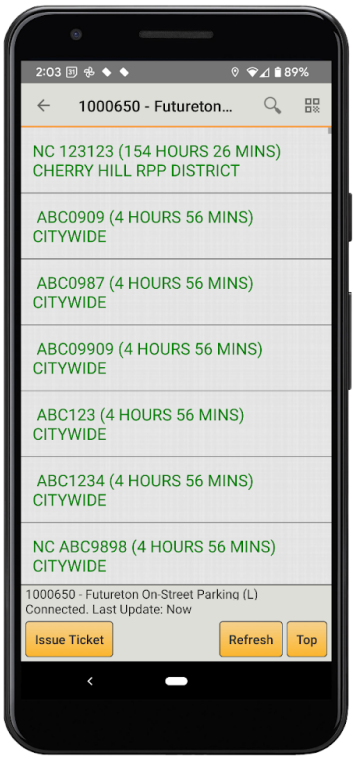


***Figure 2**: An officer is monitoring all parking in Zone 1000650.*

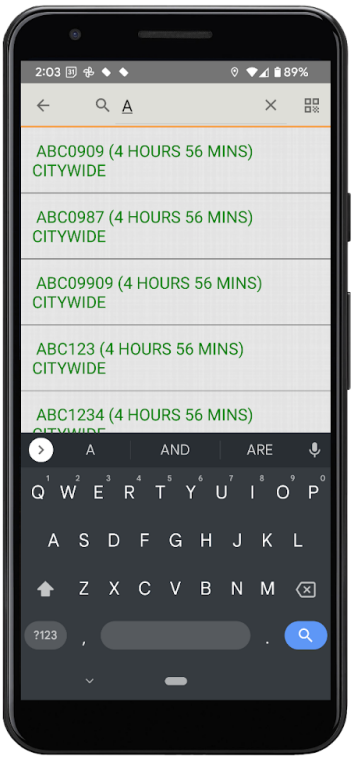


***Figure 3**: An officer enters "A" into the search bar, which returns all LPN's beginning with that character.*

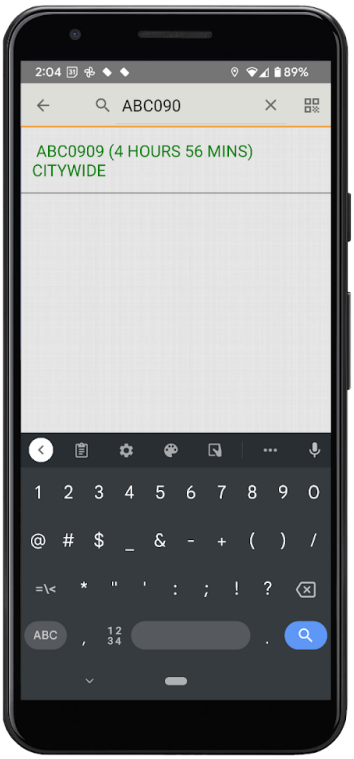


***Figure 4**: An officer enters additional characters (BC09D) into the search bar, eliminating all LPNs that do not contain that exact array of characters.*

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

A vital component of any parking compliance operation is vehicle immobilization. Passport has defined and implemented the parameters under which a vehicle is considered "scofflaw" or eligible to be immobilized, based on City business rules. The LPN scofflaw data will flow into the OpsMan Mobile enforcement software, so that as officers verify LPNs using Dynamic Lookups in OpsMan Mobile, the software will check for inclusion in a scofflaw list. If included, the officer will be alerted on the app screen, and will know to initiate subsequent boot/tow processes, as appropriate. All interfaces included in Passport's enforcement suite communicate through a set of internal APIs, so officers will receive a feed of scofflaw information on their ticketing route. This ensures accurate

identification of immobilization-eligible vehicles and does not require any additional action by City enforcement officers to verify status.

ISSUANCE HARDWARE

ZEBRA TC26 TOUCH COMPUTER

Passport will continue to provide Zebra's TC26 Touch Computer Series and ZQ320 printers with its hardware as a service plan to the City. Additional handhelds may be purchased at any time upon the City's request. Passport is an authorized reseller of the Zebra TC26 device, which is a ruggedized Android-based touch computer.

***Figure 5**: Issuance Hardware*

CITATION MANAGEMENT & RESOLUTION

PASSPORT'S PORTAL

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

- cashiering
- appeal processing
- scofflaw management
- violation updates

CUSTOMER PORTAL

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

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

WRITE CITATIONS

"Write Citation" allows an administrator to write a citation without downloading OpsMan Mobile. This is most often used by police officers who don't usually enforce parking regulations but need to write a citation and print it from their in-car printer or for any handwritten citations needing entry into the system. Users will input Citation, Vehicle, and Offender details associated with the citation and will have the option to attach supporting documentation. Once inputted, citations are immediately digitized and available for query, escalation, and payment.

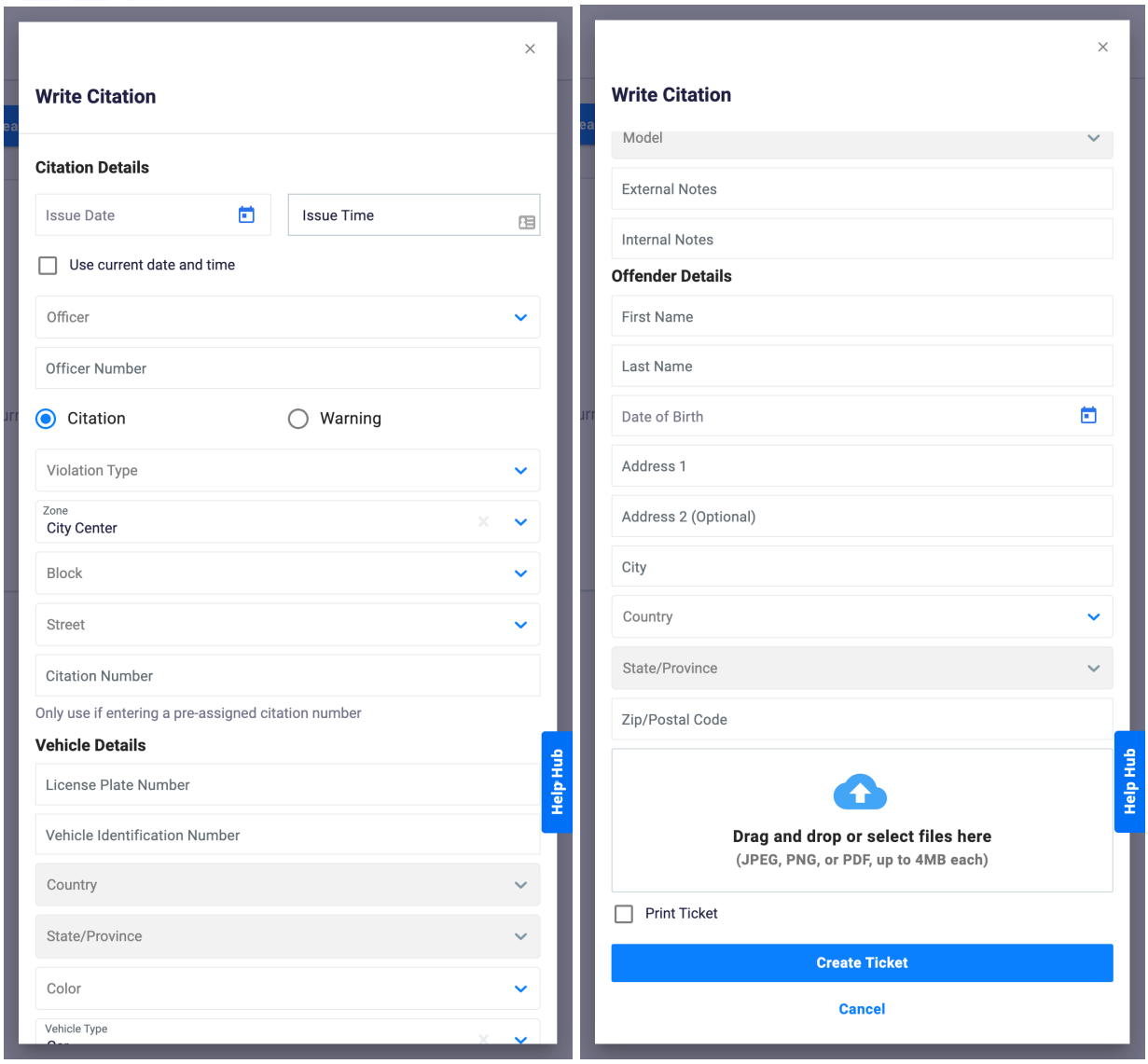


Figure 6: *Write Citation Module*

The "*Write Citation*" module is used to input handwritten citations into the system and includes several quality assurance features that protect the integrity of data being entered into the database. The system will prevent erroneous entry for certain scenarios such as a duplicated citation number or if an LPN/VIN is missing. The module has pre-formatted date and time fields and includes pre-programmed drop-down fields for state, country, make, model, and color to maintain consistent entry across all violations. For any handwritten violations that contain errors (e.g., license plate, make, model, color, violation code, etc.) or require an update, authorized staff will be able to adjust these violations using the "*Manage Citations*" module, described below. Each update is recorded within the violation's trail, to track/prevent any fraudulent activity. After entry of the citation fields, selecting the "*Print Ticket*" option will generate a PDF of a ticket and electronically attach it to the citation, which is based on a template configured within Passport's portal.

MANAGE CITATIONS

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

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

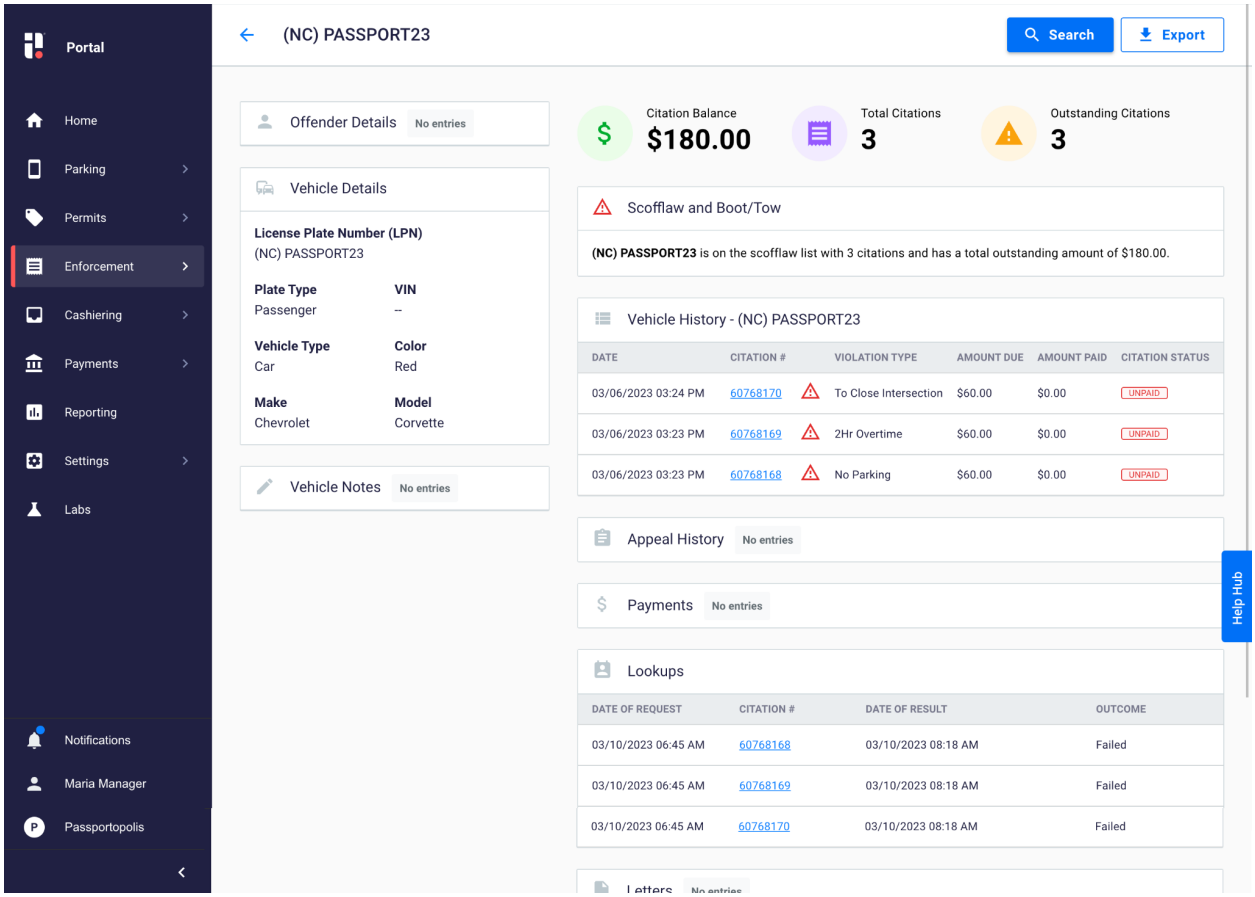


Figure 7: *LPN Summary Page*

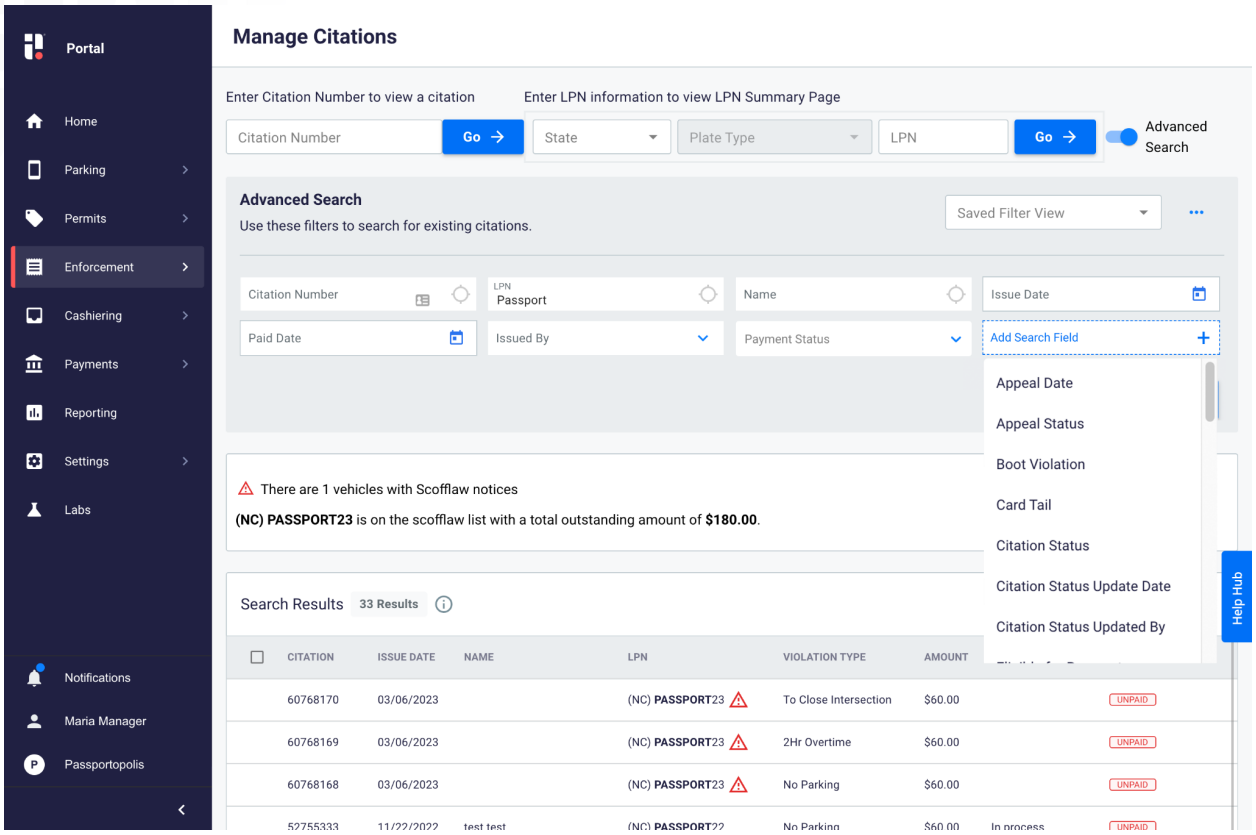


Figure 8: *Manage Citations -Search*

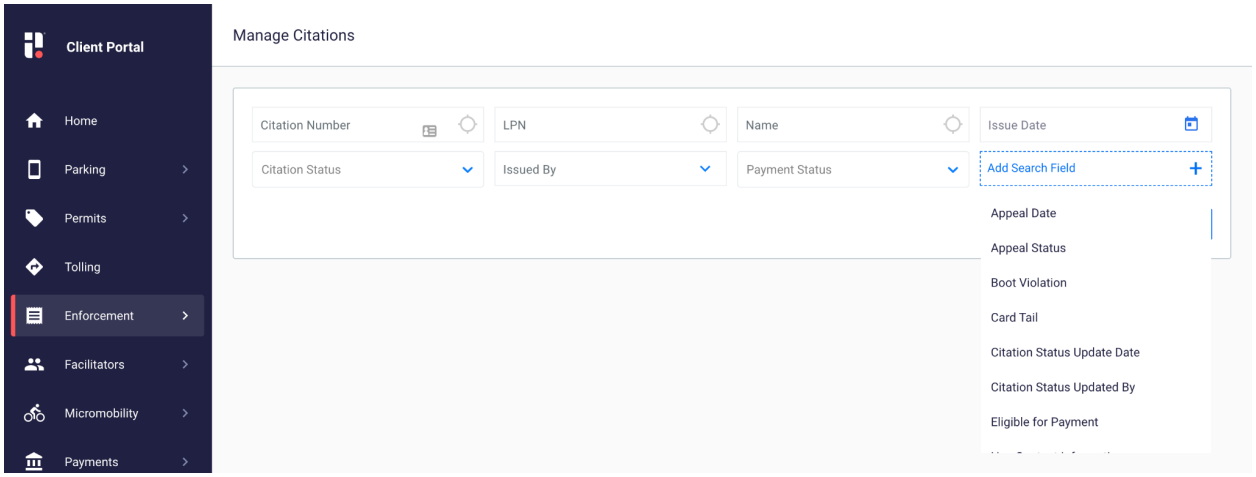


Figure 9: *Manage Citations - Filters*

CITATION DETAILS

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

- Offender Details
- Vehicle Details
- Citation Details
- Evidence

- Vehicle Notes
- Notes
- Payments
- Trail
- Appeals
- Adjustments
- Letters & Receipts
- Fee Schedule

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

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

At the top of the *Citation Details* screen, users will see all details related to the Offender, Citation and Vehicle. Depending on the citation's stage in its lifecycle or actions taken on the citation (e.g., payment, appeal, delinquent notice, etc.), additional information or actions will be available.

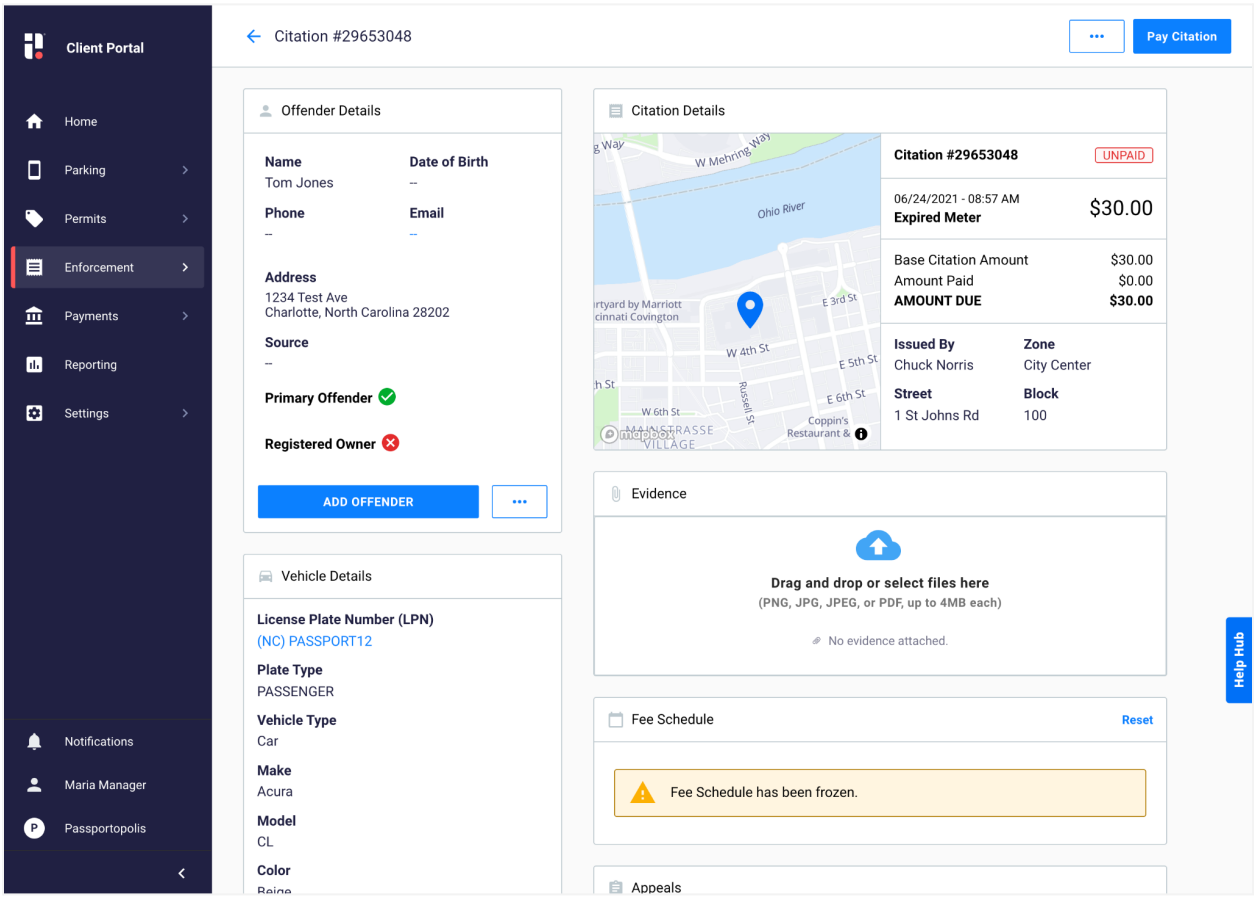


Figure 10: *Citation Details. Clicking on a specific line item from the Manage Citations search will display all details associated with that citation.*

As users scroll through the "*Citation Details*" screen, additional cards will present citation information and activity. A vehicle note can also be added which is then visible in the back office across any citations issued to that LPN as well as the LPN Summary Page. See screenshots for Evidence, Fee Schedule, Appeals, and Payments cards below.

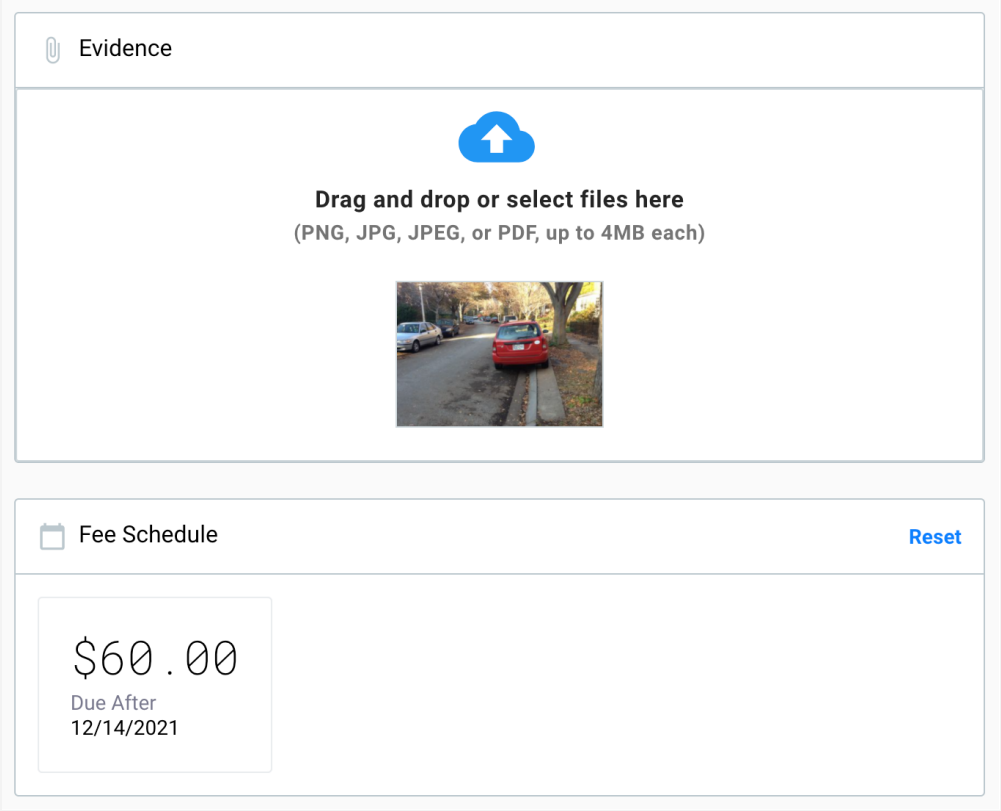


Figure 11*: Upload Evidence and Fee Schedule*

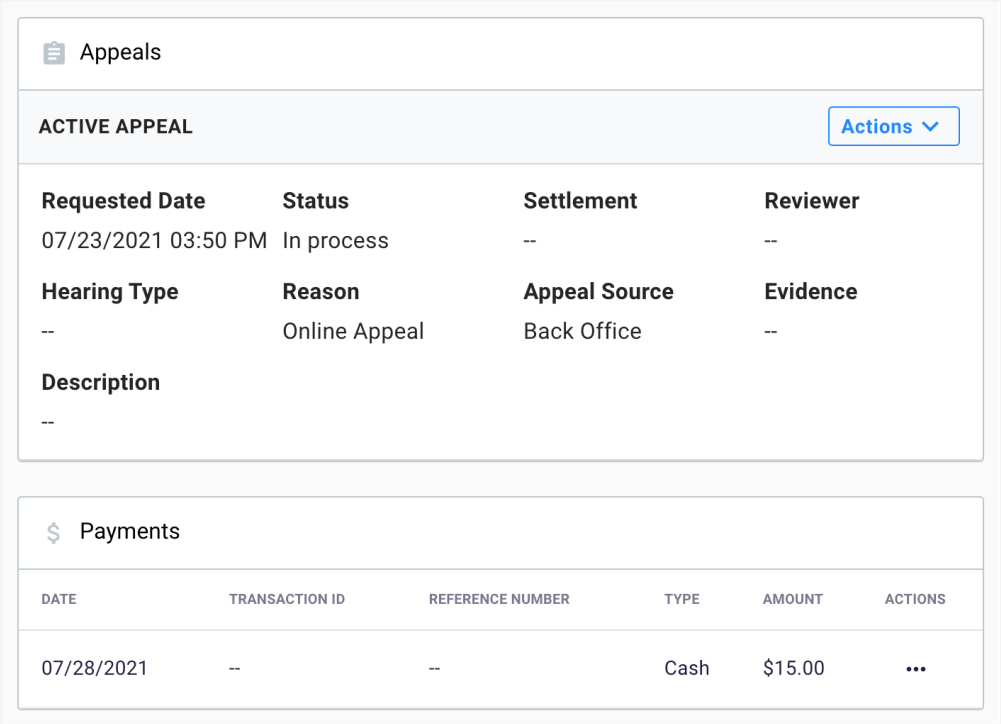


***Figure 12**: Appeals*

CITATION ACTIONS

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

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

Below are some of the most widely used actions that can be performed within Passport's portal. All actions will be logged on the citation's "Trail" for auditing purposes.

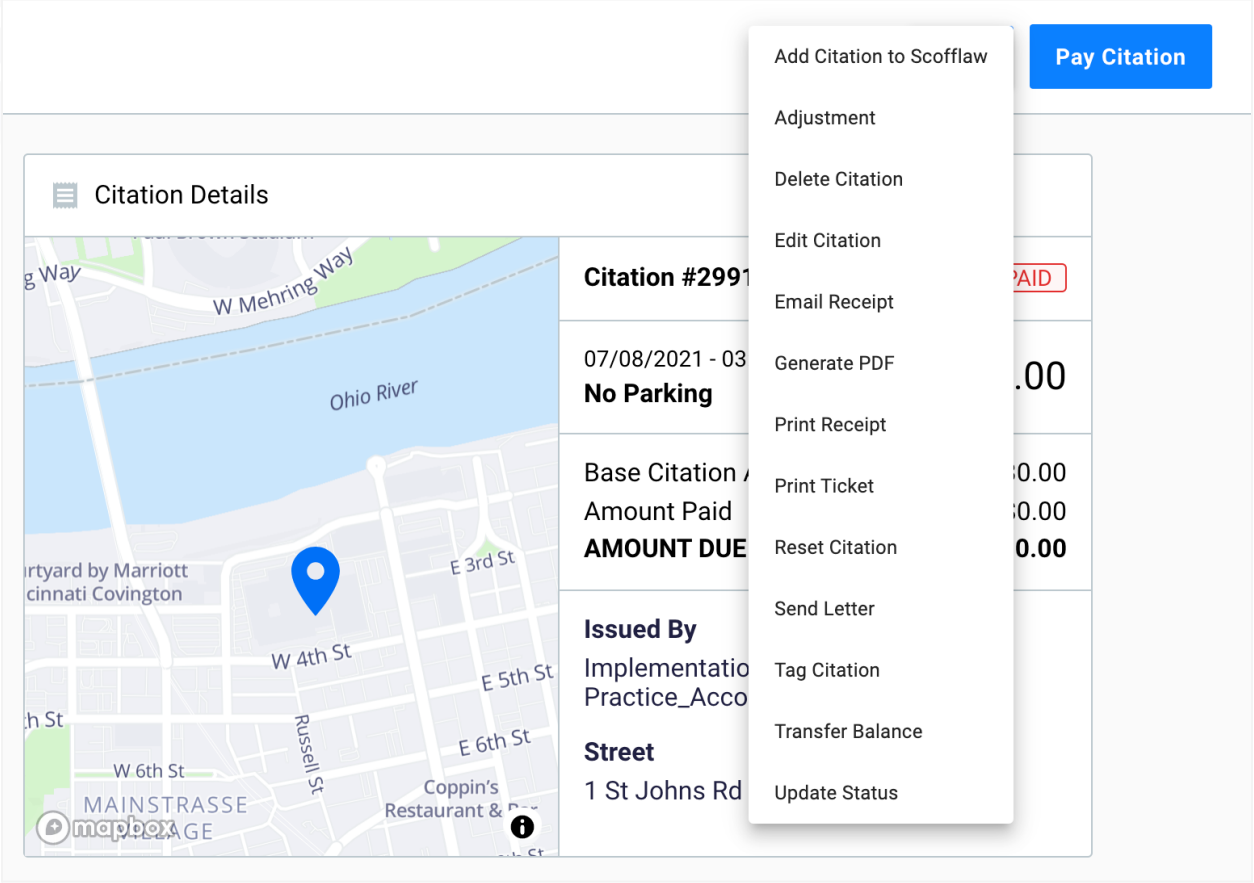


***Figure 13**: Citation Details Screen*

Action	Description
Adjustment	The amount due on a citation can be adjusted up or down and due to specific reasons. This allows for additional fees to be added that flow outside of the normal escalation process as well as the ability to remove fees or reduce the amount a violator is liable to pay.
Appeal Citation	Allows the user to enter appeal information. See *Adjudication* section below on page 42 for more details.
Edit Citation	Allows a user to edit a previously issued citation or warning. *Edit Citation* can only be accessed via the Citation Detail drop down menu for the specific citation, which will open over that page.
Email Receipt	Allows the user to email a receipt to a designated email address.
Delete Citation	Allows the user to remove a citation from the live environment. A confirmation pop-up will appear prior to deleting the citation. Once deleted, the citation will

	no longer appear in any reporting or searches.
Generate PDF*	Allows the user to generate a PDF using pre-configured templates.
Print Receipt	Allows the user to generate a receipt using pre-configured templates.
Print Ticket or Replica	Allows the user to generate a ticket using pre-configured templates.
Reset Citation*	Allows the user to reset the schedule fee.
Send Letters	Allows the user to select a letter using a pre-configured template and schedule the send date. See *Notifications* section below on page 76 for more information.
Tag Citation*	The Tag Citation page can be used to tag a single citation through the *Citation Details* Page. The user can also apply a tag to one or multiple citations from the *Manage Citations* page.
Transfer Balance	Allows the user to transfer overpayments to another citation.
Update Status*	Enables the modification of a citation status change including Close, Void, Suspend, and Hold on Payment.

CITATION DENSITY

Administrators can navigate to the Citation Density module within the *Enforcement* menu of Passport's portal to see a heat map of citations issued. This can be filtered by date, zone, officer, citation status, and violation type to drill down on a particular set of citations. The display will show a color spectrum that goes from a light green to a deep red, depicting least dense to most dense, respectively. Combining this tool with the Live Officer Tracking report can be used to adjust each officer's route to either increase compliance with parking regulations or increase revenue, depending on the City's goals.

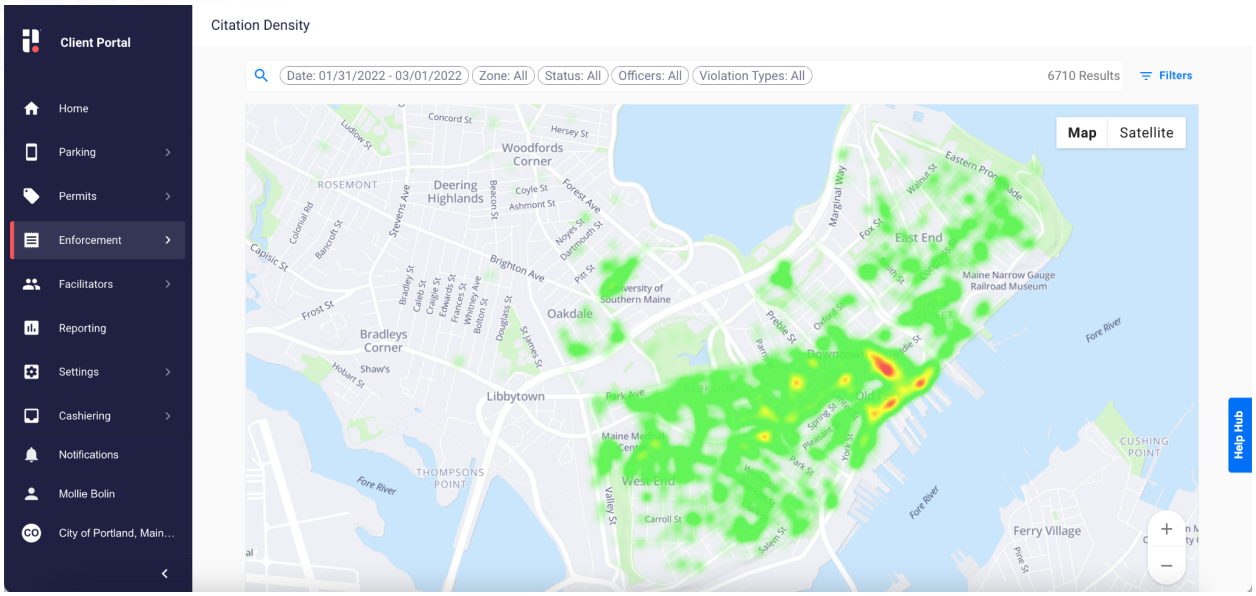


***Figure 14**: Citation Density. From Passport's Portal, administrators will have a birds eye view of citations issued using a heat map.*

Users can zoom into a particular area and the map will show purple dots indicating individual citations issued. Hovering over a dot will display quick details about that citation such as issue date & time, violation type, and citation status. Please see the example below for a citation issued by the officer, Eric Peterson.

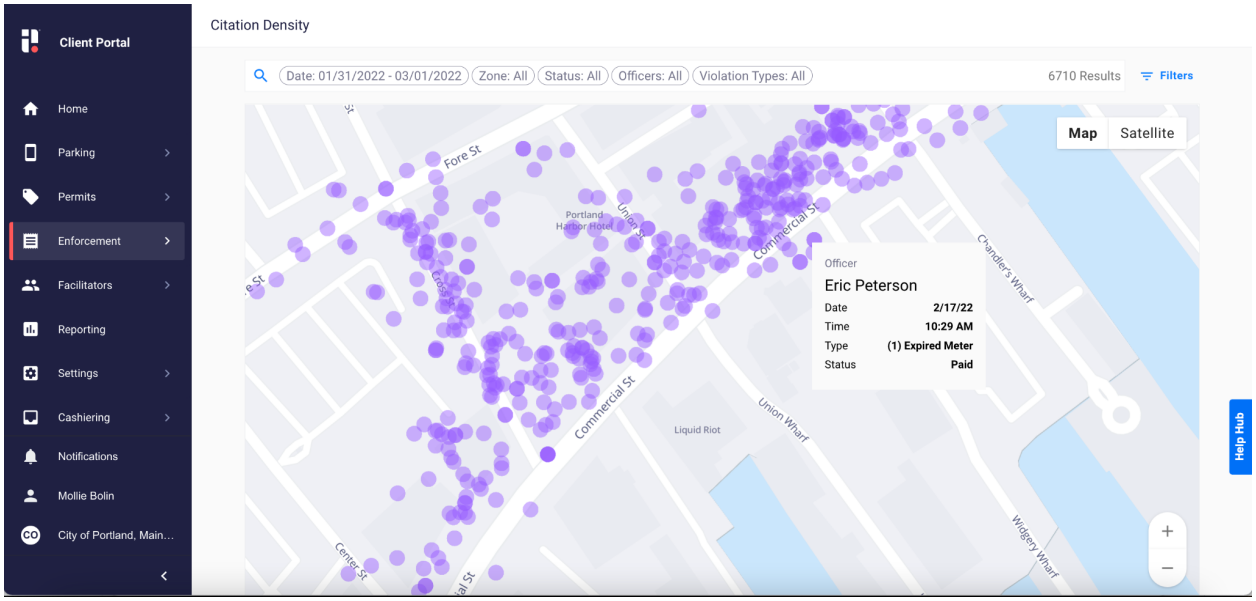


***Figure 15:** Citation Density - Individual Citation Details. Users can zoom in and hover over purple dots to see individual citation details.*

LIVE OFFICER TRACKING

Passport also provides a *Live Officer Tracking R*eport that provides real-time insight into PEO routes. The map shown in the following screenshot displays the location of logged in users and the colored

lines show each officers' historical routes (based on filtered hours). The City will have the ability to filter by officers, date, and time which help identify common trends when dealing with their field operations. For example, a time frame slider is present at the bottom of the screen and set based on the date selected. Using the slider, a secondary time frame can be selected within the initial date selected. (The time frame must start at the start at 12 AM.)

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

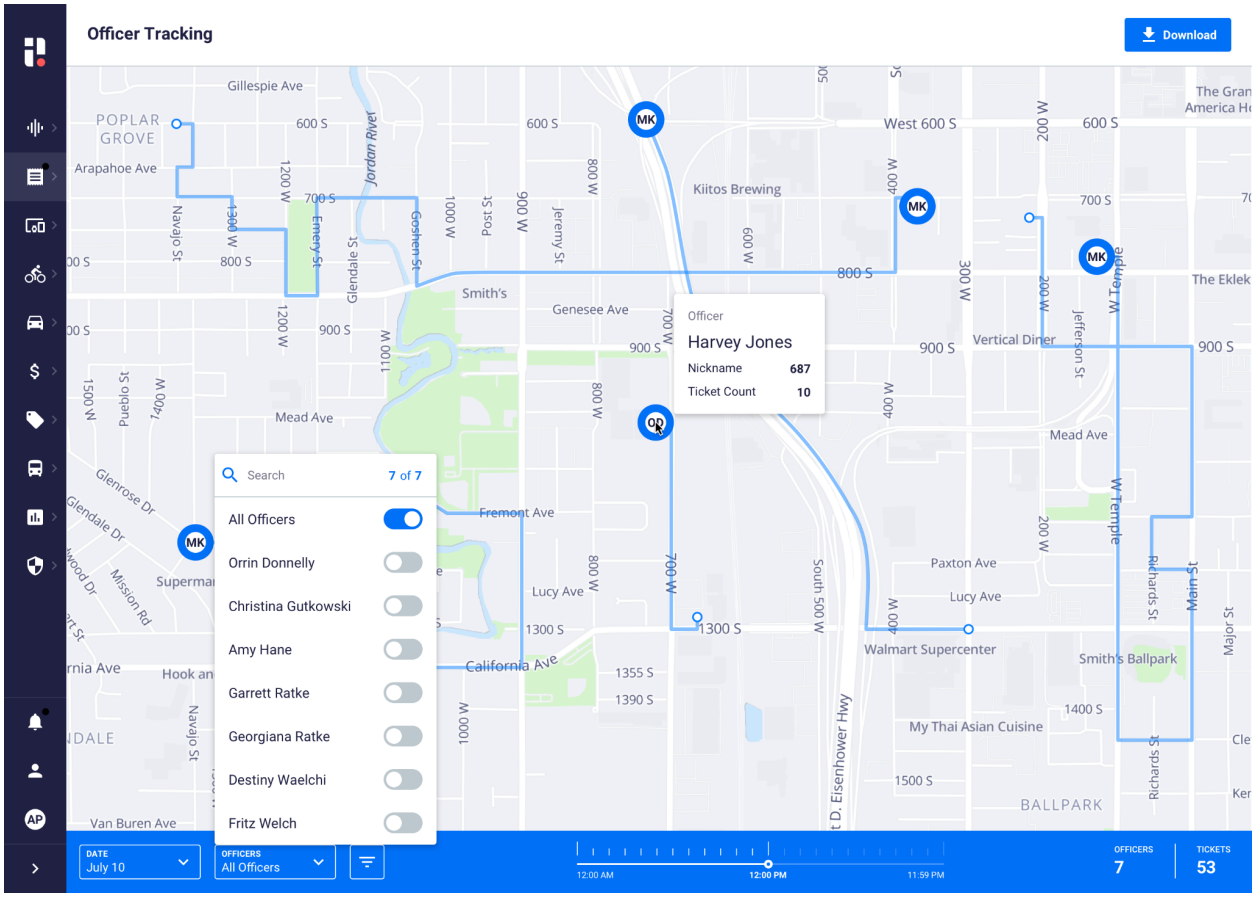


Figure 16: *Live Officer Tracking Report. Administrators will have the ability to track enforcement officers in real-time on a live map.*

PAYMENTS

ONLINE PAYMENTS

After a parker is issued a citation, they become a violator, at which point they have two options: pay or appeal the citation. The City's current customer portal (https://cityofdestin.rmcpay.com/) will continue to allow violators a single platform to accomplish both of those tasks. (See section, *Online Appeals,* below on page 42 for details on the online appeal process). Once a citation is issued, it

becomes immediately available for payment online, providing violators an accurate list of outstanding violations associated with their vehicle as they visit the customer portal. Citations can be looked up by citation number, VIN, or their LPN and state of registration. Passport uses a relational database, so every citation associated with the LPN will be returned, regardless of the method used to search. If the violator is marked as a scofflaw, the Portal will alert the violator, explain the reason and any consequences of that designation, and how to reconcile the account to avoid booting or towing. Once a full list of all outstanding citations is returned, the violator will select which citation(s) they want to pay.

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

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

CASHIERING

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

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

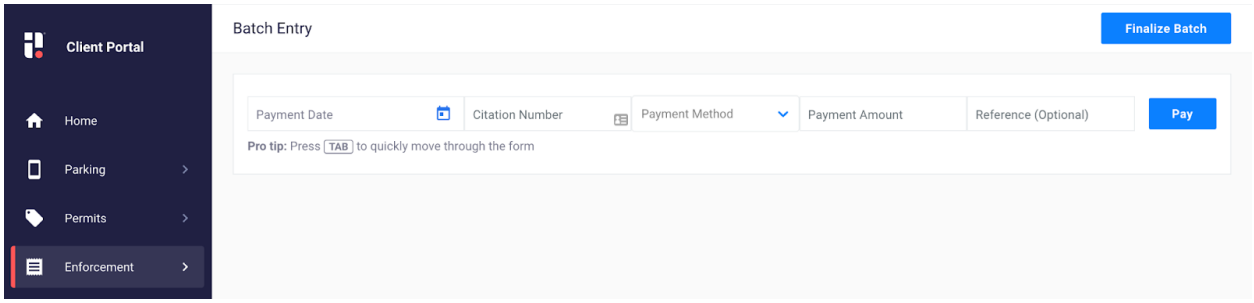


Figure 17: *Batch Entry. This module allows administrators to record payment for multiple citations in batches. This is commonly used for mail-in or lockbox payments.*

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

- **Total Amount Due --** pre-populate with the amount due from the citation record.
- **Payment Date --** pre-populate to the current date but can be manually adjusted.
- **Payment Amount --** pre-populate to match the amount due but can be manually adjusted.
- **Short Pay Indicator --** refers to cashier accepting less than the full amount due to satisfy the violation
- **Payment Method --** dropdown menu for cash, credit, check, or other payment type.
- **Reference Number --** optional field to record check/money order number.
- **Note --** free-form text box to include notes.
- **Email Receipt --** when checked, the cashier can input an email address to send the receipt.
- **Print Receipt --** when checked, a PDF will be generated for the cashier to print, once a payment is recorded.

REFUNDS

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

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

ADJUSTMENTS

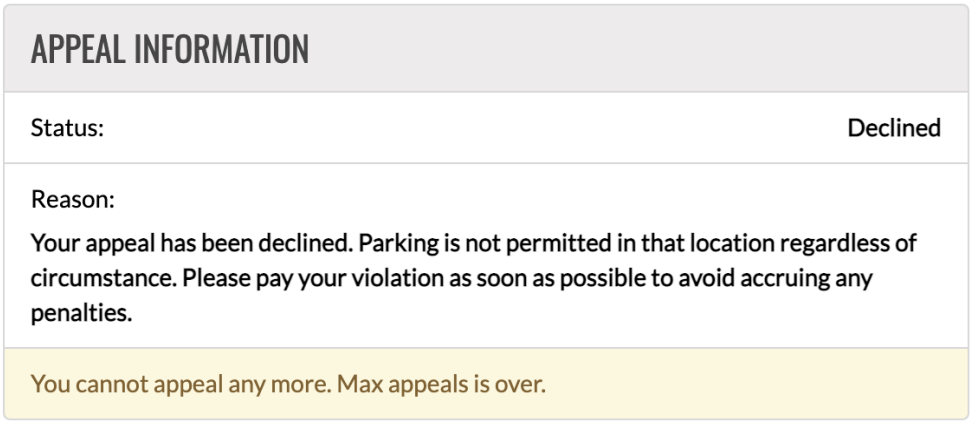
Users can be granted the ability to perform adjustments to violation amounts. Adjustments will either add to or discount a violation amount. Typically, this feature is used to remove late fees or by authorized staff to reduce the fine to promote immediate payment by the customer. Cashiers can use the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

ADJUDICATION

SUBMITTING APPEALS & HEARING REQUESTS

Online Appeals

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



Within the customer portal, the violator will be able to see photos and external notes recorded by the ticketing officer. By presenting all evidence, the customer is discouraged from submitting a

frivolous appeal/request. Violators will also be able to select "View More Information" to see all relevant citation details including: Ticket Number, LPN, Violation Type, Color, Make, Model, and Officer.

Manual Appeals

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

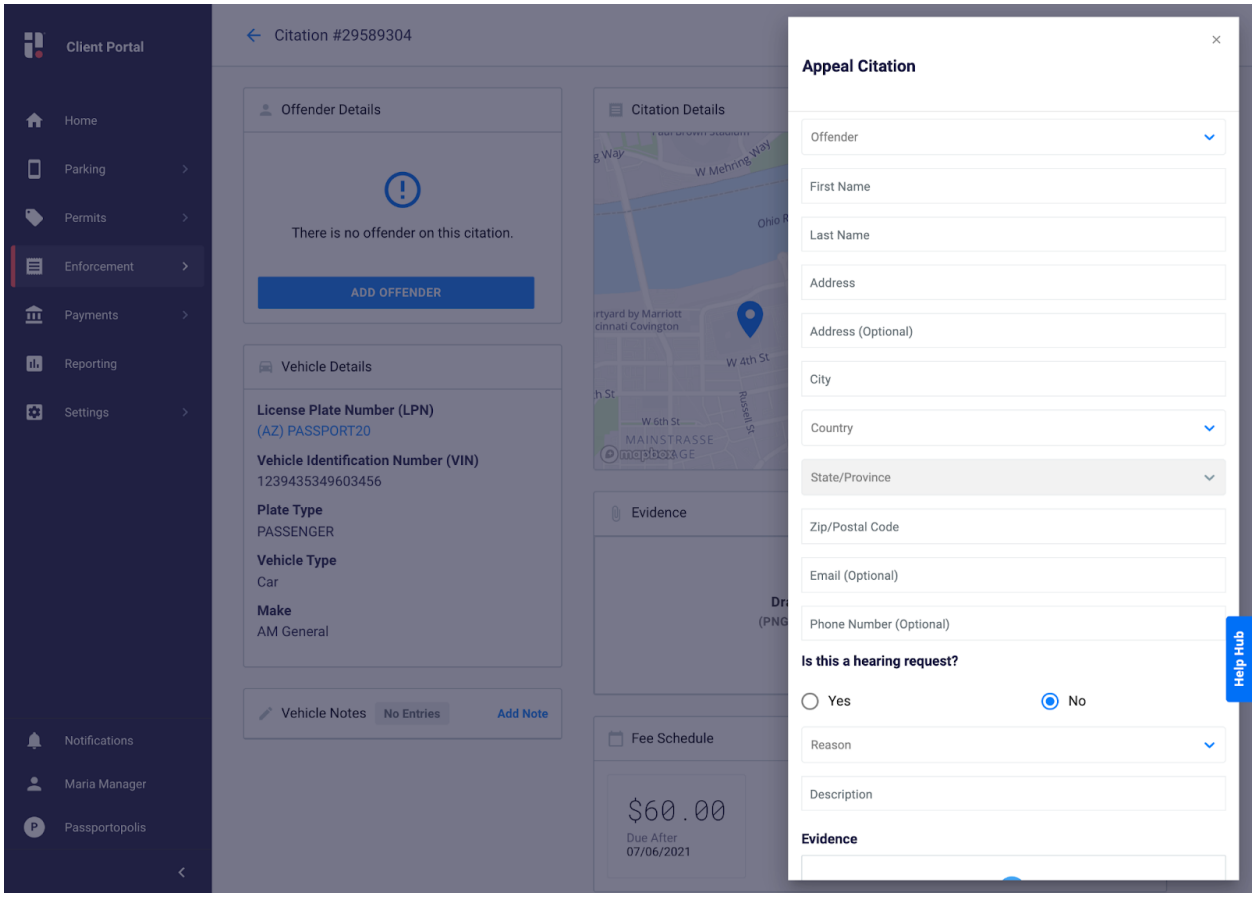


Figure 18: *Manual Appeal Entry Screen. Administrators will have the option to manually input an appeal from Passport's portal, for any walk-in or mail-in appeals.*

PROCESSING APPEALS & HEARING REQUESTS

Process Appeals

From Passport's portal, administrators can easily determine which tickets have been appealed. When querying tickets via "Manage Citations," users can see if an appeal is in process.

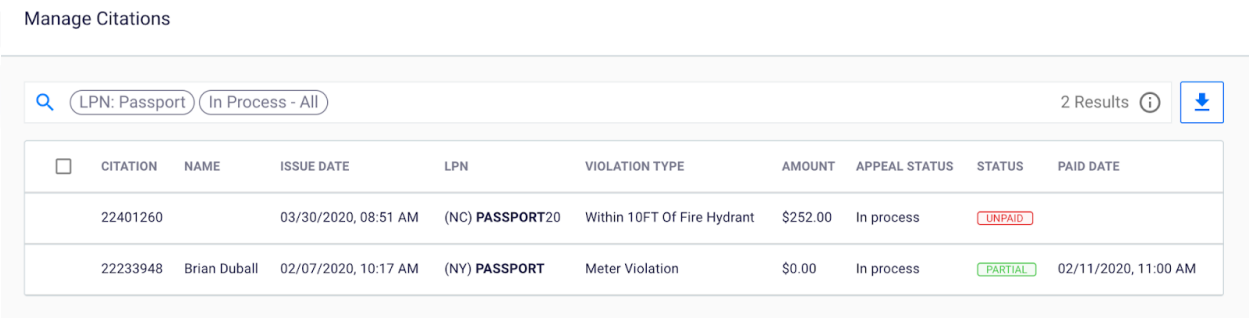


***Figure 19**: Manage Citation screen.*

By clicking into the "Citation Details" screen, users can scroll to the "Appeals" card to see an overview of the submitted appeal/hearing request, with a quick action menu to edit or delete it, as necessary.

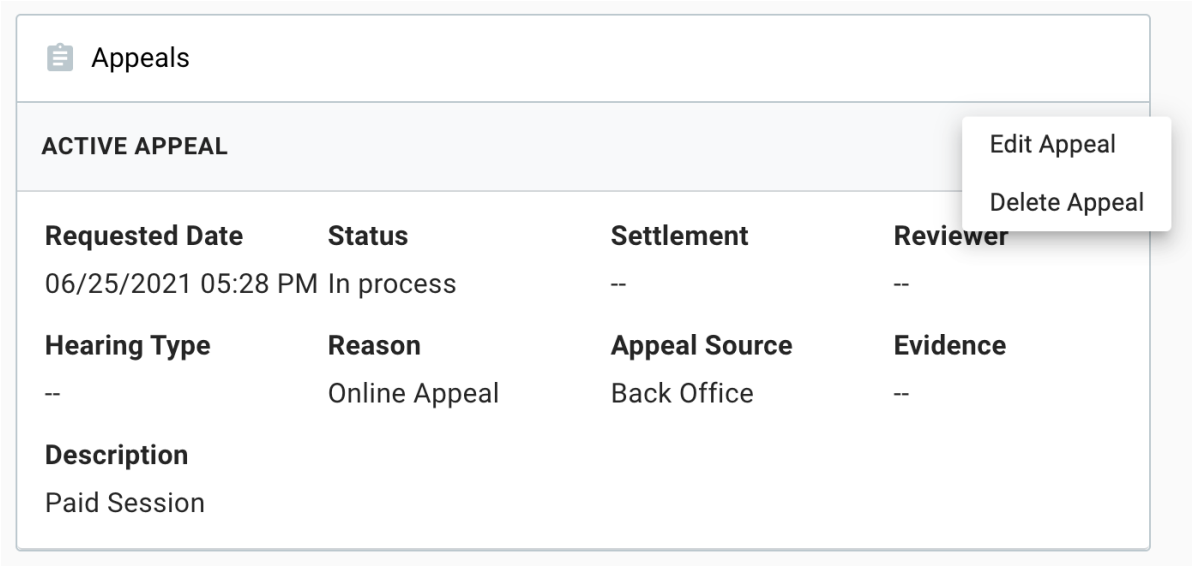


***Figure 20:** Citation Detail Screen - Appeal Card. The Appeal Card will show all information associated with an appeal. If it has not yet been processed, options will be available to edit/delete the appeal.*

To edit an appeal, users will be returned to the appeal screen where they can adjust the information associated with the appeal. This can be used to edit any appeal regardless of submission method (i.e., online, walk-in, etc.).

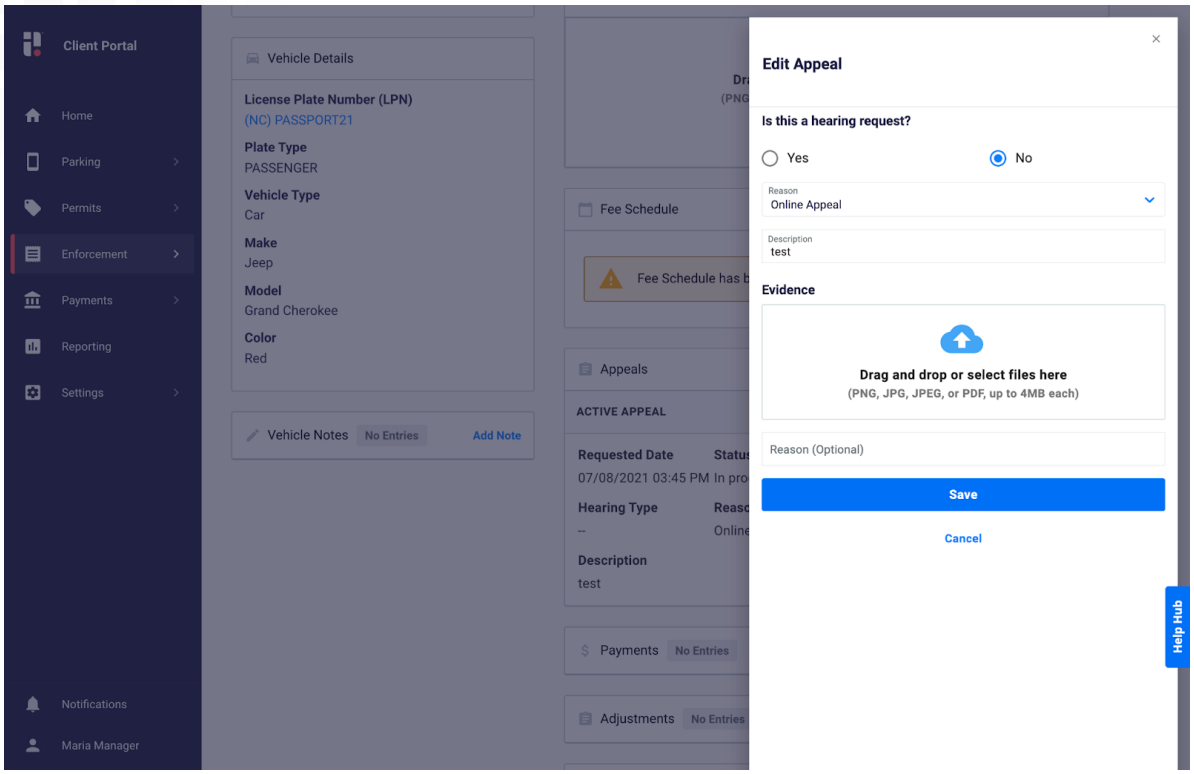


Figure 21: *Edit Appeal Screen. By selecting this option, administrators can edit information for an existing appeal. Any edits will update the citation's trail for auditing purposes.*

To review and render decisions on all submitted appeals, users will navigate to the "Process Appeals" module within Passport's portal. Here, users will have access to all information submitted by the appellant including photos or supporting documentation. By default, the "Process Appeals" screen will display all citations under appeal, however users can filter results by Name, LPN, Request Type, Officer, and more.

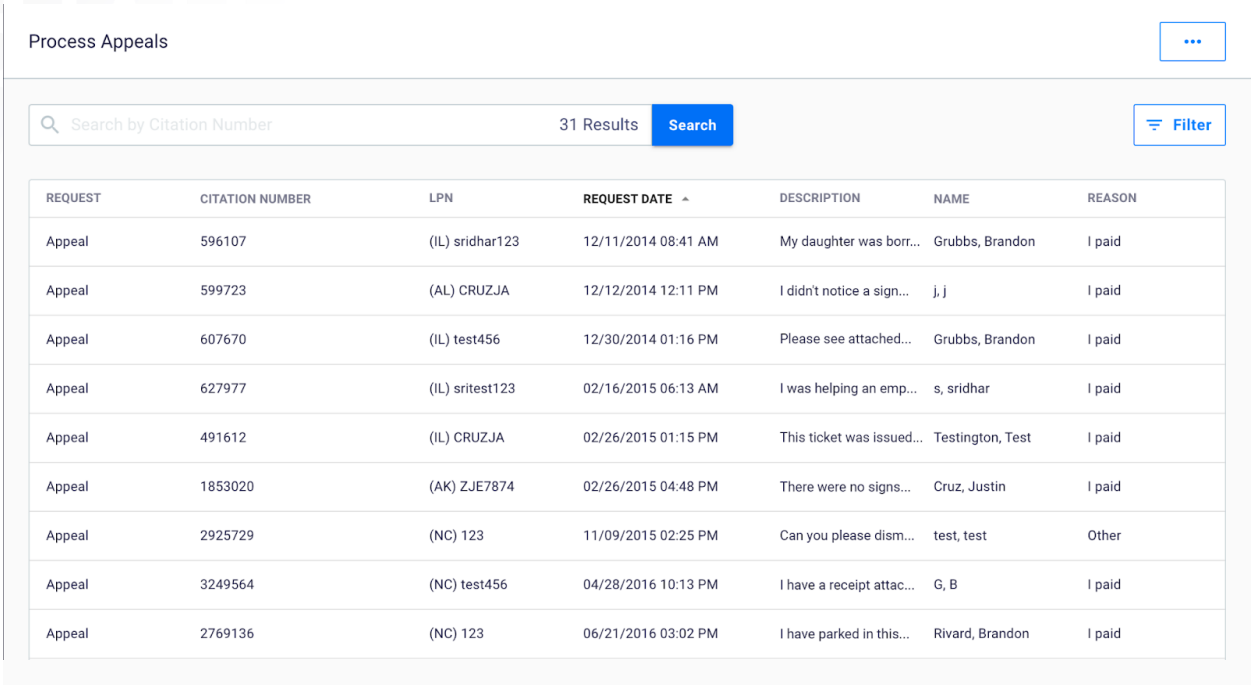


Figure 22: *Process Appeals. All submitted appeals will flow into the Process Appeals module for City review.*

Passport's portal collects all data related to a violation record, including evidence from the enforcement officer and documentation submitted by appellant, to render the most informed adjudication possible. A decision will be selected for each appeal, finding the appellant liable or not liable for the citation, which will be accompanied by a reason, to record further detail behind that appeal decision.

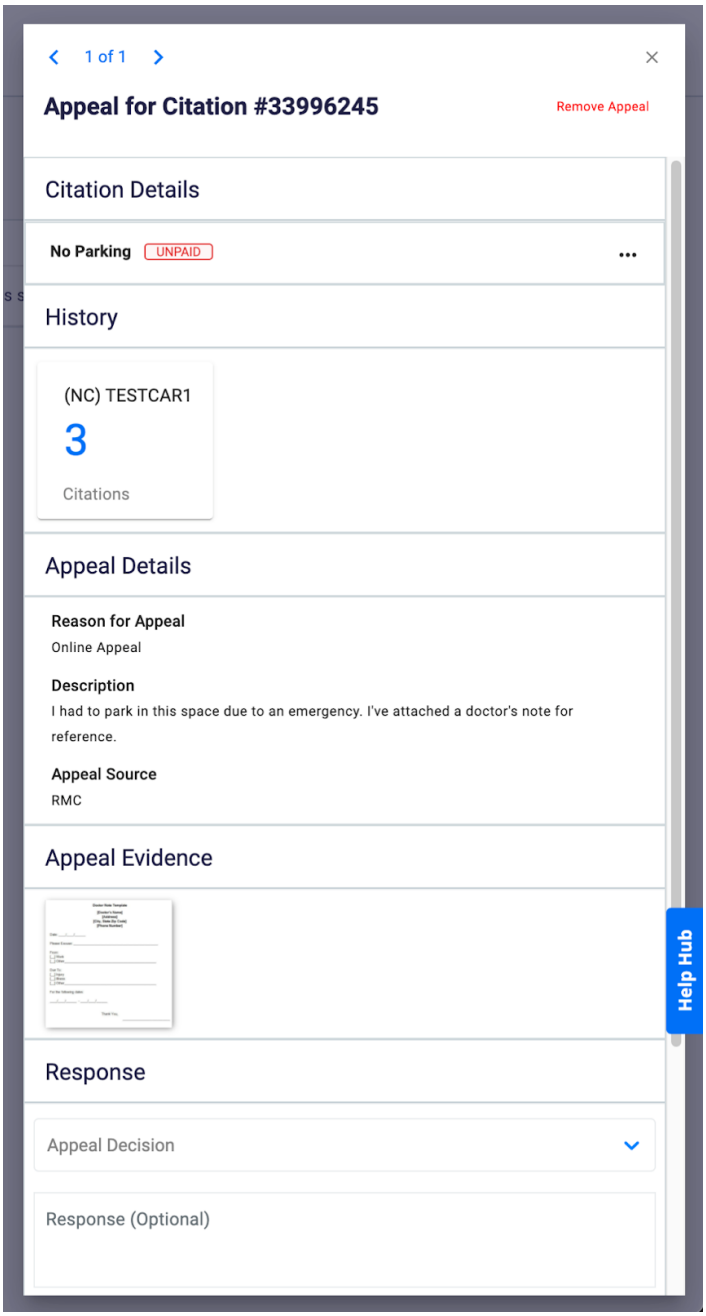


Figure 23: *Process Appeals - Render Decision. Administrators will review all appeal information and apply a decision.*

These reasons are easily accessible via a drop-down menu. Example reasons could also include Upheld, Fine Reduced, Overturned, and Reduced-to-Warning, etc. Passport will continue to craft a letter template for each reason which will convey the appeal decision and any next steps. Once an appeal is processed, the letter will automatically be mailed and/or emailed to the appellant's address on file. For example, the screenshot below shows the appeal decision letter being mailed to the primary address on file for "Brandon Grubbs."

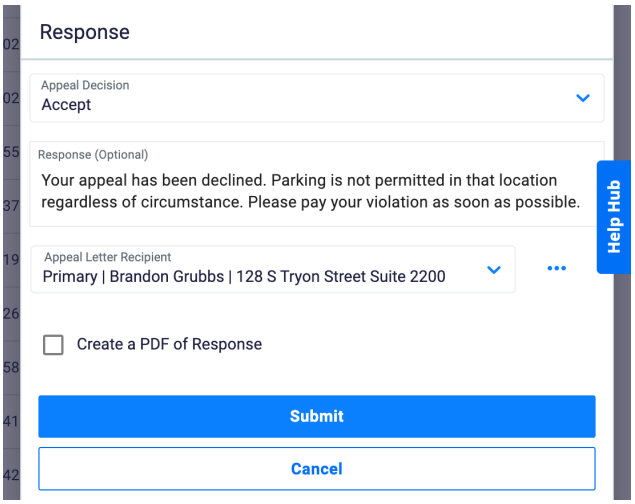


Figure 24: *Process Appeals - Notify Appellant. Administrators select email/address on file where they would like to send the appeal decision.*

SCHEDULE & PROCESS HEARINGS

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

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

After a hearing, City adjudicators apply decisions to each citation, determining the appellant's liability. The adjudicator then selects a predefined disposition type based on court findings, configured by Passport for consistency. Each disposition type has an associated letter template, explaining the decision and outlining next steps. Adjudicators can preview and submit the letter, mailed or emailed to the applicant, with decisions allowing tickets to resume eligibility for penalties or escalated enforcement measures.

VIRTUAL HEARINGS

Passport can work with the City to support the provision of virtual hearings, however, for safety and security reasons, virtual hearings will need to be hosted on the City's government account with the provider of its choice (e.g., Zoom, MS Teams, Google Meet, Webex, etc.). The City can set up any number of virtual hearing types, and each virtual hearing type must contain a unique default meeting URL. Virtual hearing types can be created based on the City's needs, such as according to the presiding Judge. For example, the City can establish "Room A - Zoom Hearing" which is presided

over by Judge Smith and uses default URL zoom.us/123. The City can also establish "Room B - Google Meet Hearing" which is presided over by Judge Johnson and uses default URL meet.google.com/654sdf.

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

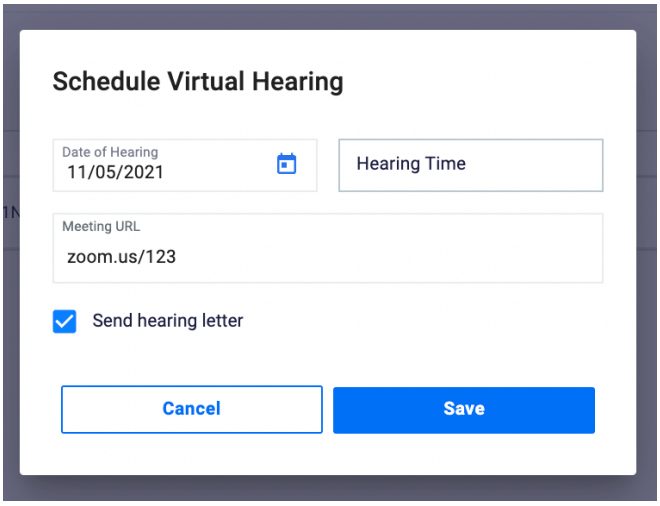


***Figure 25**: Schedule Virtual Hearing*

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

VOID QUEUE

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

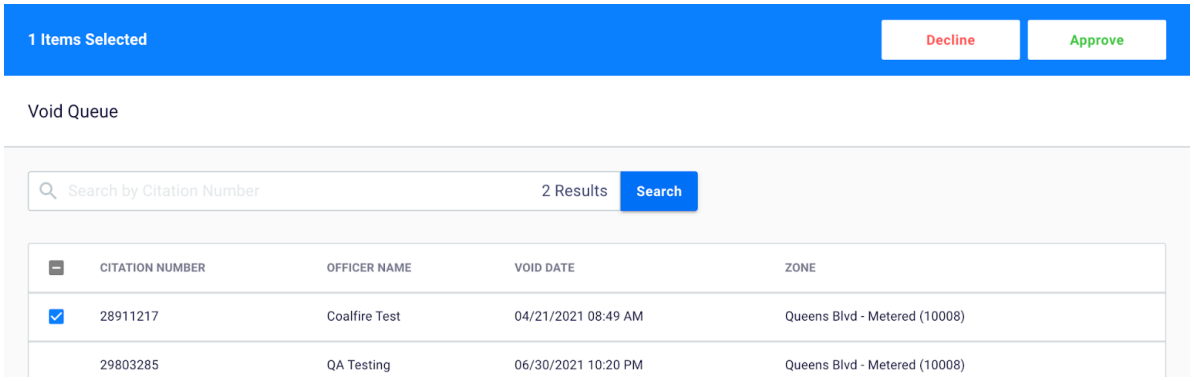


***Figure 26:** Void Queue. Authorized users have the ability to accept/decline voids within Passport's portal. Users can perform voids in bulk by selecting multiple or all citations via the checkboxes.*

The user can click a specific citation and a "Void Queue" screen, *as shown in Figure 27*, will present citation details and additional documentation provided by the officer when making their decision to accept or decline the void. This information includes Citation Number, Issuing/Voiding Officer (Officer Name), Void Date, all notes attached to the citation (Notes), and notes added by officer during Void Process (Void Message). Users can search the void listing for a particular citation. Users

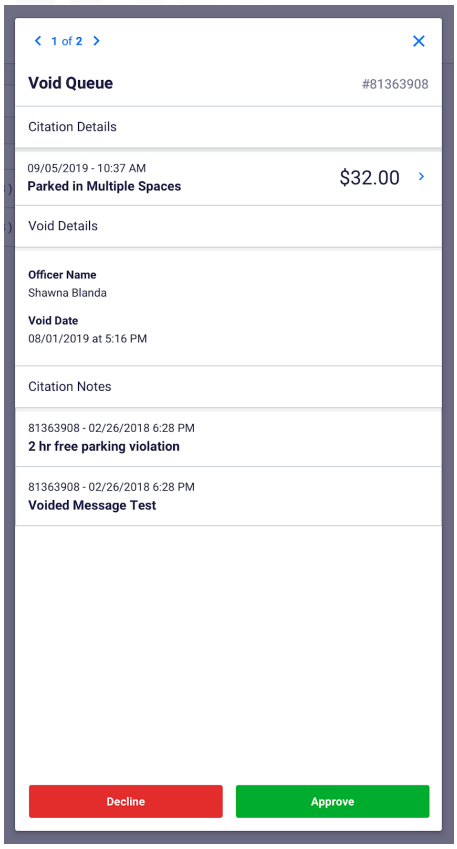


***Figure 27**: Void Queue*

can void singularly (left screenshot) or in bulk by selecting multiple violations from the list (above screenshot).

The City can configure alerts and notifications for the Void Queue. If there are citations in the "Void Queue" awaiting review, a notification will appear on the left-hand sidebar of the Portal menu, indicating the number of outstanding voids that are awaiting review. Outside of the system, an email alert can be sent to authorized users when a citation has been voided through OpsMan Mobile. The email notification will be configured to send only to those portal users with proper privileges.

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

SCOFFLAW

Passport's portal offers seamless access to scofflaw reporting, enabling the City to continue to identify habitual violators based on business rules. The portal streamlines citation issuance data, automatically identifying scofflaw vehicles eligible for special enforcement measures such as booting or towing. The "Boot and Tow" module within the portal facilitates City procedures, allowing administrators to export a comprehensive list of scofflaw vehicles in various formats. The system will continue to update the scofflaw list regularly, considering factors like new violations, outstanding fines, and paid citations.

Administrators can search and manage scofflaws using various criteria, providing a detailed overview of violations and allowing real-time status updates. Limited administrative access is recommended for third-party enforcement entities, ensuring accurate information for enforcement activities. The portal timestamps all activities related to booted/towed vehicles, offering a comprehensive view of scofflaw violations and immobilization actions.

b. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.

PASSPORT PARKING SOLUTION

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

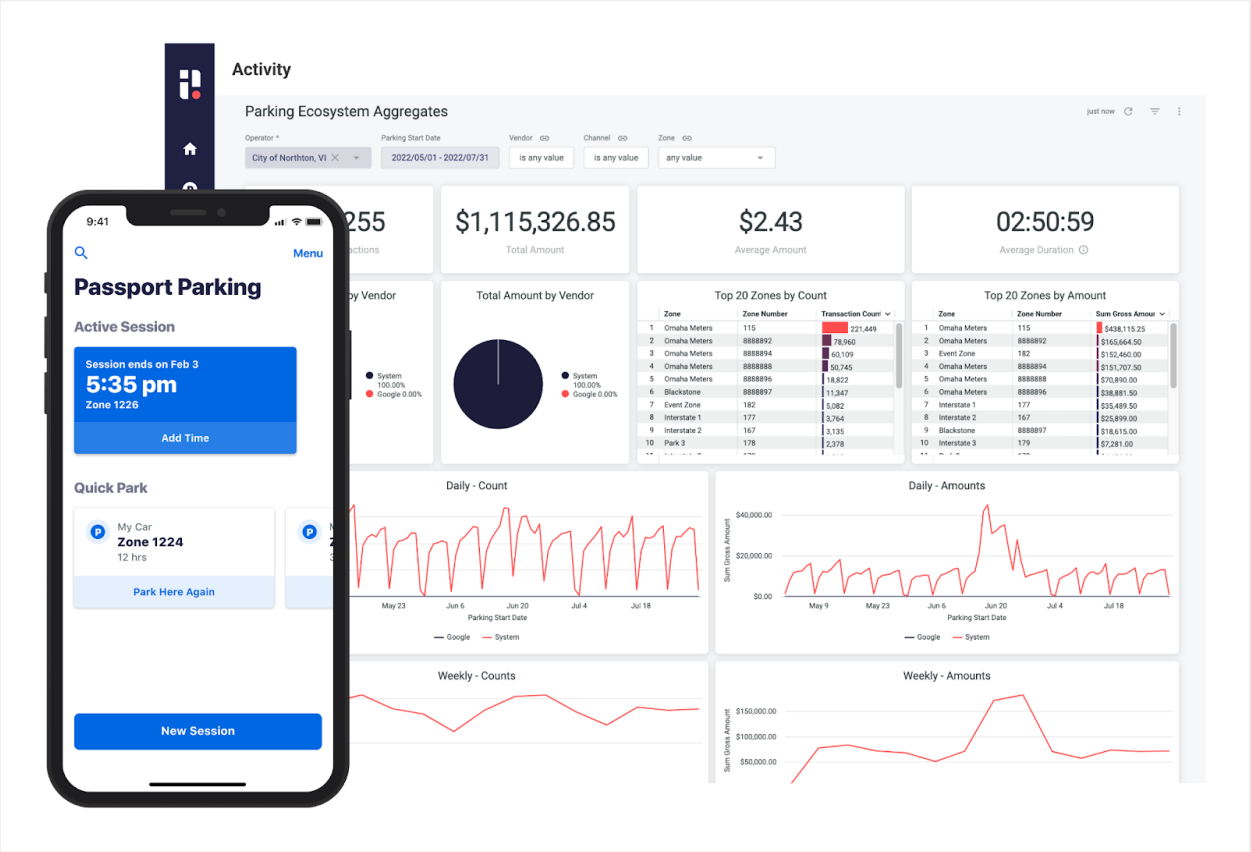


***Figure 28**: Passport Parking Application Dashboard*

With Passport Parking, the City will continue to provide its citizens and visitors with the most efficient, real-time parking application available. The application provides the framework to create a simplified and seamless experience for customers, resulting in greater parking compliance as well as the increased likelihood of using the app to park again.

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

- **Register for an account** in less than 1 minute with progressive profiling[1]. By collecting the minimal amount of data needed (valid email/phone number and payment info), customers are registered and ready to park in no time!
- Add **account information** including multiple vehicles, payment options, and profile details.
- **Save time** through shortcut features that recognize customer parking patterns and leverage GPS location to streamline the user experience.
- Receive a **receipt** for each session detailing charges and access their full parking history from the app account page.
- **Access support** through an in-app FAQ page as well as a "Contact Us" option to submit a help request to Passport's Product Support team.

Please see below for a step-by-step user experience guide on how to register and initiate a parking session.

USER EXPERIENCE

The latest version of Passport's application can be downloaded by the City's customers from the Apple® or Google play store. In **less than 1 minute**, the City's customers will be able to easily create an account by creating login credentials using their phone number or email address followed by confirming their identity using a 6-digit confirmation code that will be sent to their registration method of choice. Once confirmed, a parking session can be initiated. The customer will remain logged in for convenience–with the ability to log out at any time.

To encourage app utilization, as well as expedite, and streamline the customer's experience, Passport only collects the minimal amount of data needed (valid email/phone number and payment info) rather than requiring the customer to create an entire profile at sign up for first-time payments.

INITIATE SESSION

New parking sessions begin with customers entering the zone (or lot), vehicle license plate number (LPN) or parking space number (depending on whether the City operates in an LPN-based or space-based environment), selecting a time, and then confirming their session and payment details.

[1] *Should Destin choose to require additional information from customers at registration (e.g., name, address, vehicle type), the Passport app can be configured to collect this information, but it would impact progressive profiling registration timing.*

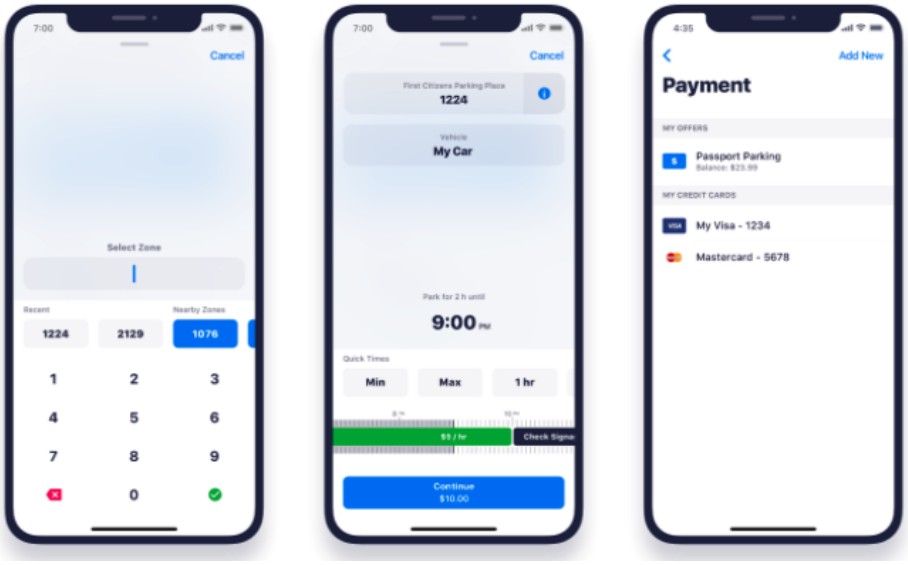


Figure 29: *Select Zone, Duration, and Payment Type Screenshots*

Customers can either select from common session durations, such as minimum or maximum, or can specify a specific duration as configured by the City. Any changes to the parking rates (i.e., rates tied to specific times of day, or the number of hours parked), will be clearly defined for customers above the time selection options.

COMPANION SITE

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

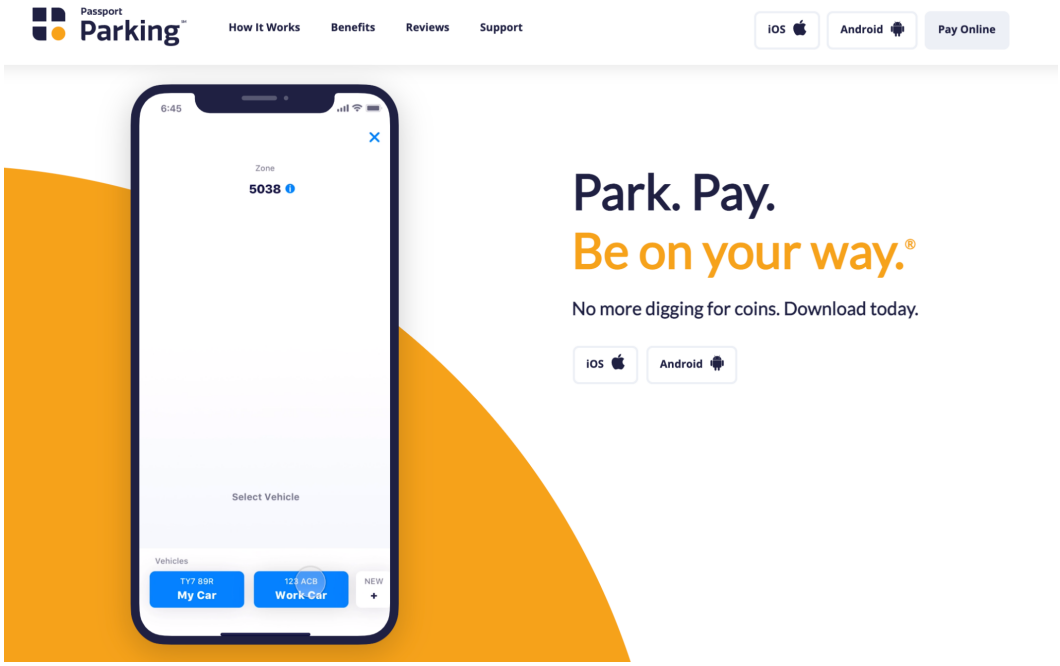


Figure 30: *Passport Parking Landing Page*

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

REGISTRATION VIA IVR

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

PAYMENT METHODS

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

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

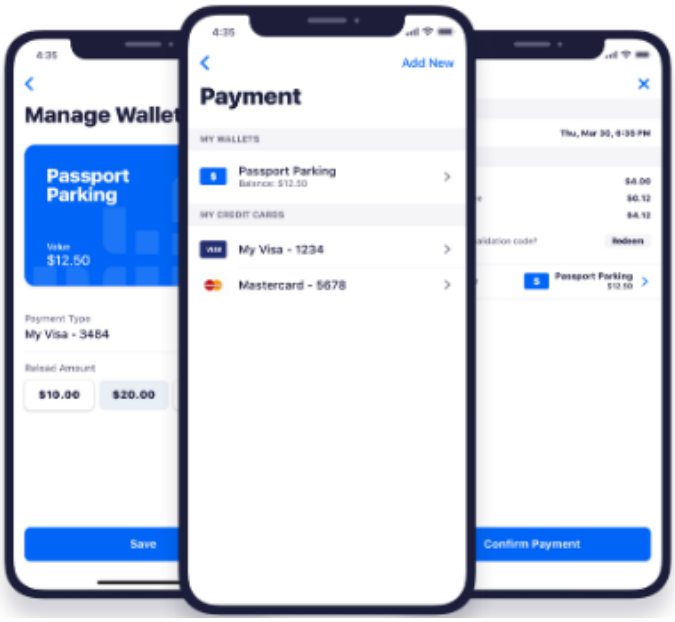


Figure 31: *Wallet & Payment Screens*

As Passport provides merchant services for the City, it will continue to offer Google Pay and Apple Pay as additional payment options to pay for single transactions or to fund a Passport Parking wallet. Digital payment options offer a number of benefit, including:

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

SIGNAGE

Passport currently provides Passport-branded signage to the City, making parking as simple as possible for City customers. As we strive to provide ongoing support, Passport would like to offer a comprehensive review of the City's environment, delivering preliminary insights and recommendations concerning signage and decals. Additional signage may be purchased at any time upon the City's request to include Passport Parking-branded signage or our simple, non-branded signage which directs customers to the parkingapp.com website, displaying all available parking payment options. The City also has the option to purchase decals if preferred. This approach instills parking legitimacy to customers, future-proofs for the addition of other mobile pay parking options and makes the identification of parking easier for City customers.

APP SIGNAGE

- QR Codes are branded to add credibility and consistency on signs.

- The codes can take parkers to the app store or open the app if they have it downloaded.
    - Clients can opt for QRs to go to MPW.

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

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

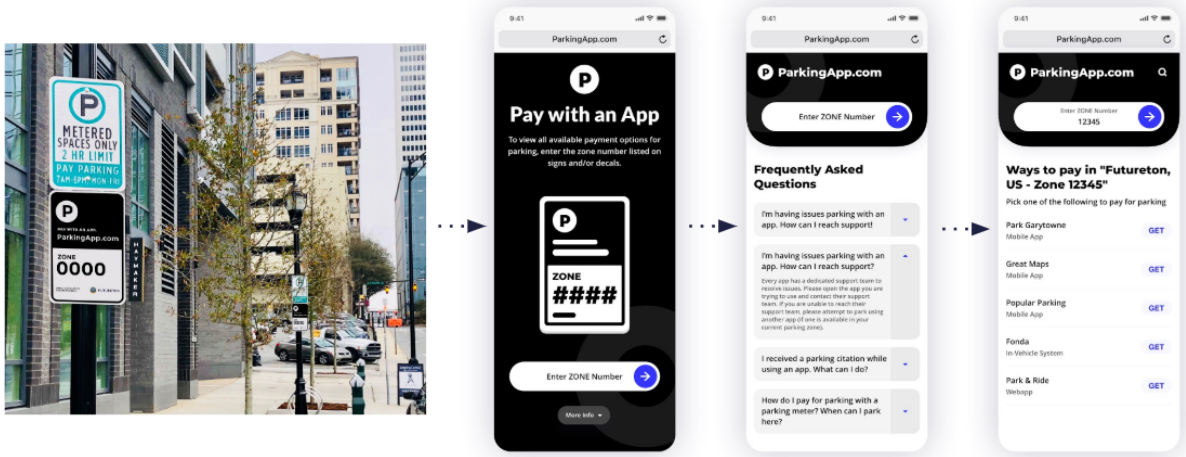
Branded Private Label Application with QR Code

Passport Branded Application with QR Code

Branded Ecosystem with QR Code

Unbranded Ecosystem with QR Code

***Figure 32**: Examples of Passport-provided signage and decals*



** ParkingApp.com UI is subject to change*

***Figure 33**: Parking App Payment Examples Continued*

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

TEXT TO PAY

Passport's parking solution includes another feature called, Text to Pay, that allows parkers to text a short code number using specific keywords in order to initiate a parking session. Text to Pay provides:

- A quick transaction workflow.
- Additional contactless transaction method (especially for visitors).
- Optionality away from meters/hardware.
- Support for all of Passport's parking applications.
- Additional decals are required to add onto signage to promote awareness and usage.

c. Offers an easy-to-use data management interface that minimizes manual data entry.

Within Passport's portal, our reporting platform presents a user-friendly data management interface, streamlining operations and minimizing the need for manual data entry. The data stored within the back end will be accessible for users who will have access to reports and dashboards to help visually track key data points and performance throughout the City's different parking locations. Users will be able to apply filters to create their own data views to see the data they desire, whether that is officer performance, citation density, violation and patrol insights, or financial and accounting data.

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

For additional information regarding reports, please refer to the requirement, *d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends,* directly below.

d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.

REPORTING

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

Passport has highlighted some of its most widely used reports below, many of which the City is using today.

REPORT	DESCRIPTION
Parking Transaction Report*	Pulls a list of parking transactions based on applied filters, with details for each transaction.
Settlement Period Summary Report*	This report represents process volume and revenue by day for parking and will provide users with the exact quantity and value of merchant processing fees, gateways fees, chargebacks, and refunds that have gone into the "Net Settlement" amount.
Revenue Report*	This report provides aggregated parking revenue metrics in three perspectives: a *Total Summary*, a *Daily Total Revenue Report*, and a *Summary By Zone Revenue Report*.
Daily Total Revenue Report*	Aggregates cost, transaction, and revenue figures for a specific date the transactions were settled.
Transaction by Customer Report*	Provide a list of transactions related to a single customer.
Invoice Details Report	Provides information for a given monthly invoice for the City.

	For specific details, users can access an *Invoice Detail* report which provides a comprehensive look at key metrics on cost, fees, and revenues for a specific invoice.
Transactions by Merchant Report	Provides a comprehensive revenue breakdown of parking transactions and refunds under the following product offerings, Passport Mobile Transactions, Third-Party Application Transactions, Wallet Transactions, and Events.
Suspended Account Attempts Report	Provides the time/date for attempts made to access accounts that were suspended.
Utilization By Space Report	Provides users with insight on the transactions among specific zone spaces. This view is unique as it provides granularity into how many parking transactions occurred in a specific parking space.
Transactions Paid by Validation Report	Provides a comprehensive list of parking transactions in which customers used a merchant validation to subsidize their parking session cost.
Voids and Refunds Report	Provides details for any transactions that were voided or refunded.
Wallet Transactions Report	Provides insights into parking transactions that were paid via wallet.
User Report	Report summarizes new and unique user activity of the mobile payment solution

**Screenshot and additional details are included on the following pages.*

PARKING TRANSACTION REPORT

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

- **Transaction Report Summary** provides calculated totals and averages based on filtered transactions such as Total Net Revenue or Total Transactions.
- **Transaction Report** provides transaction-level details such as entry time, space number, number of mobile payment extension, or Parker ID. Passport's app does not charge customers' credit/debit card until the end of the session, meaning that extending a parking session only incurs a single charge for customers and a single merchant processing fee for the City. If the City prefers a charge for extensions, Passport can accommodate.

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

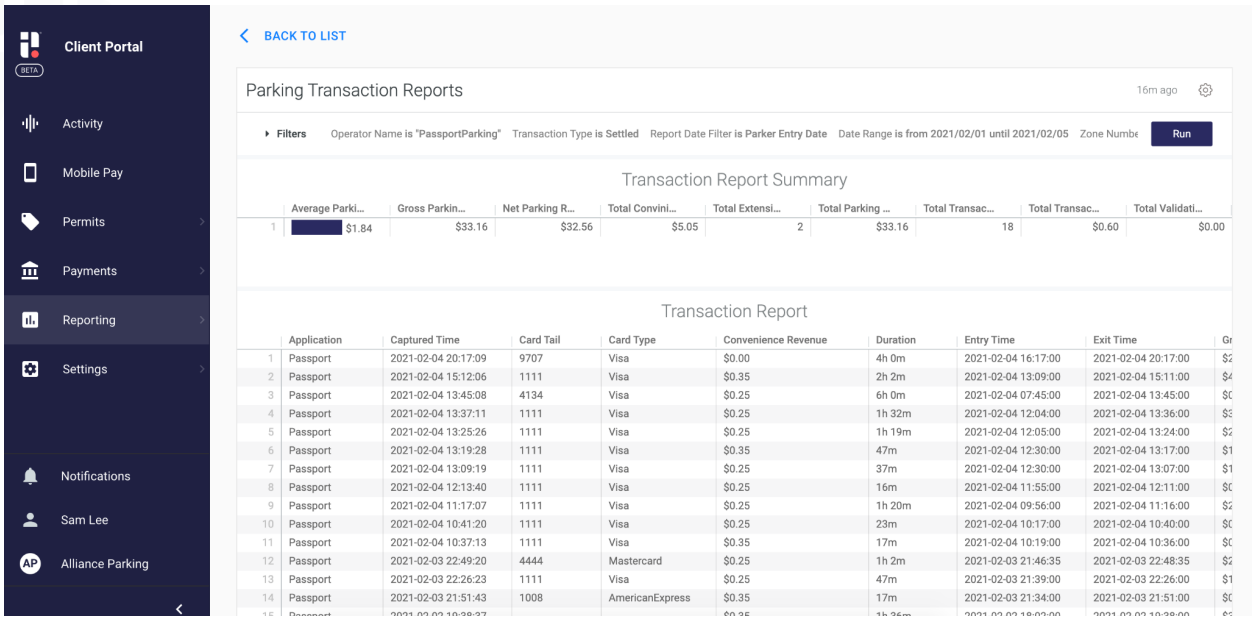


Figure 34: *Parking Transaction Report*

SETTLEMENT PERIOD SUMMARY REPORT

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

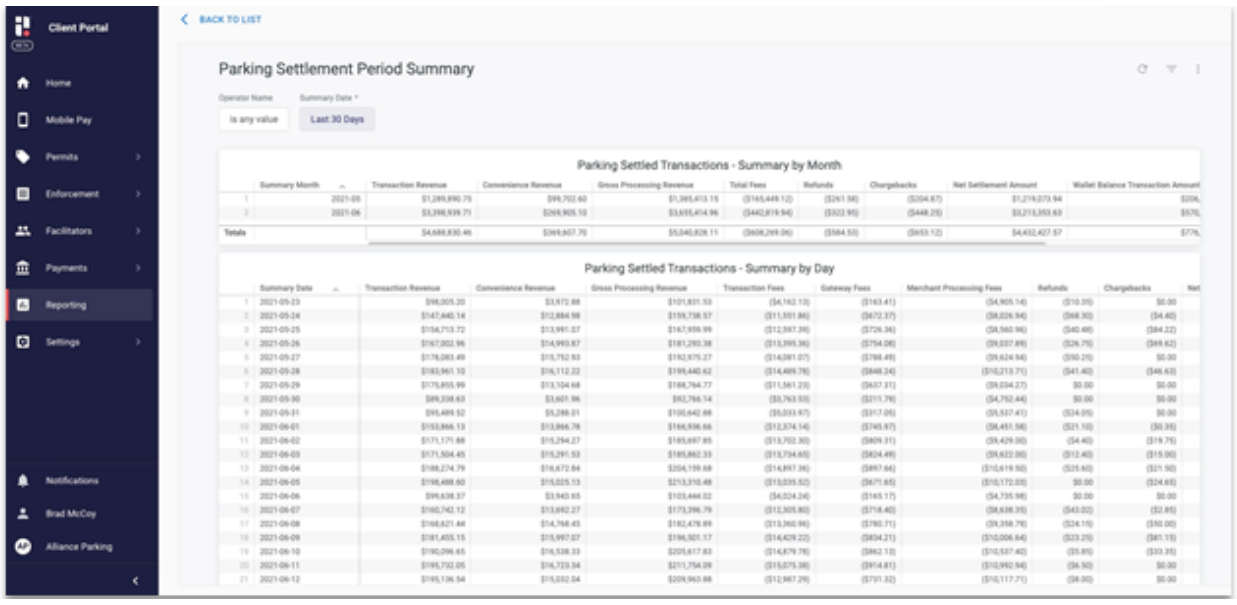


Figure 35: *Parking Settlement Period Summary Report*

REVENUE REPORTS

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

- **Total Summary Report** provides a summary of all parking transactions that meet the filter criteria in the report.
- **Daily Total Revenue Report** provides parking revenue metrics consolidated into settlement batch days. Each row line represents a different date (see more below).
- **Summary by Zone Report** provides parking revenue metrics consolidated into each unique zone where parking transactions occurred.

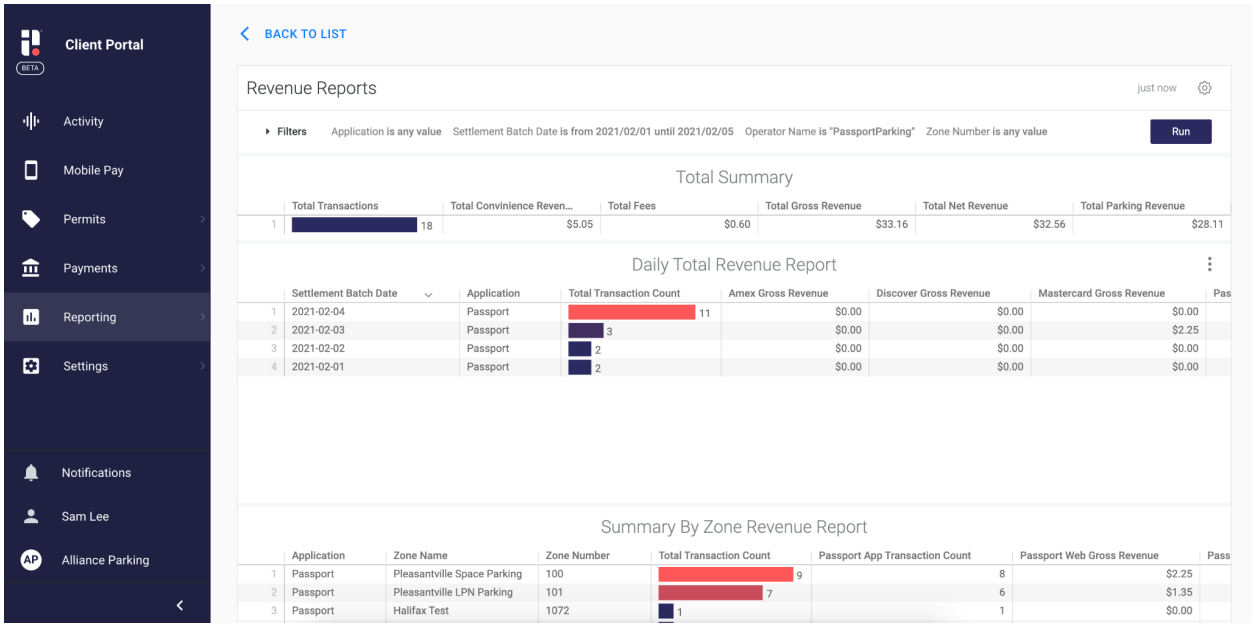


Figure 36: *Revenue Reports*

EXAMPLE USE CASE

A Finance Manager inquires with the City's Data Analyst how much parking revenue was collected in May. The Data Analyst would run the revenue report with May as a date range. Then, they would pull the gross revenue from the report results.

Daily Total Revenue Report

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

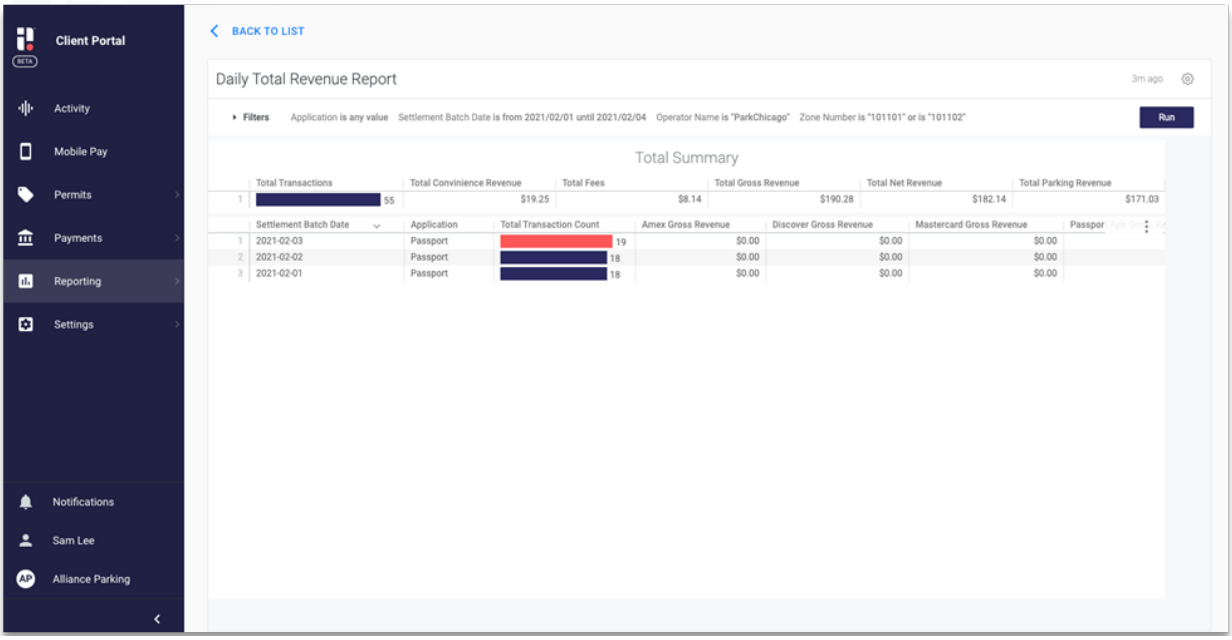


Figure 37: *Daily Total Revenue Report*

CUSTOMER REPORT

This report provides a list of transactions related to a single customer. See screenshot below.

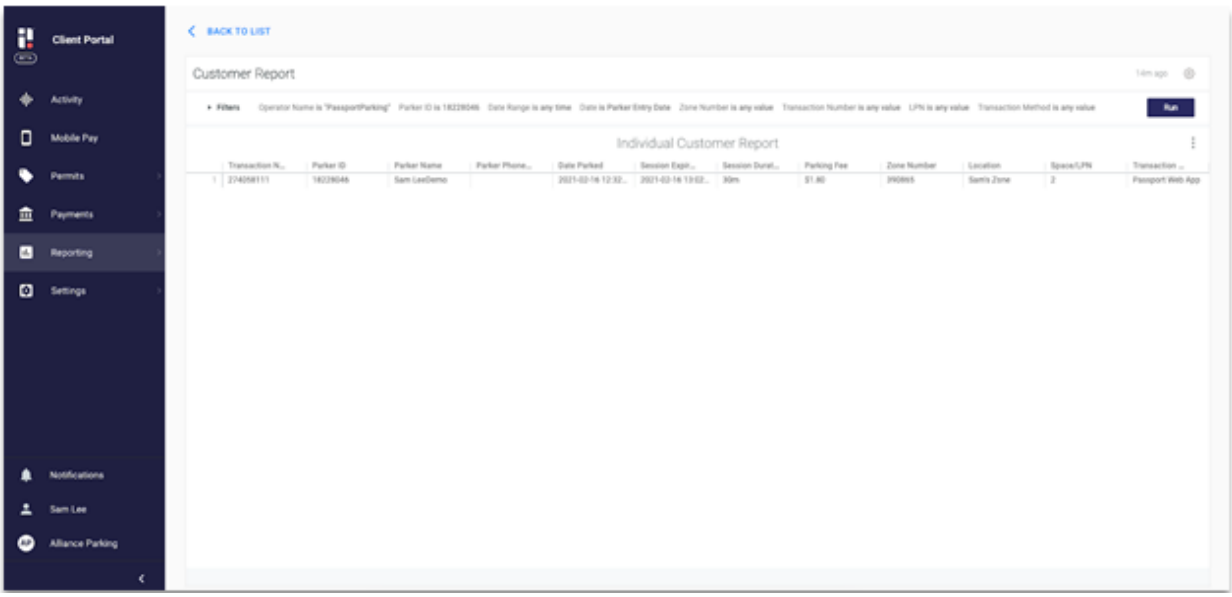


Figure 38: *Customer Report*

In addition to the reports highlighted above, Passport provides access to numerous other reports focused on financial metrics, management of customer accounts, parking validations and more. Passport is more than willing to provide additional report examples if the City is interested.

CUSTOM REPORTS

With respect to report customization, Passport's reporting functionality is configurable based on a large range of filters. Applying these filters will allow the City to generate reports specific to its needs. For example, Passport's Parking Transaction Report offers 15+ filters to drill-down on a particular set of transactions. Reports can also be built to include certain fields that are captured across the system, allowing the City to track and recognize trends across different data points and parameters. Should the city require a data view not already available through the system, Passport's Product Support team will work to build custom reports, within reason.

BENCHMARKING

Passport also offers a Performance Benchmarking solution that enables cities to leverage data from other cities and compare their outcomes to make better informed decisions that can influence policy. It also provides cities with data-driven points of reference to compare its operations and outcomes against other cities, and apply those insights to make more informed decisions that help achieve their goals and objectives. See image below:

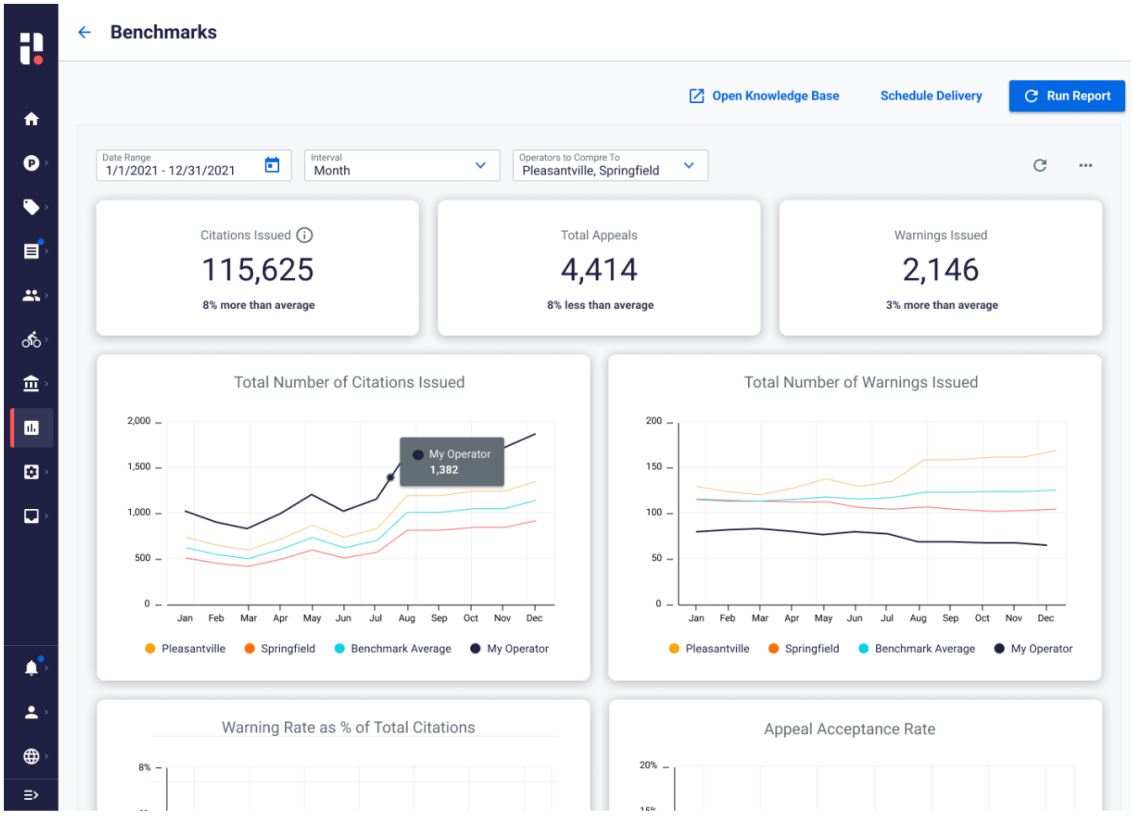


Figure 39: *Benchmarks Page. View total citations, appeals, warnings, and more.*

In conjunction with our Performance Benchmarking solution, Passport's City Profiles help capture the information needed from cities to aid in like-for-like comparisons between municipalities.

Without this information, municipalities struggle to determine who their peers are. The City Profiles product lives in Passport's portal and relies on data-sharing to influence behavior and outcomes. See image below:

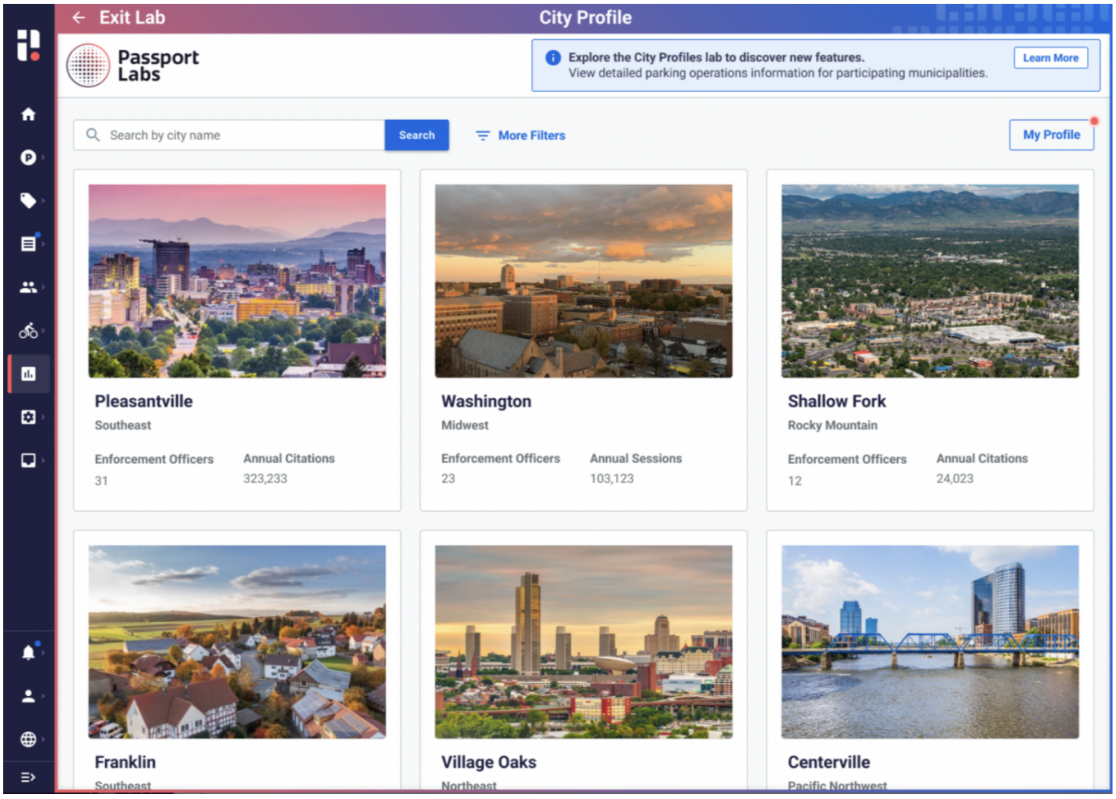


Figure 40: *City Profile page.*

e. Allows for reservation of spaces for events, including the ability to prepay for parking.

While end-users are not able to make reservations today, Passport's application offers the ability for end-users to pay for parking by starting a parking session in a zone before paid parking begins. Please refer to section, *Passport Parking Solution*, on page 51 above for more information.

However, Passport does offer a digital meter bagging and curb/space reservation system called SpotBlock. Accessible on any device, this system allows the City to create reservation types, manage meter/space inventory and issue temporary blocks/reservations for special events, construction projects, and more. For more details, please refer to section, *Meter Reservations (Spotblocktm) Solution*, starting on page 68 below.

f. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.

DIGITAL PARKING PERMITS SOLUTION

Passport welcomes the opportunity to elevate and enrich our suite of solutions, presenting a comprehensive and integrated offering to meet the diverse needs of the City. Our technology portfolio includes an end-to-end digital permit solution, which consists of 2 different portals: 1) a front-end, online customer portal for applicants/holders to securely apply, purchase, and manage their permit(s) and 2) Passport's back-end, client-facing portal, which manages the entire permitting environment – including approving applications, reporting, and automatically emailing renewal notices.

PASSPORT'S CUSTOMER PORTAL

PERMIT APPLICATIONS

Passport offers a streamlined application process that allows customers to easily apply for and purchase permits via any mobile or web-enabled device. Applicants will visit Passport's online customer portal where they will create an account, provide all necessary information, upload any required verification documents and pay for their permit(s). Once payment is submitted, all information will flow in real-time to the back-end Passport portal where administrators can approve, deny, or request more information to process the application. Passport maintains Level 1 Payment Card Industry Data Security Standards (PCI-DSS) (v. 3.2.1) compliance.

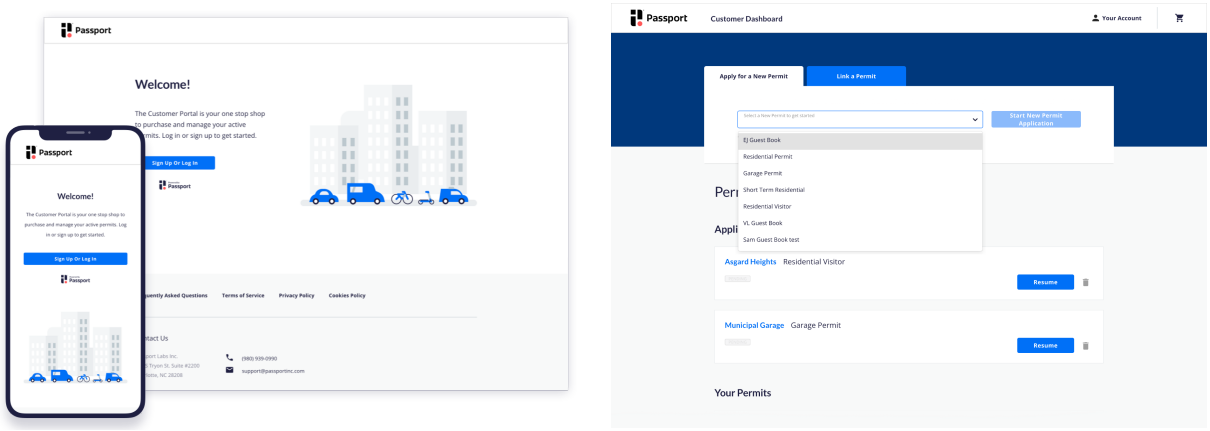


***Figure 41**: Passport's Customer Portal*

Passport's customer portal includes the following key features:

- **Self-Service Account Management --** Permit accounts can be managed at any time from the customer portal. Once logged in, customers are able to view their current permits with options to renew, manage, or change their current permit, as well as add a new permit.
- **Flexible Application Process --** Customers are able to start and stop their permit application via the "Applications in Progress" option within their account online.

- **Address-Based Eligibility --** Address-based residential eligibility verification can be enabled to ensure that only permits available to that customer based on their specific address are able to be purchased.
- **Seamless Transition --** Passport enables a seamless transition from the City's previous permit management provider so that customers are able to "Link a Permit," using a City-provided link that pulls in the information from the customer's existing permit with the City previous permit management provider.

Passport's customer portal can also support walk-in or mail-in permit applications via its back-end "Issue Permit" module. The same restrictions and configurations that are in place to prevent purchases on the website will also apply to offline transactions.

Regardless of the method of purchase, all permits are issued digitally and are associated with customer License Plate Number (LPN) instead of physical hang tags or decals eliminating the need to display a permit or interact with physical inventory.

PASSPORT'S PORTAL

PERMIT SETUP & CONFIGURATION

Passport's digital permit solution offers extensive configuration to meet the City permitting needs and reflect the community using its permitted facilities. Permit configurations are defined and executed during implementation with the option for later edits by a main administrator, as needed. Within Passport's portal, City staff can establish:

- Permit types (e.g., customer, staff, visitor)
- Cycles (e.g., monthly, annual)
- Zones
- Pricing
- Other prerequisites or limits to purchasing permits designated by the City

Passport's portal also is able to support the following components of the City's permitting program:

- **Configure Permit Eligibility Requirements --** The City can implement a variety of eligibility requirements and prerequisites that must be met in order to purchase a permit;these can include proof of residence or employment status. The portal allows applicants to upload documentation as a requirement to submit their application.
- **Permit Issuance Limitations --** Limits can be set to control the number of permits issued according to specific parameters, such as permit types, cycles or zones. If an applicant reaches his/her limit , subsequent applicants will be added to a waitlist, which the City can set up to automatically add or remove applicants, as appropriate.
- **Rate Overrides --** Once a permit is set up in accordance with the City's specifications, Passport can override the price in specific zones, which allows the City to keep a single permit type but adjust the pricing in areas with higher demand.
- **Custom Fields --** Custom fields can be created and designated as 'required' based on the permit type. The additional information gathered as a result of customizing fields enables the City to collect the information required to issue a specific permit and also provide additional customer insight.

Permit Issuance & Approval

As permit applications are received via the Passport customer portal, all information will flow in real-time to Passport's portal "Permit Approval Queue," where new permit applications and renewals for all permit types are managed. Administrators will review the permit details (permit type, cost, permissions), application information (name, address, email, LPN) and any supplemental application documents (e.g., proof of residency, employment, etc.) that are submitted with the application. From there, an administrator can choose to approve, deny, or request more information for that application. All actions will email the contact on the application informing them of their permit status and next steps, as applicable.

Waitlisting

Passport's digital permit solution also offers automated waitlisting functionality, which will automatically offer a permit to an applicant at the top of a waitlist, based on availability. Authorized users can manually override the waitlist as needed and the City will have full control over waitlist configurations including the number of available spots and an applicant's length of time to complete a purchase.

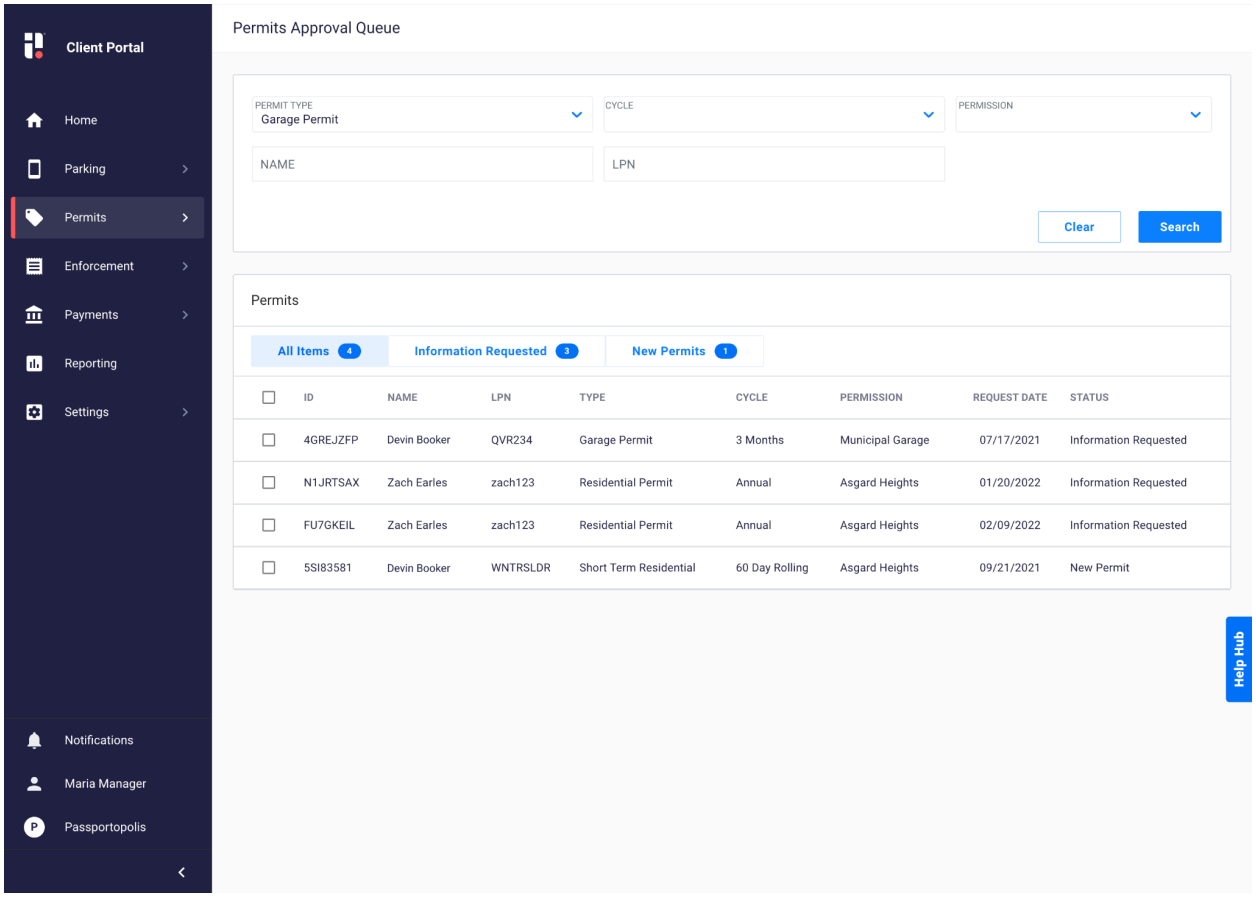


Figure 42: *Permits Approval Queue*

Permit Management
After permits are issued, Passport's portal provides the tools to manage active permit accounts.

- **Search Permits --** Quickly search permits by different parameters with the ability to drill-down on specifics such as permit details, vehicles, payments, documents, and notes.
- **Permit Reporting --** See details across the entire permit platform including payments, refunds, permit zones, and issuance data. All reports export to Microsoft Excel for further analysis.
- **Message Permit Holders --** Search for permit holders based on various filters and email a message to that group (e.g., permit lot construction or an event).
- **Automated Functions --** Functions such as the automatic emailing of renewal letters, auto-renewable permit types, and changes to the waitlists can be automated to reduce burdensome management tasks for the City's staff.

METER RESERVATIONS (SPOTBLOCK™) SOLUTION

Passport's latest addition to long-term parking options is SpotBlock, Passport's digital meter bagging and curb/space reservation system. Accessible on any device, this system allows the City to create reservation types, manage meter/space inventory and issue temporary blocks/reservations for special events, construction projects, moving vehicles, etc. SpotBlock aids cities in enhancing the management of parking reservations, enhancing traffic flow, and generating revenue for the City, all contributing to a well-functioning urban environment.

SpotBlock also simplifies the task of tracking which spaces are reserved for specific dates. The system employs a first-come, first-served approach to ensure that spaces are not allocated to another party after they've been requested. Furthermore, the City has the capability to manage their inventory, ensuring that only the spaces they want to reserve are available for booking. Operators can easily upload all the spaces they wish to monitor within our system. Additionally, meters can be individually blocked off or disabled citywide for specific dates such as holidays, and temporarily taken offline for maintenance purposes. Please see *Figure 2* below for additional details.

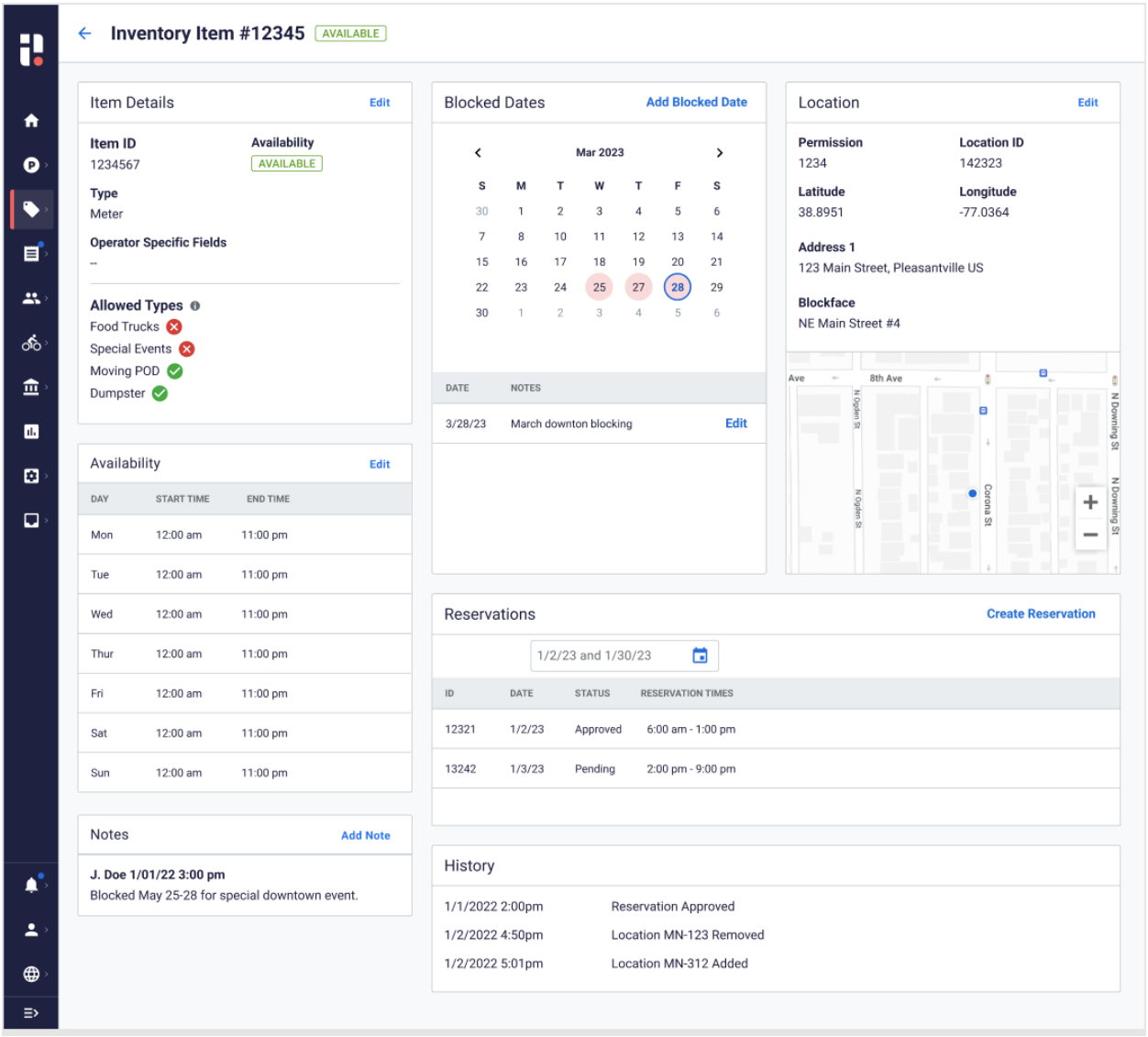


Figure 43: *SpotBlock's Dashboard within Passport's Portal*

CMRPAY SELF SERVE

FACILITATING SELF-SERVICE EFFICIENCY & CITY RESOURCE OPTIMIZATION

Customers will have the option to make reservations or purchase meter bags through multiple channels, including online (CMRPay) and in-person transactions. It can also be done by telephone via the City administrator creating the reservation in the back office. The City will offer support through an alternate back-office system, which mirrors the functionality of CMRPay. The overarching aim is to empower individuals to independently manage the meter bag reservation process, thus reducing the necessity for direct city involvement in the creation phase while the City's focus remains on efficiently overseeing the approval queue. This strategic approach is anticipated to yield significant

time and manpower savings for the city, courtesy of the convenience provided to customers in reserving meter bags online.

WORKQUEUE

Passport offers a daily report that displays all the spaces (meters) that need to be bagged each day, along with the customizable insert or signage needed for each space.

PAYMENT

The City can customize the specific document(s) required for reserving a parking spot. After inputting all required information, the customer will have the opportunity to review their application, accept terms and conditions, and proceed to the payment screen via Passport's portal. At this point, a customer can add the reservation to their cart and return to the home screen to purchase additional parking spots, or they can securely check out. The Customer Portal is PCI-DSS Level-1 certified, ensuring payments are processed with the utmost security.

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

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

CUSTOMER EXPERIENCE

To accommodate any established nomenclature, Spotblock can be white labeled to ensure adoption and eliminate potential confusion among residents as well. Creating a reservation is as simple as selecting the dates in which you want, what spaces you would like, and entering in payment information. Upon approval, the Applicant's card is charged and reservation is confirmed. Please see *Figure 3* below.

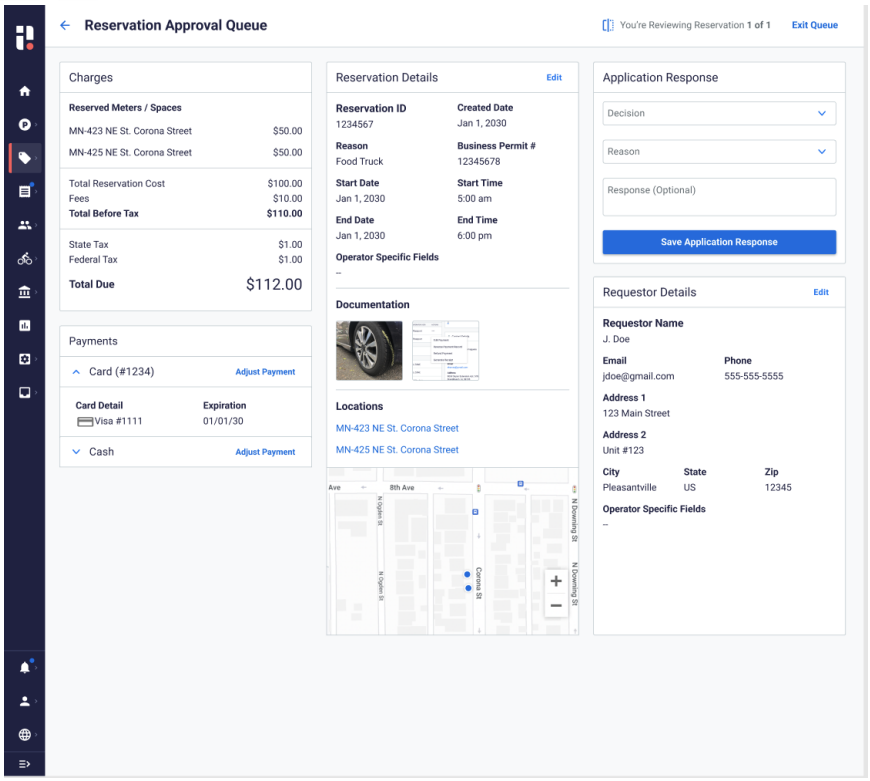


Figure 44: *Reservation Approval Queue Dashboard*

g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred)

LICENSE PLATE RECOGNITION (LPR) SOFTWARE

As a value added service to support the most efficient and streamlined enforcement, Passport's enforcement solution includes an integration with leading License Plate Recognition (LPR) technology. This technology provides the City with a highly effective way to obtain real-time verification of valid parking permits, confirm mobile and/or meter-based paid parking sessions, issue citations, identify scofflaws, and more. Seamlessly integrated with Passport's OpsMan Mobile handheld enforcement software and backend system, enforcing with LPR has never been easier. The system holds true to the highest industry standard read rate for mobile LPR at 98%, even in darkness and adverse weather conditions. Passport enforcement software is able to interface directly with LPR technology, including Genetec SharpZ3 LPR cameras, AutoVu Patroller, and Security Center software. This direct integration reduces system complexity, increases functionality, and improves officer usability, as it

allows officers to automate identifying non-compliant vehicles with LPR technology and easily enforce those same vehicles with Passport's integrated software.

To understand why LPR technology is so vital to a modern healthy parking ecosystem, it's important to first understand the technology itself. The core functionality is the system's ability to capture an image and translate characters from that image into readable information by the software system via Optical Character Recognition (OCR) technology. OCR analyzes the structure of an image captured by the system's cameras and is able to single out characters and then compare those characters to designated patterns (i.e. license plate templates). The system processes through an extensive number of probable matches and makes the final decision, populating the recognized text in the correct data fields on the enforcement software. Utilizing LPR technology creates an incredible opportunity for operational efficiencies within parking organizations, enabling a single officer to scan 4,000+ plates during a single eight hour shift. It is an absolute necessity for modern operations.

SYSTEM OVERVIEW

AutoVu™ automatic license plate recognition (ALPR) system automates license plate reading and identification, making it easier for law enforcement and for municipal and commercial organizations to locate vehicles of interest and enforce parking restrictions. Designed for both fixed and mobile installations, the AutoVu system offers features that heighten accuracy and increase operator efficiency. In addition, ALPR reads are augmented with context images, time stamps, and GPS coordinates and can include wheel images for strict, time-limited parking enforcement. By automating license plate reading and identification, the City can help its parking enforcement officers complete their patrols faster and enforce multiple parking rules simultaneously. The City can use the data captured by the ALPR system to define routes based on peak occupancy, target areas with low compliance, reduce ticketing disputes, and automatically identify scofflaws.

The following software makes up the license plate recognition platform:

- Security Center with AutoVu makes up the back office for processing all the data, hotlists, and reporting.
- Patroller is the software in the vehicle for mobile LPR with the City platform to allow for permit and time zone management.
- Pay by Plate software allows for the connectivity to pay stations and pay-by-cell providers in real time.
- PlateLink software allows for all mobile vehicles to communicate as one, regarding permits and time zones.

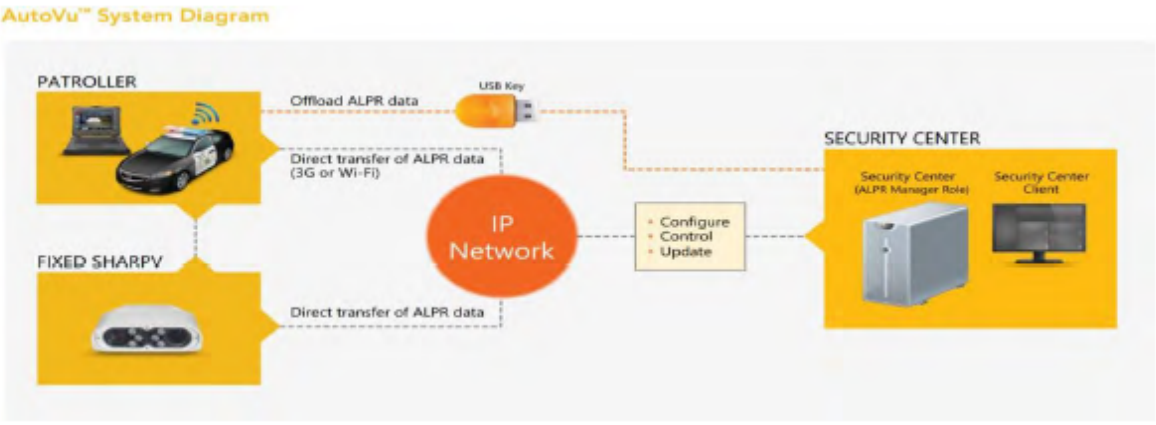


***Figure 45**: AutoVu System Diagram*

SYSTEM BENEFITS

AutoVu is a platform designed specifically for parking with complete integration in almost every third-party company within parking management. In a parking environment, it is critical to read every single plate with excellent accuracy to insure ROI. Per its prequalification test, Minuteman and Genetec scored a 97.18% accuracy on both on-street and off-street parking. This is a significant increase in enforcement efficiency and will improve real world revenues and compliance. The system can manage permit and time-limit enforcement simultaneously, auto-select lots or zones based on GPS, provide zone-based occupancy reports, third-party ticketing integration, pay-by-plate sync, use the license plate as a credential to schedule access rights, and improve parking revenue by +35%.

EXCLUSIVE SYSTEM FEATURES

AutoVu PlateLink is a product that is currently under patent law. Managing shared parking permits (where several vehicles share a single permit) can be a complex and time-consuming task. To identify a shared permit violation, a single parking enforcement vehicle would typically need to see both cars sharing a permit to detect that they were both in the lot at the same time. This can prove challenging, if not impossible, for large facilities that employ multiple enforcement vehicles. With AutoVu Plate Link, any patrol vehicle can detect violations using license plate data collected by other connected vehicles. This helps increase the rate of detection and simplifies the assignment of patrol routes.

AutoVu Plate Link provides similar benefits to officers enforcing time-limited parking bylaws. It allows two separate patrol vehicles to be assigned to a zone and work in unison, as if they were a single vehicle. Each license plate scanned by a vehicle is automatically transferred to the next vehicle that enters the zone. By working together, the first patrol vehicle captures the license plate information initially, and should a violation occur, it will be detected by the second patrol vehicle making a subsequent pass. The first patrol vehicle does not have to circle back after the time limit has elapsed. Using the same vehicle data eliminates the need to circle back to an assigned zone, and boosts capture rates. Another exclusive feature is the parking management dashboard which allows real-time data to be compressed from all mobile vehicles and garages into a simple visual layout.

The below layout easily notifies the end user of garage activity, occupancy, parking violations by certain criteria (by vehicle, garage, day, hour), and more.

***Figure 46**: LPR Dashboard*

Lastly, Security Center is a unified platform that blends IP video surveillance, access control, and license plate recognition systems within one intuitive solution. This allows the City to simplify operations, achieve greater situational awareness, and take advantage of a highly flexible platform that evolves alongside the organization. With the ability to unify third-party security and business systems with Security Center, the City can seamlessly control all operations while providing users with the power to rapidly respond to emerging situations. A unified system not only provides greater control but can also help avoid the pitfalls of traditional security systems, such as limited connectivity between various applications, compatibility issues, and complicated and costly maintenance.

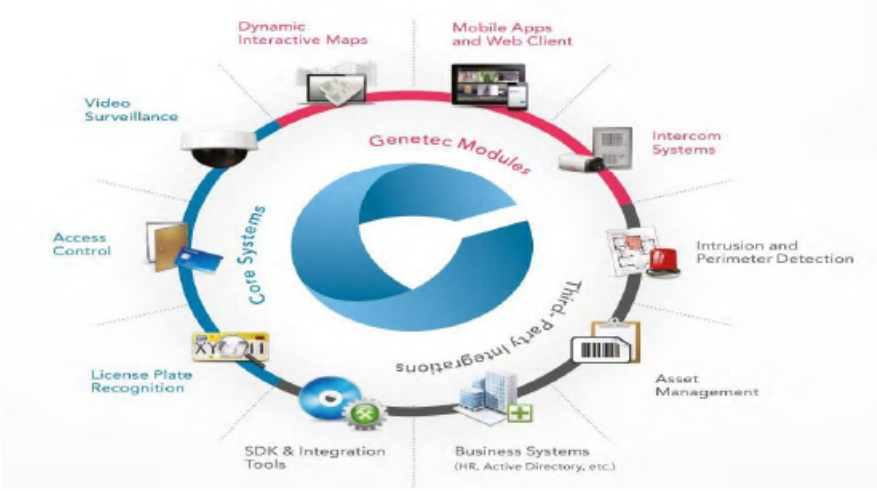


***Figure 47**: Security Center*

DIGITAL CHALKING

OpsMan Mobile also has an electronic chalking feature which makes it much easier for City officers to mark, track, and issue timed-parking violations than using traditional chalking methods. This feature allows officers to mark the vehicle LPN, location, stem valve position, and time limit. One of the key differentiators of Passport's system is that chalking session **marks are stored from each officer and are preserved and shared across shifts and devices,** meaning when any enforcement officer using OpsMan Mobile marks that vehicle again, the information from the previous chalk (location and the stem valve position) regardless of shift, is readily available. There are currently three modes of location marking to choose from, depending on City regulations (*see Image 48.1, below*).

- **Street Based --** Uses street and cross street of the vehicle's location to track the exact block.
- **Address Based --** Uses a combination of cardinal direction, a cross indicator, address number, and street name. Officers can drill down to the specific physical address to know exactly where the vehicle was parked.
- **Zone Based --** Passport can either designate new zones or use existing zones for ticket issuance specifically for chalking.

After the location is inputted, the officer will mark the location of the wheel's stem valve on an image within OpsMan Mobile (*see Image 48.2, below*). The process is optimized for efficiency to improve the City's parking management operations, even notifying the officer when to issue a ticket based on overstaying (*see Images 48.3 & 48.4, below*). In addition to system-wide access to chalking data, Passport has designed the user interface to allow officers to easily switch back and forth between chalking and issuance modules. Once an officer is prompted to issue a ticket due to previous chalking, the issuance screen will be pre-populated for an overstay violation, including specific data about that vehicle. Finally, each LPN is checked against an imported list of LPNs with outstanding tickets, scofflaw status, or other City-defined enforcement databases. The software aggregates this data in real time and does not require the officer to run separate checks to verify LPN status of

noncompliance. These automated checks and alerts allow for higher accuracy when ticketing and save considerable time.

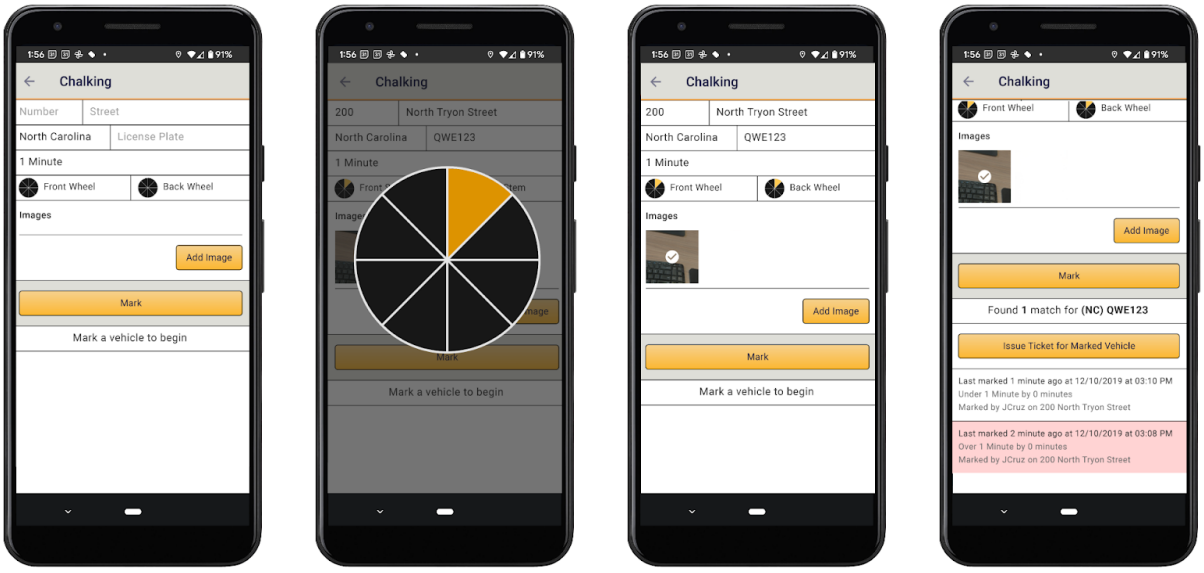


Image 48.1 *Image 48.2* *Image 48.3* *Image 48.4*

Figure 48: *OpsMan Mobile Images*

In summary, the process is simple:

- The license plate number, location, tire stem position, and time limit for parking is recorded and shared system-wide for all parking enforcement officers to access.
- As officers or LPR vehicles retrace their route, the vehicle information is recorded again.
- If the vehicle matches the configured business rules for overtime parking, the officer is alerted to issue a ticket and the chalking information will also be printed on the issued ticket, strengthening the City's argument on appeal.

NOTIFICATIONS

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

DMV INTEGRATION

In order to maximize revenue collection on outstanding tickets, there is no single part of the parking enforcement process that is as important as registered owner name retrievals. Passport's existing relationship with the **Florida Department of Highway Safety and Motor Vehicles (DHSMV)** cannot be overstated. This partnership is already established and will enable the City to begin collecting names and addresses immediately following launch. Establishing these integrations and relationships require a great deal of time and effort, and Passport will continue to provide its DHSMV integration to the City. Passport also maintains a direct integration with the **National Law**

Enforcement Telecommunications Service (NLETS), to obtain registered owner information from all out-of-state DMV agencies in the United States.

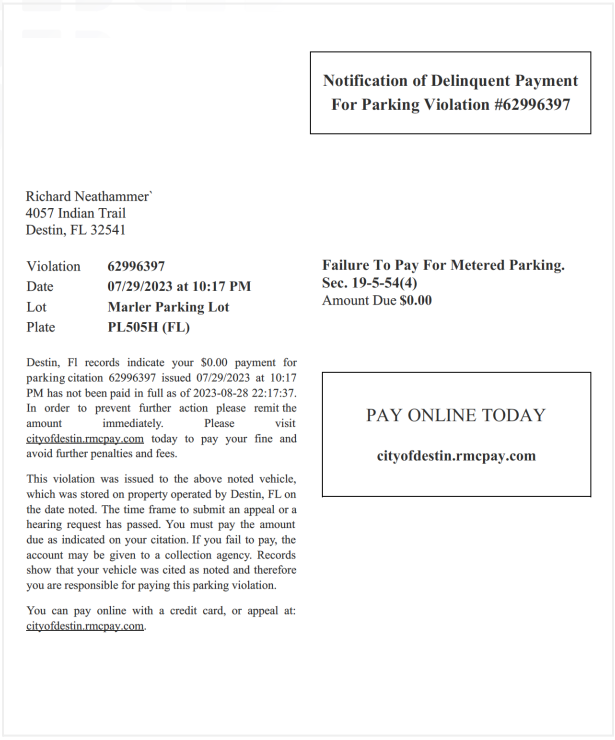
DELINQUENT NOTICING & CORRESPONDENCE

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

All outbound correspondence templates will continue to be sent to violators or applicable fleet companies on the City's defined schedule (one at 10 days and one at 30 days). This correspondence can include delinquent notices for outstanding violations, appeal decision letters, or any other required templates. Passport will align with the City to obtain written approval on outbound notices such as printing with the City's letterhead or including additional content applicable to state and/or federal laws. Passport thinks of this communication as having two distinct workflows:

1. **Violation Lifecycle Communication --** these are notices that should be automatically generated and mailed (e.g., one notice on day 10 and one notice on day 30).
2. **Specific Letters --** these are specific letters that staff can send in response to frequently asked questions or requests (e.g., appeal decisions, insufficient funds, incomplete checks, or payment plan letters).

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



Notification of Delinquent Payment For Parking Violation #62996397

Richard Neathammer`
4057 Indian Trail
Destin, FL 32541

Violation	**62996397**
Date	**07/29/2023 at 10:17 PM**
Lot	**Marler Parking Lot**
Plate	**PL505H (FL)**

Failure To Pay For Metered Parking.
Sec. 19-5-54(4)
Amount Due **$0.00**

Destin, Fl records indicate your $0.00 payment for parking citation 62996397 issued 07/29/2023 at 10:17 PM has not been paid in full as of 2023-08-28 22:17:37. In order to prevent further action please remit the amount immediately. Please visit cityofdestin.rmcpay.com today to pay your fine and avoid further penalties and fees.

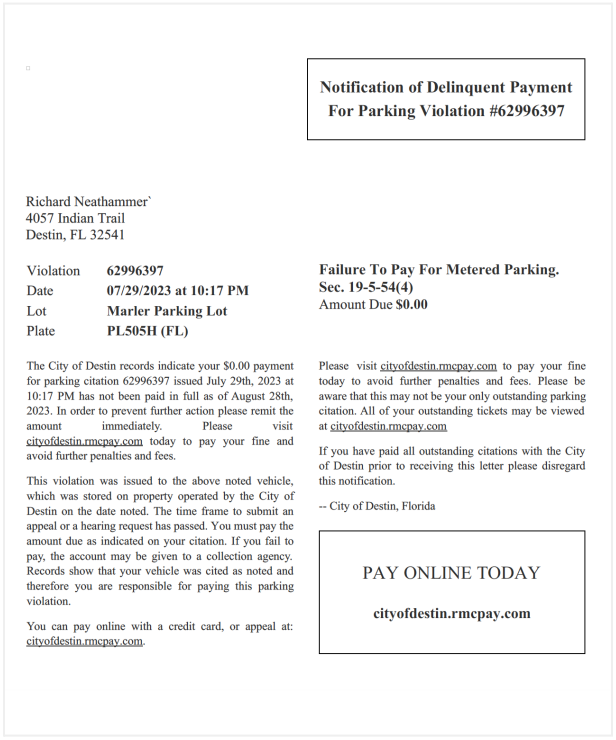
This violation was issued to the above noted vehicle, which was stored on property operated by Destin, FL on the date noted. The time frame to submit an appeal or a hearing request has passed. You must pay the amount due as indicated on your citation. If you fail to pay, the account may be given to a collection agency. Records show that your vehicle was cited as noted and therefore you are responsible for paying this parking violation.

You can pay online with a credit card, or appeal at: cityofdestin.rmcpay.com.

PAY ONLINE TODAY

cityofdestin.rmcpay.com

***Figure 49**: Destin Sample Delinquent Violation Notice at day 10*



Notification of Delinquent Payment For Parking Violation #62996397

Richard Neathammer`
4057 Indian Trail
Destin, FL 32541

Violation	**62996397**
Date	**07/29/2023 at 10:17 PM**
Lot	**Marler Parking Lot**
Plate	**PL505H (FL)**

Failure To Pay For Metered Parking.
Sec. 19-5-54(4)
Amount Due **$0.00**

The City of Destin records indicate your $0.00 payment for parking citation 62996397 issued July 29th, 2023 at 10:17 PM has not been paid in full as of August 28th, 2023. In order to prevent further action please remit the amount immediately. Please visit cityofdestin.rmcpay.com today to pay your fine and avoid further penalties and fees.

This violation was issued to the above noted vehicle, which was stored on property operated by the City of Destin on the date noted. The time frame to submit an appeal or a hearing request has passed. You must pay the amount due as indicated on your citation. If you fail to pay, the account may be given to a collection agency. Records show that your vehicle was cited as noted and therefore you are responsible for paying this parking violation.

You can pay online with a credit card, or appeal at: cityofdestin.rmcpay.com.

Please visit cityofdestin.rmcpay.com to pay your fine today to avoid further penalties and fees. Please be aware that this may not be your only outstanding parking citation. All of your outstanding tickets may be viewed at cityofdestin.rmcpay.com

If you have paid all outstanding citations with the City of Destin prior to receiving this letter please disregard this notification.

-- City of Destin, Florida

PAY ONLINE TODAY

cityofdestin.rmcpay.com

***Figure 50**: Destin Sample Delinquent Violation Notice at day 30*

CONNECTIVITY

EXPANSIVE INTEGRATIONS

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

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

Active Technology Integrations		
IPS	Genetec	Duncan/Civic Smart
Flowbird (Parkeon/CALE)	T2/Digital	POM
MacKay Meters	ParkMobile	Offstreet
NLETS	Barnacle	TLO

OPEN APIS

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

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

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

Below are one of Passport's primary API setups that the City's vendors could integrate with to connect to Passport's enforcement and violation management system, provided they can conform to Passport's industry standard authentication model.

IMMOBILIZATION API

After an LPN has received enough violations to warrant immobilization, this API provides a way to register an immobilization device (e.g., windshield clamp) that has been applied to a vehicle, which

would ultimately require all outstanding violations to be paid in order to remove it. This API provides a standard interface to return back the total outstanding violation fees associated with an immobilized vehicle. Passport currently uses this API to integrate with Barnacle, AutoReturn, and RISETEK — and the same API could be leveraged to support other smart boot immobilization technology the City is interested in using.

h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

CITY CUSTOMER SUPPORT

The City will continue to work hand in hand with Passport's Client Success Manager (CSM), Kelly Andrews for ongoing strategic and tactical support. Passport's Client Success department is dedicated to maintaining its many valued partnerships and ensuring client satisfaction with the City. Client Success sits at the apex of marketing, sales, professional services, training, and support, and Desint's CSM will continue to serve as the main point of contact for any feedback, questions, or concerns regarding Passport's product(s). Additionally, the City will continue to have access to our 'Help Hub' feature within Passport's portal for context-sensitive, guided walkthroughs and tutorials.

The City has also recently migrated to Passport's updated backend system, Passport's portal. While training resources were provided to the City during the migration, the Passport team is happy to conduct virtual training sessions with the City upon renewal to ensure the City feels comfortable utilizing the updated system.

TECHNICAL SERVICES AND TIERS

In conjunction with the Client Success team, the City will continue to work closely with Support Services who are responsible for all the City's technical support issues. The Support Services team will determine root-cause software flaws through case intake and research and developing technical solutions to improve product functionality for client operations.

END-USER CUSTOMER SUPPORT

Customers currently have several in-app resources to help resolve issues and address concerns in English and Spanish. From the "Support" page, customers can access an FAQ page where they can begin typing a question or key word which will provide relevant information regarding the app technology and its functionality. The Support page also includes a "Contact Us" feature that allows customers to submit a question or issue, automatically opening a ticket with the Passport Support team. All "Terms and Conditions" of using the application as well as the "Privacy Policy" are accessible from the Support page.

While Passport does not have a telephone hotline service, customers can contact Passport's Support team within the app directly via the following channels:

- **Phone --** 704-817-2500 / After Hours: (866) 815-3043

- **Ticket Submission --** support@.passportinc.com
- **Client Operations Portal --** A web-based tool designed to streamline operational requests

i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

While Passport does not offer real-time reporting, we do have the capability to identify unpaid parking sessions through our innovative product, Photo Enforcement. Further details are provided below.

PHOTO ENFORCEMENT INTRODUCTION

Recognizing the challenge of enforcing curbside and off-street parking rules with traditional measures, Passport's Photo Enforcement Solution emerges as a transformative solution to streamline parking enforcement operations, making the citation issuance and payment collections process more efficient, accurate, and accessible. Passport's Photo Enforcement solution enables municipalities and private operators to manage on-and off-street parking with camera-based technology by capturing violations in real-time and automating issuance of citations by direct mail or directed enforcement, saving time and increasing compliance while generating more revenue.

PRODUCT DESCRIPTION

By empowering the City to enforce parking rules separately from on-street enforcement, Passport's Photo Enforcement Solution enables enforcement personnel to manage and issue violations captured by fixed License Plate Recognition (LPR) cameras in a frictionless or gateless environment.

Passport's Photo Enforcement Solution seamlessly integrates with a diverse range of camera providers. These providers are enabled to transmit license plate data captured by their hardware, providing a continuous stream of real-time information to Passport where it is then compared to parking rights to discern whether a violation has occurred. Following this determination, violations are routed to the approval queue, a step akin to our established enforcement solution, where trained operators review and approve the violations in question, ensuring a precise and reliable enforcement process.

ADDRESSING THE CITY'S TOP CHALLENGES

SOLVING RESOURCE LIMITATIONS

Passport understands that cities, counties, and private operators often face resource constraints when it comes to enforcing curbside and off-street parking effectively. Passport's Photo Enforcement Solution automates a significant portion of these tasks, significantly reducing the need for manual intervention, allowing the City's team to focus on higher-impact activities.

PROVIDING COMPREHENSIVE OVERSIGHT

Many camera providers struggle to effectively manage traditional parking and enforcement, leading to a fragmented view of parking regulations, permits, and scofflaw statuses. Passport's solution provides a holistic solution that seamlessly manages both traditional and photo enforcement. Obtaining an all-encompassing system that delivers clarity and control makes the City's job easier and more efficient.

IMPLEMENTING A UNITED PLATFORM

In today's complex world of parking enforcement, cities are increasingly looking for a unified platform and back-office system that can handle both traditional enforcement and photo enforcement coherently. With Passport's Photo Enforcement Solution, the City can bid farewell to the complications that arise from multiple, disconnected systems. Our solution brings everything under one roof, streamlining the City's operations and reducing administrative burdens.

FROM THE CITY'S POINT OF VIEW

ENFORCEMENT PERSONNEL EXPERIENCE

The City would have two potential options to enforce those in violation, described in detail below.

Option 1 - Citation by OMM: Enforcement personnel will receive approved citation drafts in OpsMan Mobile (OMM), Passport's native Android monitoring and citation handheld issuance application that is connected to a bluetooth printer. OMM allows for easy printing and distribution, plus, enforcement personnel can quickly acknowledge whether an enforcement action has been completed which improves accuracy and transforms workflows into more efficient and effective processes. Passport is here to empower the City's enforcement personnel and simplify the City's enforcement responsibilities.

Option 2- Citation by mail route: Enforcement personnel at City will receive potential photo violations in Portal, Passport's web-based back office application for reporting and management of parking, permits, citations, and payments. Portal, allows for easy review and citation creation and automates the generation and tracking of violation notices, ensuring compliance with the City requirements and relevant laws. By verifying the accuracy of violations captured from LPR cameras through City's review prior to mailing citations, the City can increase collectable citations and simplify enforcement responsibilities.

BACK-OFFICE ADMINISTRATOR EXPERIENCE

Back-office administration is pivotal in the smooth operation of the City's enforcement efforts. Passport's Solution equips the City with powerful tools to review, approve, or acknowledge identified violations, within the approval queue, *as shown in Figure 1 and 2, below*. The City can also dive into

the City's decision history, *as shown in Figure 3*, and leverage valuable analytics to make data-driven decisions and monitor performance effectively. Passport is committed to helping administrators succeed in their vital role.

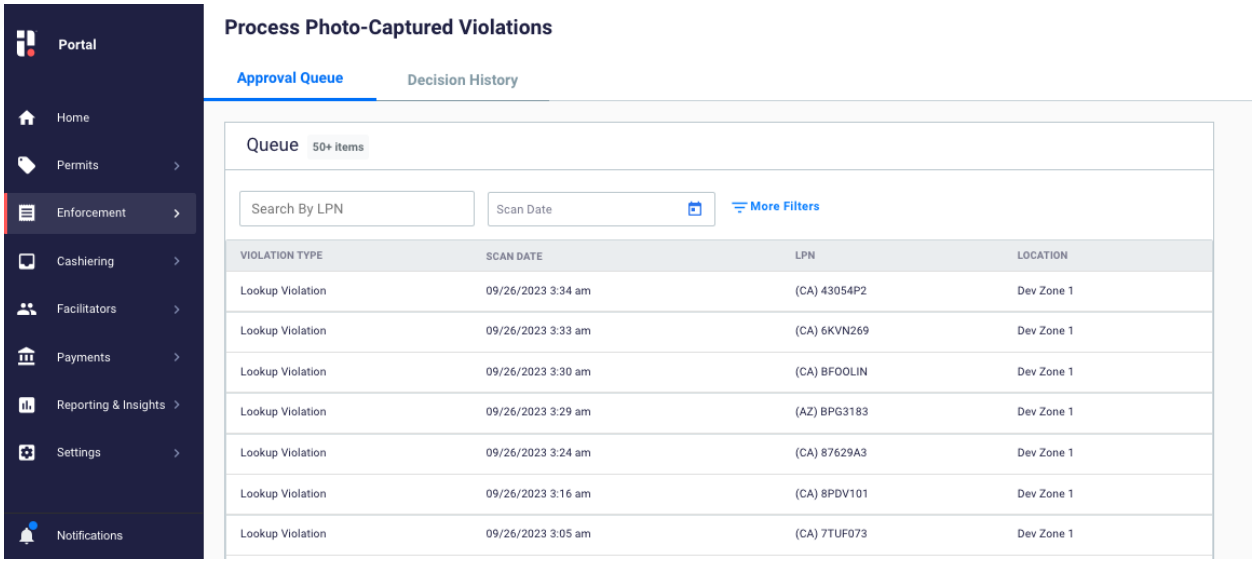


***Figure 51**: Approval Queue*

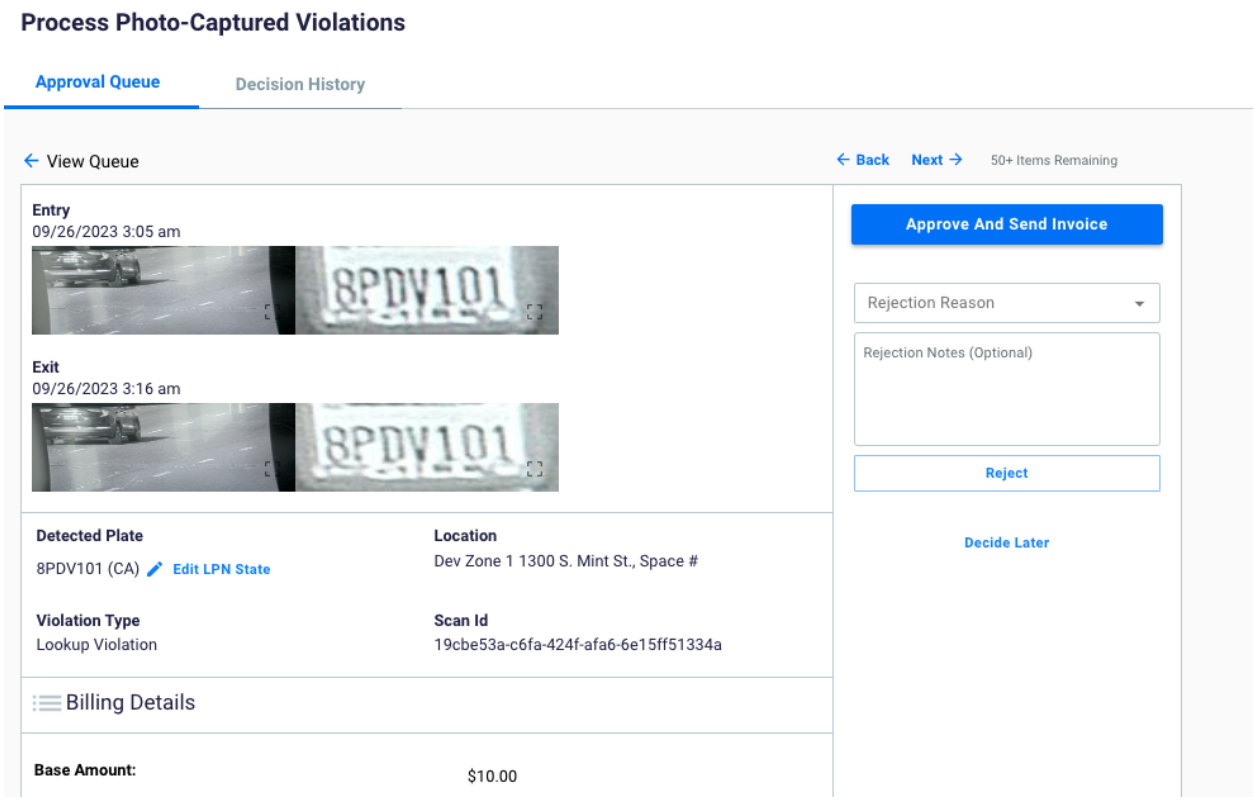


***Figure 52**: Example of photo-captured violation to process*

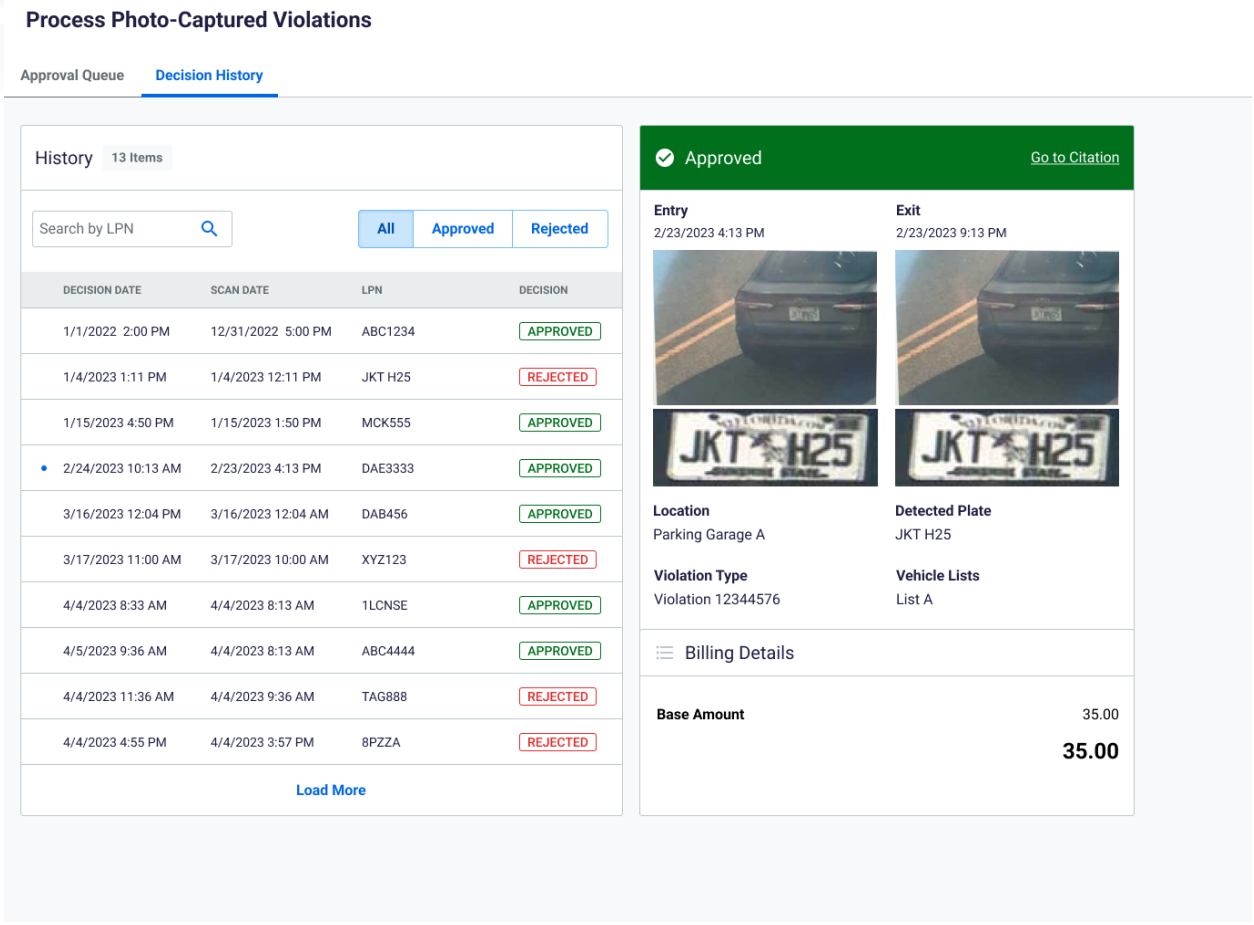


***Figure 53**: Decision History*

BENEFITS TO LOOK FORWARD TO

1. **Increased Parking Compliance** - Passport's real-time data transfer keeps the City updated on time limits, permit, or scofflaw violations, *as shown in Figure 54 below*, helping the City's enforcement team operate with precision and ensuring that parking compliance is maximized.

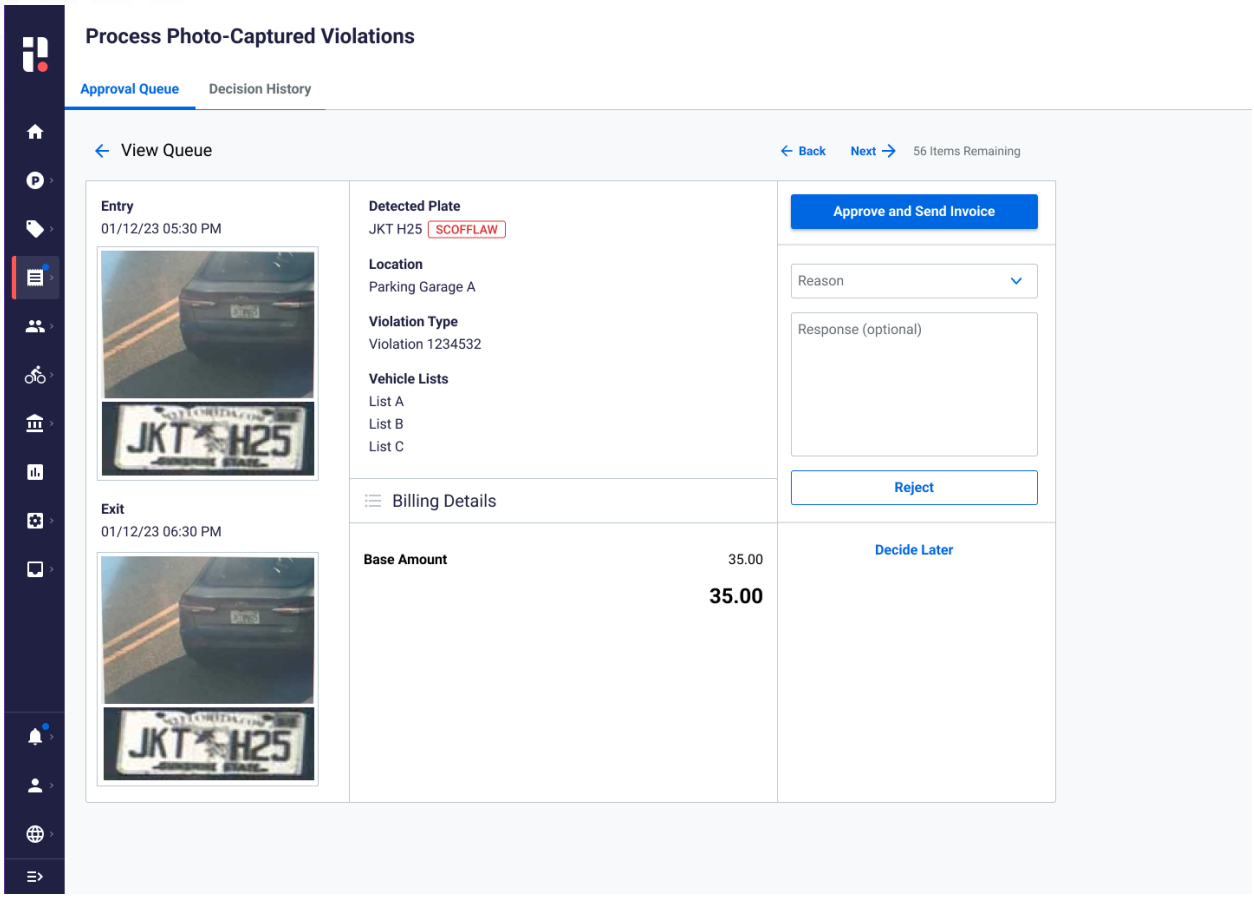


***Figure 54**: Example of a scofflaw violation within the Approval Queue*

2. **Increased Revenue Generation** - Passport's solution empowers the City to enforce frictionless environments efficiently, ensuring that citations reach violators through a direct mail system. This not only contributes to more closed-out citations, but also helps the City maintain a fair and effective enforcement process.
3. **Streamlined Operations** - Passport's solution simplifies the City's daily operations. Direct mail citations and custom reporting allows the City to operate more efficiently and effectively. The City can make more strategic decisions for operations, saving both time and resources.
4. **Enhanced Violator Experience** - Through Passport's solution, the City can provide a transparent and seamless violation lifecycle. The City can decrease the time between issuance and payment by allowing violators to quickly and securely pay their citations through the citation payment portal.

Passport's Photo Enforcement Solution is ready to transform parking management in the City. Resource constraints, fragmented oversight, and complex systems are issues of the past as the City

reaps the many benefits of a streamlined, efficient, and effective parking enforcement solution with Passport.

THREE (3) MUNICIPAL/AIRPORT/ETC. REFERENCES

Passport provides Mobile Payments for Parking Application services for the following clients:

CLIENT	CONTACT INFORMATION
City of Austin, TX	Name: Joseph Al-Hajeri Phone: (512) 974-6528 Email: joseph.al-hajeri@austintexas.gov Services Provided: Mobile Payments for Parking Application & Digital Parking Permits services
City of Key West, FL	Name: John Wilkins Phone: (305) 809-3855 Email: jwilkins@cityofkeywest-fl.gov Services Provided: Mobile Payments for Parking Application, Digital Enforcement, & Digital Parking Permits services
City of St. Augustine, FL	Name: Tara Bennie Phone: (904) 825-1090 Email: tbennie@citystaug.com Services Provided: Mobile Payments for Parking Application, Digital Enforcement, & Digital Parking Permits services

PROOF OF INSURANCE

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/29/2023

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

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

PRODUCER	CONTACT NAME: Lockton Affinity, LLC	
Lockton Affinity, LLC P. O. Box 879610 Kansas City, MO 64187-9610	PHONE (A/C, No, Ext): 800-301-8814	FAX (A/C, No): 913-652-7599
	E-MAIL ADDRESS:	

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Charter Oak Fire Ins	25615
INSURER B : Travelers Property Casualty Company	25674
INSURER C : Farmington Casualty Company	41483
INSURER D : Endurance American Specialty Ins Company	41718
INSURER E :	
INSURER F :	

INSURED
PASSPORT LABS, INC.
128 South Tryon Street, Suite 1000
Charlotte, NC 28202

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE / X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY / PRO-JECT / LOC OTHER:	X		ZLP-16P58303-23-I5	10/01/2023	10/01/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
B	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS / SCHEDULED AUTOS X HIRED AUTOS / X NON-OWNED AUTOS			BA-9W093706-23-I5-G	10/01/2023	10/01/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
B	X UMBRELLA LIAB / OCCUR EXCESS LIAB / X CLAIMS-MADE DED / X RETENTION $ 10,000			CUP-9W119880-23-I5	10/01/2023	10/01/2024	EACH OCCURRENCE AGGREGATE	$ 12,000,000 $ 12,000,000
C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y / N (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		UB-9W108460-23-I5-G	10/01/2023	10/01/2024	X PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
D	Technology E&O/Cyber Liability Claims Made			PRO30045864400 Retroactive Date:	10/01/2023 07/08/2015	10/01/2024	Each Claim Aggregate Retention	$5,000,000 $5,000,000 $100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
The City of Destin, Florida is included as additional insured where required by written contract with respect to general liability. Insurance coverage shall not be cancelled or amended without at least thirty days' notice to the City.

CERTIFICATE HOLDER

3001786
City of Destin, Florida
4200 Indian Bayou Trail
Destin, FL 32541

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2014 ACORD CORPORATION. All rights reserved.

PROOF OF LICENSING AND CERTIFICATIONS

2023 / 2024 OKALOOSA COUNTY LOCAL BUSINESS TAX RECEIPT

BEN ANDERSON
Okaloosa County Tax Collector

The issuance of this receipt does not ensure competency.

BUSINESS NAME: PASSPORT LABS, INC.

ACCOUNT NUMBER: 149322
EXPIRES: SEPTEMBER 30, 2024

RECEIPT NUMBER: 3600100773579
TYPE OF BUSINESS: Non-Regulated
BUSINESS ADDRESS: 128 S TRYON ST STE 1000
CHARLOTTE, NC 28202-0004

Paid
12/07/2023

TRANSFER:	0.00
ORIGINAL TAX:	35.00
EXEMPTION TYPE:	
EXEMPTION AMOUNT:	0.00
PENALTY:	0.00
COLLECTION COST:	0.00
TOTAL Paid	35.00

RENEW ANNUALLY AT
OkaloosaTax.com
E-check is ***FREE***

SCAN WITH PHONE TO RENEW

PASSPORT LABS, INC.
128 S TRYON ST STE 1000
CHARLOTTE, NC 28202-0004

THIS BECOMES A TAX RECEIPT WHEN VALIDATED BELOW

Paid 0-23059856 35.00 12/07/2023

TAX RECEIPT MUST BE DISPLAYED ON PREMISES

Law requires this receipt to be displayed conspicuously at the place of business in such a manner that it can be open to the view of the public and subject to inspection by all duly authorized officers of the County. Upon failure to do so, the business shall be subject to the payment of another tax for the same business, profession, or occupation.

IMPORTANT RECEIPT INFORMATION

Pursuant to State Law, all Business Tax Receipts shall be issued and validated by the Tax Collector beginning July 1st of each year and shall expire on September 30th of the succeeding year.

Receipts renewed beginning October 1st shall be delinquent and subject to a delinquency interest penalty of 10% for the month of October, plus an additional 5% penalty for each month of delinquency thereafter until paid. The total delinquency penalty shall not exceed 25% of the business tax of the delinquent account.

The Receipt is a business tax only. It does not permit the licensee to violate any existing regulatory or zoning laws of the state, county, or cities nor does it exempt the business from any other tax or permits that may be required by law. Business Tax receipt account holders must comply with state laws and local ordinances, to include zoning.

Business Tax Receipt holders should contact the Property Appraiser's Office for information regarding tangible personal property tax requirements.

Failure to pay a business tax within 150 days of the initial notice can result in a civic penalty of up to $250.

ANNUAL RENEWAL OPTIONS

ONLINE
OkaloosaTax.com
Echeck is ***FREE!***

MAIL	DROP BOX	PHONE
P.O. Box 1390 Niceville, FL 32588	Located at each office location	850.651.7300 *or* ***#TAX*** (#829) from Cell

IMPORTANT PAYMENT INFORMATION

Please make checks payable to **Ben Anderson Tax Collector**

When providing a check as payment, you authorize us to either [1]use information from your check to make a one time electronic fund transfer from your account or [2] process the payment as a check transaction.

FORMS OF PAYMENT ACCEPTED

Echeck	Check	Cash	Credit Card
it's ***FREE!***			*Convenience Fees apply.*

HOW TO CHANGE/UPDATE A RECEIPT

Changes to existing Business Tax Receipt accounts must be submitted online. To submit a change, search for your account at **okaloosa.county-taxes.com/public** and then select the *Request a change to your Business Tax Account* link.

HOW TO CLOSE AN ACCOUNT

Please complete and submit the online form at **Okaloosatax.com/CloseBusinessTaxAccount/** to request the closure of your Okaloosa Business Tax Receipt Account. The Tax Collector reserves the right to request additional information if needed.

QUESTIONS?

Visit **OkaloosaTax.com**
Call **#TAX** (#829) from your mobile device.

ADDENDUMS

ADDENDUM I - KEY INDIVIDUALS EXPERIENCE

Sam Warnecke, Director of Sales
Sam Warnecke is Passport's Director of Sales. Sam brings 12 years of business development, account management, and enterprise solutions scoping to the project. Since his graduation from the Leeds School of Business at the University of Colorado, Boulder, Sam's career has been focused in the enterprise software and IT services space, splitting time between Denver, CO and Charlotte, NC. Sam strives to build lasting partnerships with public and private parking & mobility operators through offering innovative technology and scalable solutions. Since at Passport, Sam has led sales and scoping efforts to deliver end-to-end parking payment and enforcement technology to clients like Greeley, Co; Lawrence, KS; Bend, OR; and Sound Transit.

Kelly Andrews, Client Success Manager
Kelly graduated from Appalachian State University with a Bachelor in Nutrition and joined Passport in 2018. She strives to strategically advise clients on how best to utilize Passport's products in a way that will promote growth within their operations. She also provides knowledge in Passport's parking, enforcement, and permit products and is the point of contact for any feedback, questions, or concerns regarding products and services, up until the end of the contract. While overseeing client accounts, she maintains regular communication to ensure clients are satisfied with Passport's solutions. Kelly also affords clients with strategic recommendations on system adjustments or add-ons for greater efficiency and higher revenue.

Justin Gregory, Manager of Support Services
Justin recently joined Passport as the Manager of Support Services with over 16 years of support experience under his belt. His previous support management roles, including those at Peak 10 and the Charlotte Bobcats, highlight his commitment to proper protocol for problem resolution, established channels of communication and escalation, and overall customer satisfaction. Justin honed his craft training at the New Horizons Computer Learning Center based out of Charlotte, NC and through extensive self-study.

ADDENDUM II - LITIGATION LIST

1. Anthony Lieu, a former employee, filed EEOC Charge No.: 430-2020-01255 in February, 2020, alleging discrimination under the ADA. The Company filed a position statement, and the matter was dismissed by the EEOC. Mr. Lieu did not file a lawsuit based on this charge.

2. The City of Berkeley sent a demand letter to the Company in August 2020 alleging certain deficiencies in the Company's system. The Company proposed a multi-pronged and comprehensive approach to address the City's concerns, the matter was resolved, and the City of Berkeley's client relationship with the Company continues.

3. Conduent State & Local Solutions, Inc. protested the City of Cincinnati's award of two contracts—to the Company and IPS Group, Inc., in August, 2020, and subsequently filed a lawsuit against the City in Hamilton County, Ohio. These 4 parties entered into a settlement agreement resolving the matter and the case was dismissed with prejudice in December, 2022.

4. The Company filed a lawsuit in Spokane County, WA (Case No. 2-22-01582-32) in May, 2022, seeking a TRO and then a permanent injunction preventing the City of Spokane from disclosing (in response to Honkmobile, Inc.'s public records request) certain proprietary information contained in a redacted RFP response that the Company submitted to the City. The court granted a permanent injunction.

5. Wilkinson v. Olympia Development of Michigan LLC et al (E.D. Mich. 2:22-cv-10714-LJM-JJCG). This claim was a putative class action filed by a plaintiff who parked in a privately owned parking lot and paid an individual who falsely claimed that he was authorized to allow parkers to park at the lot. Plaintiff then received a parking citation from the lot operator, which was issued using The Company's system. (Plaintiff's citation fee was quickly reversed and plaintiff was never sent a collection letter.) The plaintiff essentially claimed that the citation was deceptive and violated the Fair Debt Collection Practices Act. The Company believed that the claims raised in the complaint were unfounded and thus filed a Motion to Dismiss. On October 3, 2022, the court issued an opinion granting The Company's Motion to Dismiss.

6. On September 7, 2021, the Company entered into a Parking Ticket and Permit Processing System contract with the City of Somerville, Massachusetts (the "Somerville Agreement"). The incumbent provider, Conduent State & Local Solutions, Inc., sought and obtained a preliminary injunction in Massachusetts state court, preventing implementation of the Somerville Agreement until a trial on the merits. After the preliminary injunction was granted, the City of Somerville and the Company mutually agreed to terminate the Somerville Agreement, and stipulated to a dismissal of the lawsuit which included a permanent injunction of the Somerville Agreement.

7. In December 2021, Parking Worldwide, LLC ("***PWW***") filed a patent infringement claim relating to US Patent 10,438,421 B2 (E.D. Mo. Case No. 4:21-cv-01499) against the City of San Francisco and five other defendants, including the Company. The allegedly infringed patent describes a system for displaying (through a mobile application or web browser) the availability and status of parking spaces within a geographical area. In June 2022, the Court granted the Company's

motion to dismiss the suit without prejudice. PWW subsequently filed a new patent infringement suit in November 2022 (E.D. Mo. Case No. 4:22-cv-01252) that did not name the Company as a Defendant.

HotSpot

ARCADIS

Paid Parking Solution

RFP NO. 23-13-PW
Bid Opening Date: December 14th, 2023. 2:00 PM CST

Prepared For:

City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

Bidder Contact Information:
Gaurav Sharma
Sales Associate
gaurav.sharma@arcadis.com
1-506-292-2915

Table of Contents

Submittal Coversheet 3
Exhibit A – Bid Form 4
Exhibit B - Responsive Bidder Qualification Statement 4
Exhibit C - Completed Public Entity Crime Form 14
Exhibit D - Drug-Free Workplace Certification 17
Qualification and Experience Narrative 18
References 20
Proof of Insurance 22
Proof of Licensing and Certification 24
W9 Tax Form 25
Addendums 26
Executive Summary 27
Section 1: Project Approach/Proposed Timeline 30
1.1 Project Management 30
1.2 Project Approach and Design 32
1.3 System Design 38
1.4 Risk Mitigation 41
1.5 Training Plan 42
1.6 Customer Support 43
Section 2: Product Overview 46
2.1 Fast Tap Signs – QR Technology White Labelled 46
2.2 HotSpot Mobile Parking Application 48
2.3 HotSpot Digital Parking Permits 54
2.4 LPR Handheld Device and Ticket Printer (Citation Management) 59
2.5 Reporting Dashboard 64
2.6 Public Facing Real-Time Parking Maps (HotCurb) 67
2.7 Multi-Space Pay Stations 69
Section 3: Fee Proposal 73
Cost Solution 73
Price Quotes - Mandatory Services 74
Unique Financial Benefits of HotSpot Ownership 76
Conclusion 78
Appendix A – Project Team Resumes 79

Submittal Coversheet

HotSpot Parking Inc.
515 Beaverbrook Court
Fredericton, NB
E3B 1X6

December 7th, 2023

To
City Clerk
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541

Dear Mr. Rey Bailey,

REQUEST FOR PROPOSAL NO. 23-13-PW FOR PAID PARKING SOLUTION

Arcadis Professional Services (USA) Inc. (formerly known as IBI Group Professional Services (USA) Inc.) ("Arcadis") is pleased to submit our proposal in response to the City of Destin Request for Proposal (RFP) 23-13-PW - Paid Parking Solution, due date 14th of December 2023. Our submission fully encompasses all requirements from the RFP, as well as Addendum 1 dated November 17, 2023.

Arcadis, through our HotSpot Parking division, specializes in digital parking and mobility solutions. HotSpot Parking is a full transportation and mobility software that Arcadis offers whose success is reflected in the adoption of our platform. HotSpot Parking takes immense pride in onboarding and training our partners to meet customer expectations, exceed industry standards, and ensure accuracy and clarity in the system. HotSpot Parking's mission is to "Provide clients with an integrated mobility and transportation solution to optimize their customer experience and assets". We are confident that we are the right provider to help Destin meet its parking mandate and further improve its standing as an amazing place to live.

Arcadis certifies to the best of our knowledge that we have no real or perceived conflicts of interest in submitting this response. Arcadis attests that the preparation of this proposal is conducted fairly and without collusion or fraud.

Our designated contact is Gaurav Sharma and his contact details are:

Gaurav Sharma
Sales Associate

1-506-292-2915
gaurav.sharma@arcadis.com

Thank you for the opportunity to submit this proposal. Our team is ready to commence the project upon notice to proceed. We look forward to the opportunity of providing our services to the City of Destin.

Yours truly,

Phillip Curley
Head of HotSpot

Exhibit A – Bid Form

EXHIBIT A
CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: HotSpot Parking (a division of Arcadis Professional Services (USA) Inc)

Address: 515 Beaverbrook Court

City & State: Fredericton, New Brunswick Zip Code: E3B 1X6

Telephone: (506) 292-2915 Fax: ( )

E-mail: gaurav.sharma@arcadis.com

Number of Years in Business: 13 Contact Name Gaurav Sharma

PART II (complete as appropriate, include additional sheets as needed)

List the proposed unit prices for labor and materials below.

ITEM	**UNIT PRICE or %**
1. Fees	
1) Merchant Fee (flat)	
2) Merchant Fee Percentage	-
3) Transaction Fee	
4) Merchant Processing Fee	2.99%
5) Other Fees (List), list additional items on a separate sheet	
a. Online Citation Portal	$1.00 per ticket paid

Bidder Initial: PC

b. HotSpot Mobile Parking App Payments	$0.25 convenience fee, paid by user
c. City Branded Fast Tap Payments	$0.30 convenience fee, paid by user
2. HotSpot Mobile Parking Application	$0 Upfront to the City, convenience fee paid by user (mentioned in other fees)
3. HotSpot Digital Parking Permits	Digital Permit System: $15,000.00
4. Citation Processing Management System	Enforcement Enterprise $8,000.00 (Onboarding-One time) $15,000.00 (Annual Recurring Cost) Online Citation Platform $2,500.00 (One time) Unit Cost: $23,000.00 +$1.50 per DMV hit +Optional Mailing service $1.50 per letter, plus postage +Optional secondary collection services
5. City Branded Fast Tap Signs (40)	Capital: $125.00 per sign, convenience fee paid by user (mentioned in other fees)
6. LPR Handheld Device (6)	$300.00 per unit
7. Multi-Space Parking Meter Kiosk (Tango Machines) (4)	Capital: $7,187.50 per unit + Annual: $759.00
8. Zebra Q521 Bluetooth Printer (with Accessories) (6)	$1,500.00
9. Printer Paper (50 rolls)	$ 33.51

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

ITEM	PRICE
a.	
b.	
c.	
d.	
e.	

Bidder Initial: PC

3. Please list any additional items not previously addressed above: (use additional sheets as required)

_____	$ _____
_____	$ _____
_____	$ _____
_____	$ _____
_____	$ _____
_____	$ _____

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Bidder Initial: PC

Signature and Certification:

Name and Title of Authorized Representative: Phillip Curley
(Print or Type)

Signature:

Date of Bid: December 8th, 2023

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

Bidder Initial: PC

Exhibit B - Responsive Bidder Qualification Statement

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: Arcadis Professional Service (USA) Inc
Address: 7000 N. Federal Highway,
City, State, Zip: Boca Raton, FL 33487-2214
Telephone No.: 1-506-292-2915
Fax No.: _____

Check One
Corporation x
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.
   The correct name of the responsive bidder is:
   Arcadis Professional Service (USA) Inc
   The address of the principal place of business is:
   7000 N. Federal Highway, Boca Raton, FL 33487-2214
2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: March 27, 1979
   b. State of Incorporation: Florida
   c. President's name: VACANT
   d. Vice President's name: Jeff Koehn, Carl Frushour, Peter Pillman
   e. Secretary's name: Jeff Koehn
   f. Treasurer's name: Stephen Taylor
   g. Name and address of Resident Agent: CORPORATE CREATIONS NETWORK INC., 801 US HIGHWAY 1, NORTH PALM BEACH, FL 33408 US
3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:
   c. State whether general or limited partnership: _____
4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

Bidder Initial: RC 17

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.

N/A

6. How many years has your organization been in business under its present business name?

1 year

Under what other former names has your organization operated?

- CCL Consultants, Inc. – March 1979 to January 2005
- CCL/IBI Consultants, Inc. – January 2005 to March 2006
- IBI Group, Inc. – March 2006 to September 2011
- IBI Group (Florida) Inc. – September 2011 to December 2018
- IBI Group Professional Services (USA) Inc. – December 2018 to April 2023

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.

State registration has been attached to the proposal as requested. Document #614253.
Filed April 25 2023. 3130462434CC

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:

No

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)

- Rob Wood, Head of Operations and HotSpot's Project Manager has consistently proven his leadership, and attention to detail, in a positive impact for the company, through his logical thinking and process-driven methodology. Rob's role with HotSpot has continuously exceled through increasingly responsible positions holding the Lead Quality Assurance role with proficiency in Testing Life Cycle Activities. Experienced in Functional and Automation testing, he has maintained quality processes throughout the entire quality assurance team. Rob is an integral part of the HotSpot production teams, supporting Operations through each implementation.

- John Blackmore is detail oriented, and results driven. Born and raised in Fredericton, NB; he began his education at St. Thomas City in Political Science. During this time, he thrived in senior sales positions with a strong focus on customer service. He started at HotSpot as an Account Manager and was rapidly promoted to Business Analyst, Project Manager, Head of Operations and recently Head of Product, . John consistently excels at managing development cycles and implementation. John is a natural leader who is a valuable asset to the HotSpot Team.

- Max was born in Moncton, NB, where he developed the use of both French and English to high degrees of proficiency. He started his professional life as a welder, a career path he maintained until he obtained the welding Red Seal. His engineering curiosity soon got the best of him; he returned to further his education, receiving a degree in Chemical engineering with a diploma in technology management and entrepreneurship. His cultivated communication skills, both technical and non-technical, have been tested and proven to be a valuable resource.

10. State the name of the individual who will have personal supervision of the work:

Bidder Initial: PC 18

Rob Wood, Head of Operations

11. State the name and address of attorney, if any, for the business of the responsive bidder:
Homa Monajem, 7th Floor - 55 St. Clair Avenue West, Toronto, ON, M4V 2Y7, Canada

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:
Arcadis IBI Group (US) LLC – 82.5% Address: 501 Silverside Rd. #307, Wilmington, Delaware 19809
Arcadis, A California Partnership – 17.5% Address: 18401 Von Karman Ave., Suite 300, Irvine, California 92612

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:
ARCADIS PROFESSIONAL SERVICES (USA) INC. IS 100% OWNER OF RLC ARCHITECTS INC., which is an Architectural Corporation incorporated in Florida. ADDRESS: 7000 N. Federal Highway, Boca Raton, FL 33487-2214

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	10
b.	Non-Governmental Related Work	10
	Total Work (a +b):	20

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank	**Address**	**Telephone**
HSBC Bank USA, N. A	**452 Fifth Avenue, NY, NY,10018**	**716-841-0290**

Please see attached the bank letter for reference

16. What will be your turnaround time for written responses to City inquires?
HotSpot handles parker user and client support different. Parker support is handled through 24/7 phone availability and maximum 24 hour response time on emails. Client (Municipality) support is handled on a priority basis as follows: Priority (P1): Degradation making critical functionality inaccessible or unusable or a complete interruption causing a severe impact on services availability.

Bidder Initial: _____ 19

Response Target - 30 minutes (highest priority for resolution) Priority – (P2): Severe impact on a subset of functionality making it unusable or inaccessible to all or a subset of users. Response Target: 1 hour Priority – (P3): A non-critical function is unusable or degraded, but with no direct impact on services availability. A work around is available. Response Target: 4 hours Priority – (P4): No severe impact to services. Often limited to a specific individual with does not impact on services availability. Response Target - 8 hours HotSpot also provides hourly updates on P1 and P2 issues, and daily updates for P3 and for P4 issues until resolution.

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.

N/A

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.

Arcadis Professional Services (USA) Inc. is a member of one of the largest groups of design companies in the world; none of our current pending or threatened disputes are material to our business, nor would they impact our participation in this project. Arcadis has more than adequate insurance coverage to address these claims. Additionally, Arcadis NV, the ultimate parent company of the bidder, is a publicly traded company (AMS: ARCAD), that engages in regular financial reporting, which takes into account all liabilities. Arcadis NV's financial statements are publicly available **here**.

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.

N/A

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.

No

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

Bidder Initial: IC 20

(Signed) 5.Dec.23

(Title) Head of Hotspot

Subscribed and sworn to before me

This 5th day of December, 20 23

Notary Public (Signature)

My Commission Expires:

Homa Monajem, Notary Public, City of Toronto, limited to the attestation of instruments and the taking of affidavits, for IBI Group and its subsidiaries, associated companies and affiliates Expires October 10, 2025.

END OF SECTION

Bidder Initial: 21

HSBC

DATE: 07-06-2023

TO WHOM IT MAY CONCERN:

We confirm that ARCADIS PROFESSIONAL SERVICES INC maintains account(s) with HSBC Bank USA N.A.

Customer Account Information:

Customer Name: ARCADIS PROFESSIONAL SERVICES INC

Account Number: 751720828

Account Address: 1100 PARK CENTRAL BLVD SOUTH, STE 3500
POMPANO BEACH FL - 33064

The following are our standard settlement instructions for your reference:

Beneficiary Bank

HSBC Bank USA, N.A.

Beneficiary Bank Address

452 Fifth Avenue

New York, New York 10018

Payment Routing Details:

Fed ABA No.:	021001088
CHIPS ABA No.:	0108
SWIFT Code:	MRMDUS33
ACH Routing No.	022000020

Sincerely yours,

Ann DiLeo

Ann DiLeo
Director of Global Payments Solutions Client Service
HSBC Global Payments Solutions
2929 Walden Avenue; Depew NY 14043
Phone: 716.841.0290

HSBC WILL NOT BE LIABLE FOR ANY THIRD PARTY WITH WHOM THE CUSTOMER MIGHT SHARE THIS LETTER.

RESTRICTED

Exhibit C - Completed Public Entity Crime Form

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract RFP 23-13-PW – Paid Parking Solution

2. This sworn statement is submitted by Arcadis Professional Services(USA) Inc whose business address is 7000 N. Federal Highway, Boca Raton, FL 33487-2214

and (if applicable) Federal Employer Identification Number (FEIN) is 59-1922964 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

3. My name is Phillip Curley and my relationship to the entity named above is Head of HotSpot Parking

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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

Bidder Initial: PC PM 22

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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: Dec 5th 2023
(Signature)

STATE OF FLORIDA

Bidder Initial: _____ 23

COUNTY OF _____

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this 5th day of December, 2023, and is personally known to me, or has provided as identification.

Notary Public

My Commission expires:

Homa Monajem, Notary Public, City of Toronto, limited to the attestation of instruments and the taking of affidavits, for IBI Group and its subsidiaries, associated companies and affiliates Expires October 10, 2025.

Bidder Initial: 24

Exhibit D - Drug-Free Workplace Certification

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

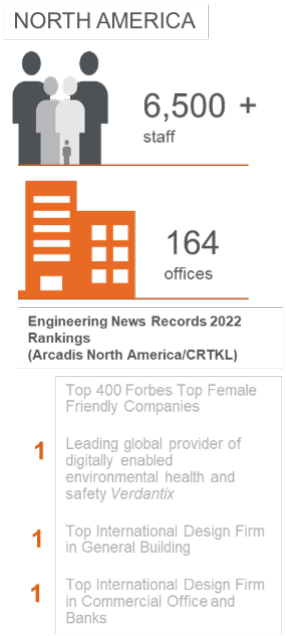
COMPANY: Arcadis Professional Services (USA) Inc
ADDRESS: 7000 N. Federal Highway
CITY: Boca Raton STATE: FL ZIP CODE: 33487-2214
TELEPHONE NUMBER: 1 506 897 1774
SIGNATURE: _____ DATE: December 7th, 2023
NAME (TYPED OR PRINTED): Phillip Curley
TITLE: Head of HotSpot Parking

Bidder Initial: PC 26

Qualification and Experience Narrative

HotSpot Parking, formed in 2013, has successfully developed and deployed a wide suite of parking software products, including, but not limited to, Digital Permits, Gated Entry Solutions, Enforcement and Citation Management, across North America. The focus is on providing high quality, easy to use software with a high level of customer service. This allows us to expand our suite of products within our existing partnerships and reach other stakeholders. HotSpot's senior management remains as the longest serving Executive Team across the industry, now reinforced by parent company Arcadis. Arcadis' collaborative and combined approach focuses not only on creating the best solutions today, but also investing in the right solutions for tomorrow.

HotSpot Parking continues to grow its team with diverse, educated, and experienced individuals that share a passion for achieving excellence. HotSpot Parking holds active memberships with various Parking Associations across North America and is partnered with the United Way in our in-app donation initiative. We value our status as a contributing member to our community supporting various local charities and events. That is why HotSpot has developed tools to help municipalities, private operators, educational institutions, and the businesses therein to better serve their community. Our workable approach to adapting to evolving needs proves invaluable to our partnerships, enhancing the user's experience and in turn the image of the provider. We look forward to providing you with the best pay-by-plate parking environment along with the level of service you deserve.



HotSpot Parking was first acquired by IBI Group. On September 27, 2022, IBI Group joined Arcadis, a leading global company providing consulting, design, engineering and management services in buildings, water, infrastructure, intelligence, energy transition, climate adaptation, and environment. The firm develops, designs, implements, maintains, and operates projects for private and public companies and government entities. With sustainability at the heart of everything we do, our focus is on maximizing our impact aimed at improving quality of life. The solutions we develop address important societal challenges around resilience, places, mobility, and intelligence. Leveraging data and technology, we have the capabilities and services to meet client demands driven by global trends such as urbanization, climate change, digitalization, evolving stakeholder expectations, and potential unforeseeable events.

Arcadis NV, the ultimate parent company, is also publicly traded (AMS: ARCAD). Together, with over 36,000 employees across 70 countries, our combined strength at Arcadis provides unprecedented opportunities to offer new client services, while defining the cities of tomorrow. With nine (9) offices in Florida, we are empowered to deliver innovative client services locally. Our professionals have a broad range of backgrounds and experience in urban design/planning, architecture, civil engineering, transportation engineering, traffic engineering, systems engineering, urban geography, real estate analysis, landscape architecture, communications engineering, software development, and many other areas of expertise.

HotSpot Parking, Arcadis' product designed to provide parking management solutions, is a part of the Intelligence Practice. Arcadis' Intelligence Practice has provided robust and proven field and back-office systems to our clients in Canada, the United States, Mexico, Europe, the Middle East, and Asia with active systems collecting over $1.3B annually in revenue. Our solution advancement over the years accounts for continual innovation in technology, security for efficiencies, and accessibility to open data leading to improved system operations and enhanced customer experience. HotSpot is considered one of Canada's leading mobile payment applications serving municipalities, with over 150+ clients in North America, and over 1 million app users.

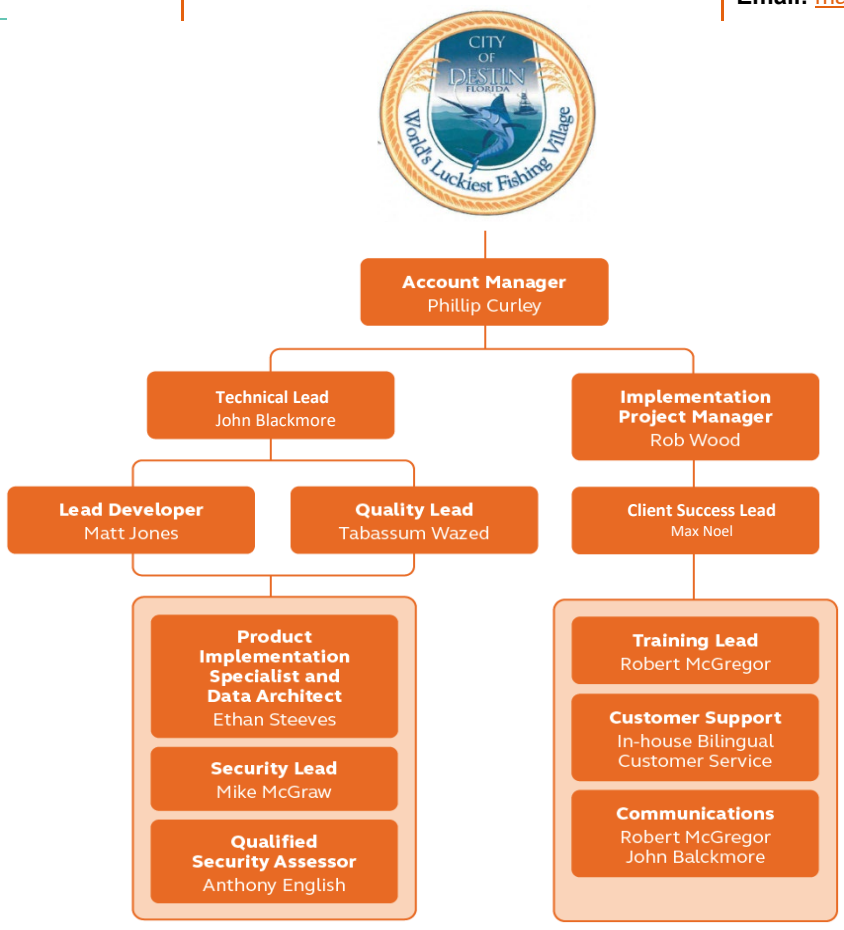
Project Team

The implementation of the project for the City of Destin will be overseen by Rob Wood, an accomplished individual with a track record of effectively overseeing many parking initiatives. With his expertise and the support of the dedicated HotSpot team and our partner's team, we are committed to delivering the project ahead of schedule. By making sure that Destin's parking modernization not only meets but beyond expectations in terms of functionality and performance, we work to go above and beyond what the project team was given. Rob will lead the project and ensure a smooth and effective implementation process, working with our dynamic product development and implementation teams. Resumes are attached in Appendix A.

Rob Wood – Project Manager
In his time with HotSpot, Rob has consistently proven his leadership, and attention to detail, in a positive impact for the company, through his logical thinking and process-driven methodology. Rob's role with HotSpot has continuously exceled through increasingly responsible positions holding the Lead Quality Assurance role with proficiency in Testing Life Cycle Activities. Experienced in Functional and Automation testing, he has maintained quality processes throughout the entire quality assurance team. Rob is an integral part of the HotSpot production teams, supporting Operations through each implementation.
Email: rob.wood@arcadis.com

John Blackmore - Head of Product
John Blackmore is detail oriented, and results driven. Born and raised in Fredericton, NB; he began his education at St. Thomas University in Political Science. During this time, he thrived in senior sales positions wit h a strong focus on customer service. He started at HotSpot as an Account Manager and was rapidly promoted to Business Analyst, Project Manager and recently Director of Operations. John consistently excels at managing development cycles and implementation. John is a natural leader who is a valuable asset to the HotSpot Team.
Email: john.blackmore@arcadis.com

Maxime Noël - Client Success Manager
Max was born in Moncton, where he developed the use of both French and English to high degrees of proficiency. He started his professional life as a welder, a career path he maintained until he obtained the welding Red Seal. His engineering curiosity soon got the best of him; he returned to further his education, receiving a degree in Chemical engineering with a diploma in technology management and entrepreneurship. His cultivated communication skills, both technical and non-technical, have been tested and proven to be a valuable resource.
Email: max.noel@arcadis.com



References

Reference 1: City of Sheboygan, WI

HotSpot works with the City of Sheboygan to introduce digital payment options across the community. Launched in 2022, HotSpot Parking provides Mobile Payments for Hourly Parking and Transit, plus Digital Parking Permits for monthly and corporate employee parkers. Digital Permits have helped increase administrative efficiency with a reduction of manual tasks, with convenient and accessible payment options for all users. Currently, Sheboygan is looking to expand the services to include enforcement and citation management as well as vehicle-based license plate recognition.

Contact Name: Derek Muench,
Title: Director of Transit & Parking
Email: derek.muench@shorelinemetro.com
Phone: (920) 459-3140

Reference 2: Municipality of Jasper, Alberta

When Jasper, Alberta, introduced paid parking in the summer of 2021, the small mountain town became a North American leader in low-cost, agile digital payment solutions. One of Canada's leading tourist destinations, the municipality knew that paid parking could be a significant new revenue source. But it did not want to invest hundreds of thousands of dollars in costly parking infrastructure, such as pay stations, which also require ongoing maintenance. The solution? A fully digital solution eliminating the need for pricey equipment investment. Working with HotSpot, a leading parking payments provider, on the technology and implementation, Jasper adopted a smartphone-first system for its bustling downtown, the first community in North America to cut out pay machines entirely.

Jasper launched the new digital parking program in Mid-July, and in the first two weeks since then, it has collected approximately 2,000 digital payments. Of those, 80% paid via QR code, the other 20% through the app. Less than 20 people came into the town office to pay with cash. Complaints have been minimal and parking revenues in just 2 1/2 months are approaching $100,000. Jasper's payment model with HotSpot is a simple commission of a percentage of revenues. For that, HotSpot handles all the customer service and any technical issues. This pilot project proved a no cost, low-barrier option for smaller communities that allows them to maximize parking profits while eliminating capital investment.

Contact Name: Natasha Malenchak
Title: Director of Finance & Administration
Email: NMalenchak@jasper-alberta.ca
Phone: 780 852 6511

Reference 3: Norfolk County, Ontario

HotSpot worked with Norfolk County, a sprawling municipality encompassing three key urban areas and two major tourist destinations. A short trip from Toronto, the population explodes in the summer with tourists looking for a beach to visit. Norfolk and HotSpot worked to introduce paid parking to their 500+ spaces using six machines and a combination of HotSpot's digital first options to facilitate payment. This resulted in a profitable installation returning six figure results from previously municipally funded operations. HotSpot also worked to provide residential permits to users and cottage owners to facilitate free parking for the existing tax base.

Contact Name: Teresa Olsen
Title: Municipal Clerk
Email: teresa.olsen@norfolkcounty.ca
Phone: (519) 426-5870 ext. 1228

Additional Project Experience

Arcadis has nine (9) offices in Florida and as such, our strong local teams work with experienced national experts, to develop innovative and sustainable outcomes that make best use of client funds. Our team in Florida specifically has worked with the Florida Department of Transportation (FDOT) to provide the following solutions:

- **FL511**: offers travel info statewide (website, mobile app, Text messages, and email alerts)
- **DIVAS (Data integration and Video Aggregation System)**: This includes -
  - Data Fusion System (DFS): pulls in all data from FDOT's ATMS (Advanced Traffic Management System) from across the state
  - VDS – Video Distribution System (VDS): pulls in available video from each District and then we provide it to third party end users, i.e. – FL511.
- Several other iVDS systems in D1, D3, D4, and D5
- Finalizing a Connected Vehicle project that will be integrated into the FL511 mobile app.

Proof of Insurance

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE(MM/DD/YYYY) 11/30/2023

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

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

Holder Identifier : F

PRODUCER
Aon Risk Services South, Inc.
Franklin TN Office
501 Corporate Centre Drive
Suite 300
Franklin TN 37067 USA

CONTACT NAME:
PHONE (A/C. No. Ext): (866) 283-7122
FAX (A/C. No.): 800-363-0105
E-MAIL ADDRESS:

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A:	Twin City Fire Insurance Company	29459
INSURER B:	Hartford Fire Insurance Co.	19682
INSURER C:	Hartford Casualty Insurance Co	29424
INSURER D:	Hartford Accident & Indemnity Company	22357
INSURER E:		
INSURER F:		

INSURED
HotSpot Parking Inc.
3411 Silverside Road
Tatnall Building #104
Wilmington DE 19810 USA

COVERAGES **CERTIFICATE NUMBER:** 570102865961 **REVISION NUMBER:**

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

Limits shown are as requested

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE / X OCCUR X Contractual Liability GEN'L AGGREGATE LIMIT APPLIES PER: POLICY / X PRO-JECT / X LOC OTHER:	Y		20ECSOL5318 SIR applies per policy terms & conditions	10/01/2023	10/01/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$1,000,000 $1,000,000 $10,000 $1,000,000 $2,000,000 $2,000,000
B	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY / HIRED AUTOS ONLY / SCHEDULED AUTOS / NON-OWNED AUTOS ONLY			20 UEN OL5319	10/01/2023	10/01/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$1,000,000
C	X UMBRELLA LIAB / X OCCUR EXCESS LIAB / CLAIMS-MADE DED / X RETENTION $10,000			20XHUOL5322	10/01/2023	10/01/2024	EACH OCCURRENCE AGGREGATE	$1,000,000 $1,000,000
D A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR / PARTNER / EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y/N: N / N/A If yes, describe under DESCRIPTION OF OPERATIONS below			20WNOL5323 AOS 20WPROL5321 MA, WI	10/01/2023 10/01/2023	10/01/2024 10/01/2024	X PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE-EA EMPLOYEE E.L. DISEASE-POLICY LIMIT	 $1,000,000 $1,000,000 $1,000,000

Certificate No : 570102865961

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
City of Destin is included as Additional Insured in accordance with the policy provisions of the General Liability policy.

CERTIFICATE HOLDER

City of Destin
4200 Indian Bayou Trail
Destin FL 32541 USA

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Aon Risk Services South, Inc.

©1988-2015 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

Policy Number: 20ECSOL5318

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NOTICE OF CANCELLATION TO CERTIFICATE HOLDER(S)

This policy is subject to the following additional Conditions:

A. If this policy is cancelled by the Company, other than for nonpayment of premium, notice of such cancellation will be provided at least thirty (30) days in advance of the cancellation effective date to the certificate holder(s) with mailing addresses on file with the agent of record or the Company.

B. If this policy is cancelled by the Company for nonpayment of premium, or by the insured, notice of such cancellation will be provided within (10) days of the cancellation effective date to the certificate holder(s) with mailing addresses on file with the agent of record or the Company.

If notice is mailed, proof of mailing to the last known mailing address of the certificate holder(s) on file with the agent of record or the Company will be sufficient proof of notice.

Any notification rights provided by this endorsement apply only to active certificate holder(s) who were issued a certificate of insurance applicable to this policy's term.

Failure to provide such notice to the certificate holder(s) will not amend or extend the date the cancellation becomes effective, nor will it negate cancellation of the policy. Failure to send notice shall impose no liability of any kind upon the Company or its agents or representatives.

© 2011, The Hartford

Proof of Licensing and Certification

2023 FLORIDA PROFIT CORPORATION ANNUAL REPORT

DOCUMENT# 614253

Entity Name: ARCADIS PROFESSIONAL SERVICES (USA) INC.

Current Principal Place of Business:

7000 NORTH FEDERAL HIGHWAY, 2ND FLOOR
BOCA RATON, FL 33487

Current Mailing Address:

7000 NORTH FEDERAL HIGHWAY, 2ND FLOOR
BOCA RATON, FL 33487 US

FEI Number: 59-1922964

FILED
Apr 25, 2023
Secretary of State
3130462434CC

Certificate of Status Desired: No

Name and Address of Current Registered Agent:

CORPORATE CREATIONS NETWORK INC.
801 US HIGHWAY 1
NORTH PALM BEACH, FL 33408 US

The above named entity submits this statement for the purpose of changing its registered office or registered agent, or both, in the State of Florida.

SIGNATURE:

Electronic Signature of Registered Agent — Date

Officer/Director Detail :

Title	PRESIDENT & DIRECTOR
Name	THOM , DAVID
Address	1285 W PENDER ST SUITE 700
City-State-Zip:	VANCOUVER BC V6E 4B1

Title	VP & DIRECTOR
Name	FRUSHOUR , CARL
Address	21 CUSTOM HOUSE STREET, 3RD FLOOR
City-State-Zip:	BOSTON MA 02110

Title	CHIEF FINANCIAL OFFICER & DIRECTOR
Name	TAYLOR, STEPHEN
Address	700-55 ST. CLAIR AVE. WEST
City-State-Zip:	TORONTO ON M4V 2Y7

Title	DIRECTOR
Name	LAVALLEE , PAUL
Address	801 SECOND AVENUE, SUITE 1000
City-State-Zip:	SEATTLE WA 98104-1573

Title	VP & DIRECTOR
Name	KOEHN , JEFF
Address	23 TRIANGLE PARK DRIVE
City-State-Zip:	CINCINNATI OH 45246

Title	CHIEF EXECUTIVE OFFICER & DIRECTOR
Name	STEWART , SCOTT
Address	700-55 ST. CLAIR AVE. WEST
City-State-Zip:	TORONTO ON M4V 2Y7

Title	VP & DIRECTOR
Name	PILLMAN , PETER
Address	10 EXCHANGE PLACE, SUITE 112
City-State-Zip:	SALT LAKE CITY UT 84111

Title	DIRECTOR
Name	BEAMISH , CHARLES
Address	700-55 ST. CLAIR AVE. WEST
City-State-Zip:	TORONTO ON M4V 2Y7

I hereby certify that the information indicated on this report or supplemental report is true and accurate and that my electronic signature shall have the same legal effect as if made under oath; that I am an officer or director of the corporation or the receiver or trustee empowered to execute this report as required by Chapter 607, Florida Statutes; and that my name appears above, or on an attachment with all other like empowered.

SIGNATURE: DAVID THOM — PRESIDENT, BY JULIE PHILLIPS, ATTORNEY-IN-FACT — 04/25/2023

Electronic Signature of Signing Officer/Director Detail — Date

W9 Tax Form

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ Go to *www.irs.gov/FormW9* for instructions and the latest information.

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

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Arcadis Professional Services (USA) Inc. (fka IBI Group Professional Services (USA) Inc.)

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

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

5 Address (number, street, and apt. or suite no.) See instructions.
7000 North Federal Highway, 2nd Floor

Requester's name and address (optional)

6 City, state, and ZIP code
Boca Raton, FL 33487-1644

7 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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

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

or

Employer identification number
5 9 - 1 9 2 2 9 6 4

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ 06.22.2023

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

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, *later.*

Cat. No. 10231X Form **W-9** (Rev. 10-2018)

Addendums

ADDENDUM #1

CITY OF DESTIN, FLORIDA
REQUEST FOR BID (RFB) NO. 23-13-PW
PAID PARKING SOLUTION

November 17, 2023

This addendum forms a part of the Contract Documents and modifies the original bid documents. Acknowledge receipt of this addendum in the space provided on the Bid Form. **Failure to do so may subject the Bidder to disqualification.** The following items shall become a part of the construction documents for the above referenced project.

Correction:

1. The last date for questions concerning this RFP is **December 7, 2023**, not December 14, 2023, as stated in the RFP.

The bid opening date remains as Thursday, December 14, 2023, at 2 pm.

END OF ADDENDUM #1

A copy of this Addendum #1 signed and acknowledged shall precede the mandatory information required in the subject RFB.

Receipt of Addendum #1 is hereby acknowledged:

Phillip Curley
Print Name

Signature

December 8th, 2023
Date

Executive Summary

Introduction

HotSpot Parking, a division of Arcadis (our parent company), provides industry-leading parking technology software specializing in digital parking payments and enforcement. HotSpot appreciates the City's need for a reliable single solution to help future-proof the paid parking infrastructure, expanding payment options, providing convenience and ease of access, improves customer experience as well as efficiency for enforcement and administrative activities. Hotspot Parking was founded with this goal, solving parking issues through technology that would meet the needs of our clients, and almost a decade later, HotSpot Parking has developed a full suite of mobility products in partnership with our clients. Providing one of the best transportation experiences as is justified through our constantly top 10 ranking in the Apple app store for navigational applications (in Canada), and over 4+ star ratings in the Google and Apple App stores, exceeding many other leading providers.

Project Understanding

Through review of the City's goals and objectives, HotSpot's experienced, digital-first, turnkey and comprehensive parking solution can effectively serve a seamless unified parking system, by:

- Aligning with Destin's goal to reduce congestion and enhance parking accessibility in the Harbor and Beach Parking Districts. Coupling Destin's parking policy with HotSpot's suite of easy-to-use payment options and proven digital-first payment approach, can help influence parkers behaviour, while the system analyses parking trends, and operations to help increase turnover rates, improving overall user experiences.
- HotSpot offers multiple payment methods, PCI compliant digital options, as well as in-person transactions to support diverse parkers from a high-tourism driven area, and equity for accessibility.
- Our user-friendly system and first-class customer support center streamlines routine transactions and appeals, reducing City administrator burden. HotSpot team makes sure that the user experience is flawless and provides assistance via phone calls, emails, and the in-app section with thorough walkthroughs.
- HotSpot offers an intuitive data management interface that minimizes manual data entry, streamlining administrative tasks, with robust reporting of revenues, transactions and parking data.
- HotSpot facilitates real-time parking permit management, accommodating district-based pricing, and allows for the reservation of parking spaces for events, enabling users to prepay for their parking needs, ensuring a smooth and convenient experience.
- HotSpot's single solution provides inclusive (LPR) technology for monitoring and enforcement of parking operations. Including digital chalking, and photo capture, with real-time citation uploads to the Enforcement platform and seamless integration with the DMV and to follow the ticket lifecycle, enhancing efficiency and accuracy in parking enforcement.
- HotSpot's digital-first approach provides flexible and agile operation and allows us to utilize our long list of existing integration partners, including multi-space pay stations, cameras, and sensors, such as Mackay Meters and Mistall, to provide the ability to offer real-time reporting of unpaid sessions for efficient, targeted enforcement and monitoring.
- A commitment that doesn't end with implementation, we provide ongoing support and updates to ensure your system stays current and effective. We, as an extension of your parking division, continue to invest in technical, customer, and account support to maintain high levels of customer service and satisfaction for the city's residents and other stakeholders.

Experience

HotSpot is experienced with adapting to the unique needs of our clients and providing feedback on the parking situations in multiple municipalities, providing a valuable, innovative service to the residents of each community, all while maintaining a 99.9% uptime. **HotSpot has proposed a hardware light, digital first**

approach to Destin's paid parking program, this approach has been proven by HotSpot over the last 5 years with such success stories as:

The small mountain Town wanted to remove the tax burden of road maintenance, repair and beautification from its small population of 5,000, that sees over 2.5 million visitors annually. Introducing a digital only approach to paid parking, the Town made over $100,000 in the first 1.5 months of operation, with $0 upfront capital investment. Now, 3 years later, the Town is set to gross over $1 million in new parking revenue.

The City introduced paid parking in a digital approach to reduce congestion in a highly desired waterfront lot, maximizing a free residential permit program for community buy-in, but paid seasonal permits for frequent visitors and hourly parking for ad hoc tourists. Payments incentivized traffic flow and made the City over $300,000 in revenue for the first season. In-person permit registrations and payments were accepted at local libraries and senior residents to support all demographics.

HotSpot was successfully awarded the contract to modernize the City's aging parking environment, in a digital-first approach. Single space meters were routinely breaking, and hardware maintenance costs were soaring. HotSpot, in consultation with the City, reduced on-street infrastructure by over 60%, saving the City a significant cost while enhancing the parker's payment experience. The City implemented HotSpot's full solution for convenience of payment methods, wayfinding, automated enforcement through vehicle LPR and citation management. HotSpot, as prime contractor, managed the project, working with subconsultants, namely, MacKay Meters, CurbIQ and Parking Logix.

HotSpot's wide range of services, and qualified parking professionals, provide a single solution to transition the city's parking permit operations, which include the recommended goods & services listed below:

- **Digital Parking Permit System:** City-branded permit portal to facilitate a wide variety of permit types, with robust configurability. Online applications, auto-renewals, waitlists, multiple payment methods, and SSO integrations for streamlined administration and user experience.
- **Digital Payment Options:** City-branded, QR Code Signs that require no app download, A leading Mobile Application with membership and validation options, a reservation portal and In-Person registration options for equity. Flexible for dynamic-based pricing.
- **LPR Enforcement:** Hand-Held LPRs to enforce all permits, on-street and off-street parking, with digital chalking, ticket printing and tightly integrated to the Citation Management platform.
- **Multi-Space Parking Meters:** HotSpot's methodology is a digital-first approach to increase mobile pay adoption, supplemented by our experienced, integrated pay station partner, MacKay Meters.
- **Citation Management:** HotSpot's enforcement enterprise solution receives digitally issued tickets in real-time, facilitating revenue collection, citation escalation, notice generation, and department of motor vehicles (DMV) registered owner look-up, with optional collection services.
- **Real-Time Parking Maps:** Interactive, live occupancy maps visualized In-App, powered by our sister company, CurbIQ to improve wayfinding, traffic congestion and provide the City a broader understanding of curb uses
- **Ongoing Support:** Bilingual end-user customer support, software development resources, and experienced dedicated account management to continue meeting industry standards and the City's evolving needs.
- **Cameras (Optional):** HotSpot Parking has existing integrations with companies to provide parking stall or camera-based sensor services, such as Eleven-X, and Mistall. HotSpot is experienced in partnering with these companies to deliver a full solution to our clients, by displaying real-time

availability through our Real-Time Parking Maps, lot availability from within the parking application, or through digital signage. Expansion is possible, further scoping is required.

HotSpot remains competitive through our modern technology offering, client-centric customer support, and competitive price structure that appeals to citizens and tourists alike. HotSpot designs and delivers an optimal transportation system with continued support and management. We are dedicated to providing a single source of truth, maintaining a consistent view of operations as technology advances, allowing cities automation, and residents, convenience and ease of access.

Section 1: Project Approach/Proposed Timeline

1.1 Project Management

HotSpot Parking has assembled a team of skilled professionals with extensive expertise to effectively implement and provide ongoing support for Destin's Parking Management System. This seamless and comprehensive solution is built on HotSpot's proven experience of offering centralized parking solutions to various municipalities in order to reduce their administrative workload and optimize their operations, which has led to our consistently successful track record. Through the utilization of this basis, HotSpot Parking guarantees a strong and dependable platform for a comprehensive and unified experience to its stakeholders.

Communication Focus

HotSpot maintains consistent communication with all clients before, during and after the solution implementation, the City of Destin will be no different. When introducing a new solution and going through a transition process, communication is key. The success of integrating the solution into the workflow is entirely dependent on the City of Destin's use and engagement with the HotSpot solution. HotSpot has tried and true communications and overviews of the solution for key stakeholders in the process including:

- **Internal stakeholders:** Administration, front line staff and enforcement individuals
- **External stakeholders:** Media, board of directors, executive management.
- **Commuter stakeholders:** Pass holders, family members/ friends assisting passholder with technology.

Team Onboarding + Ramp up

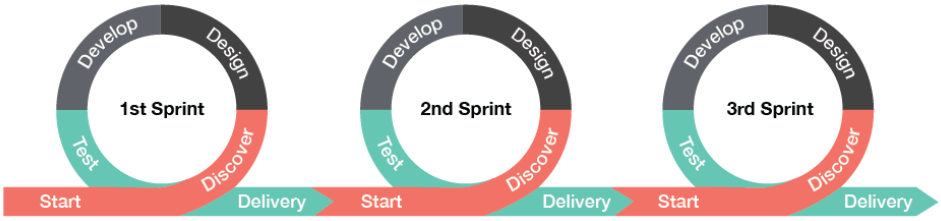
HotSpot is experienced with ramping up key members of the Destin team through our standard process, which has been successful in implementing over 100 parking projects across the North America. HotSpot will begin the implementation process and rely on our existing onboarding resources which include.

- Frequently Asked Questions
  - Internal
  - External
- Press release and public communications- optional and may be modified at client's discretion.
- Consistent customer support via email and phone from the Project lead.
- Routine check-in calls with designated Account Manager, HotSpot proposes weekly or bi-weekly to assist in operations and evaluate the processes.
- FAQ and knowledge database, HotSpot provides a data portal with videos for further education.

Agile Delivery Approach

HotSpot uses **Agile Methodology** as its approach to project management and software development to help provide continuous value to clients faster, with fewer worries. HotSpot's Project Management team works on delivering tasks in small but consumable increments. Requirements, plans, and results are evaluated frequently so teams have a natural mechanism for responding to change quickly. Benefits of HotSpot Parking's Agile approach include:

- Customers being more satisfied due to more responsive development requests.
- High value features are developed and delivered more quickly with shorter cycles and better awareness of project state and status.



Agile Methodology for Software Development & Project Management

Approval Process

Once the initial kick-off call has been conducted, the HotSpot Account Manager will deliver a Project Delivery Plan (PDP) to the client. This plan outlines the specific products and services to be provided, as well as the respective responsibilities of the project team in both HotSpot and from the client's end. The PDP is then shared with the client, who is expected to review and sign-off on the document. This process provides HotSpot and the city with documented timelines, granular functionality of the system, and expectations leading to a successful launch. The Project Delivery Plan includes:

- Project scope of work
- Product Descriptions
- Required integrations and 3rd party contacts (if needed)
- Software & Hardware Deliverables
- Onboarding breakdown, costs, permit types, merchant fees, etc. (Supplementary documentation to gather this information is also provided)
- Task Table for both the Contractor and Client
- Timeline on Tasks, and towards Launch Date

It is important to note that HotSpot's team relies on the city's promptness in providing approvals to maintain the project's timeline and progress through each workflow stage. Timely feedback and approval from the city are crucial for the smooth execution of tasks and adherence to project timelines. By working collaboratively and promptly, both HotSpot and the client can ensure the successful implementation of the system.

Project Management Roles and Responsibilities

PROJECT MANAGEMENT: Lead Project Manager, Rob Wood

- Assist in technical integration
- Overall management of HotSpot's Project Team, scope, schedule, costs and deliverables
- Overall project progress and status reporting
- Overall project planning
- Meeting with City's Project Team as required
- Overall product delivery risk and issue management

DEVELOPMENT AND DATA SECURITY: Quality Assurance Manager, Tabassum Wazed

- Responsible for the quality of the technical deliverables
- Responsible to ensure Security Matrix are consistently reviewed and adhered to, to abide to all Data Security Standards
- Responsible for leading a team and alignment of the technical direction
- Provide a strong technical direction that involves establishing a technical vision, resolving technical disagreements and managing the technical quality of team deliverables
- Oversee a team of personnel focused on technical issues, including software development, product releases, and engineering tasks
- Perform design work sessions and produce design deliverables
- Evaluate team's work processes and best practices and implement changes to streamline operations
- Design monitoring and performance measurement processes
- Provide technical input on statements of work to help ensure appropriate level of effort
- Provide training, technical consulting and mentoring to City staff to ensure efficient use of the proposed product capabilities
- Management and employment of quality assurance /testing processes throughout implementation
- Plan, conduct, monitor and record testing to ensure the solution is defect-free
- Primary liaison with City during all testing phases identified
- Manage all aspects of UAT by creating test plans, test cases and coordinating testing activities with direction from the Business
- Management of Issues and defects found during City's test phases

- Prepare reports to communicate outcomes of quality activities

ACCOUNT MANAGEMENT/ONGOING SUPPORT: Client Success Lead, Robert McGregor

- Work with Project Manager to train all levels of City's administrative roles, as required
- Assist support team in management of user troubleshooting
- Assist Quality Assurance and Development team in monitoring and adjusting system preferences and nuances that occur
- Assist in ongoing support and training for newly hired City employees and overall system performance as relates to City's needs

CHANGE REQUESTS: Client Success Manager, Max Noel. With support from Robert McGregor

- Assist in City requested zone and spot changes
- Assist in training staff on updates to system and rate changes
- Assist with Quality Assurance and Development to ensure changes are tested in the back-end

END USER CUSTOMER SUPPORT: 24/7 365 Customer Support Team

- Assist users in resolution of issues
- Assist users in creation of accounts

MARKETING CAMPAIGNS: Client Success Lead, Robert McGregor & Lead Project Manager, Rob Wood

- Assist the City with set up of special event parking rates and codes
- Assist with marketing of the launch of the HotSpot mobile payment parking system
- Provide marketing materials, and sign design to facilitate marketing campaigns and promotion

1.2 Project Approach and Design

Project Understanding and Implementation

HotSpot's wide range of services and qualified team are experienced in the successful implementation, launch and adoption of digital paid parking programs across North America. HotSpot provides continuous improvement through automation, offers enhanced service considerations and has a proven track record of success specifically in this category. Here is why HotSpot is qualified to service the city with the functionality required:

Digital-First Approach: HotSpot's solution champions a proven digital-first approach, catering to diverse parking needs and demographics for the City of Destin. Our solutions align with the city's goal to minimize pay stations and reduce reliance on physical cash, with multiple case studies to share on these successful iplementations. Our innovative team, a part of one of the largest global engineering firms, the Arcadis, has developed a sustainable and scalable digital solution. The industry as a whole is migrating out of hardware solutions, and HotSpot recommends software that can work in tandem with and even replace existing hardware with inclusive LPR technology. The digital-first approach lowers the costs of parking infrastructure and parking revenue collection. It also reduces the carbon footprint of manufacturing and the increased power resources required to install and maintain traditional hardware. Our comprehensive services encompass hourly parking, digital permits, Fast Tap Signs with QR technology, and seamless integration, providing a cost-effective solution for introducing or expanding parking infrastructure.

Operational Convenience: HotSpot Parking, through its turnkey and digital solutions, is well-positioned to offer an integrated parking management system that aligns seamlessly with the City of Destin's vision. With a focus on reducing congestion and enhancing parking availability in the vibrant Harbor and Beach Parking Districts. HotSpot's comprehensive solution encompasses phone/app-based payments, robust revenue and data management, real-time parking availability

information, intuitive customer service tools, and efficient enforcement and collections support, aims to enhance operational flexibility by offering an intuitive permit portal for parkers. HotSpot's solution is tailored to meet the City's objectives of influencing user parking preferences, increasing turnover rates, and improving overall user experiences in these dynamic waterfront districts.

Experience: HotSpot Parking's permit solutions are deployed in Municipalities across North America. Our partners and users trust HotSpot to launch a fully developed, tested, quality product and maintain that software standard, as is proven by our partner municipalities' endorsement of expanding their services to include other product lines. HotSpot takes privacy and security at an utter solemnly and is engaged in its management through a variety of methods, having recently achieved ISO27001 certification, above industry standards. HotSpot's experienced implementation team is further supported by leading industry experts from our parent company, Arcadis, specializing in parking and transportation studies. Through a continuous partnership coupled with our knowledge of the parking industry and integration capacity, HotSpot is confident that we can aid the City of Destin in accomplishing its parking goals and meet all the requirements outlined.

Scope of Work

The following table addresses the requirements outlined in RFP 23-13, Section 4.0, Page 7.

Requirement	HotSpot Parking Response
a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.	Yes. HotSpot provides multiple payment options for the users such as credit card, debit visa, Amex, Apple Pay, and Google Pay allowing customers to upload funds to their virtual HotSpot wallet and make the payment for the parking sessions. All the payment and transaction through HotSpot app are highly secured and as per the PCI standards and guidelines.
b. Provides a customer-friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.	HotSpot's user-friendly system eliminates the need for in-person visits to City offices or staff phone calls, streamlining routine transactions and appeals. The HotSpot team ensures a flawless user experience by offering assistance through phone calls, emails, and in-app customer service, enhancing the overall experience for the city parking department.
c. Offers an easy-to-use data management interface that minimizes manual data entry.	HotSpot strives to streamline and automate processes, minimizing redundancy for the city's administrative department. Each purchase made through our mobile and web applications is systematically recorded in the backend, providing tangible and easily retrievable instances for the admin. This approach significantly reduces the data entry workload, ensuring efficiency and accuracy in managing transactions.
d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.	The HotSpot System features robust reporting capabilities for the City's administrative team. These reports can be sent on a regular basis or accessed on-demand through the admin dashboard, providing comprehensive revenue breakdowns and detailed multivariate analysis on permit purchase and enforcement trends. This insightful data contributes to informed decision-making and efficient oversight of parking statistics, including permits sold, cancellations, and financial standings for a specified period.
e. Allows for reservation of spaces for events, including the ability to prepay for parking.	Yes. HotSpot offers a parking reservation portal that allows users to pay for parking in advance. The user selects the dates that they wish to reserve a parking spot for, and the amount owed is displayed. Users then enter their license plate, credit card information and email (for receipt) – no account registration required! The reserved parking session is logged in the parking management system until it becomes active, and for the duration. The reservation portal can be integrated with wayfinding maps, and/or can be embedded separately on a website. Reservations work just like permits and can be assigned for certain times, locations and have max reservation limits.
f. Facilitates real-time parking permit management that offers easy access to	HotSpot offers a robust Digital Parking Permit system that is license plate based and integrated directly with the HotSpot enforcement service as

customer and vehicle information. The solution must accommodate district-based permit pricing.	well as our various enforcement partners. Purchasing a permit through the HotSpot app or dashboard allows HotSpot to facilitate the transaction and in real-time provide a permit tied to the user's license plate without the need for hang tags. Users can manage multiple vehicles easily through a single or multiple permits, but restrictions on this can be put in place by the city's parking administration, including accommodating district-based permit pricing. HotSpot accommodates various permit types such as daily, weekly, monthly, annually, or any other combination required. Additional Information has been provided on Page 54 – 58.
g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).	Yes. Enforcement of the HotSpot system is 100% license plate-based. HotSpot provides inclusive proprietary License Plate Recognition (LPR) software with all paid parking programs or can integrate with existing enforcement technologies. HotSpot's LPR technology allows officers to scan a plate, view from a list of paid plates (sorted alphabetically) or type a plate to auto-populate and filter paid plates in the database. When the LPR technology scans a plate, it relays an audible" ping" and displays an alert if no payment method through HotSpot has been found using a red/green methodology. Digital Chalking: HotSpot's LPR technology uses digital chalking to make the enforcement process easier and faster. By entering in or scanning a license plate, the system mirrors how an officer would manually chalk a vehicle's tire in order to see how long they've been parked. HotSpot has an existing integration with Duncan Solutions, to provide DMV look-up services within our Enforcement Enterprise solution.
h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.	HotSpot provides a bi-lingual (English, French and Spanish) customer support team that acts as the front-line for all technical and support related issues. We address all challenges through email, phone (toll-free) and social media. Customers are also able to access HotSpot's FAQ's through the app and website as well as instructional How-To videos.
i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)	Based on the City of Destin's use case, there are a variety of options available for this. HotSpot Parking can outsource or work with the City's preferred vendor as necessary. HotSpot Parking has existing integrations with many fixed LPR camera companies, as well as stall or lot sensors. HotSpot is experienced in partnering with these companies to deliver a full solution to our clients by offering a wide range of enforcement monitoring services, including video surveillance and vehicle mounted LPR, and displaying real-time availability through our Real-Time Parking Maps, lot availability from within the parking application, or through digital signage.

ii. Implementation Plan/Schedule

HotSpot Parking provides a detailed schedule outlining meetings, tasks, deadlines, and milestones throughout the project, as agreed to and in consultation with city's staff. The successful implementation of HotSpot Product launches is based on 5 core tasks below:

1. **Project Opening:** Parking documentation review, stakeholder meeting, review existing parking technical environment, communications and marketing review, customer support, FAQ and privacy policy review.
2. **Environment Setup:** Environment configuration, Integration Set-up, Testing system performance, User acceptance through sandbox environment.
3. **Onsite Configuration and Training:** Ticket Appeals process, enforcement training/familiarity, finance reporting and deposit configuration and training.
4. **Launch:** Signage application (as needed), launch, driver campaign.
5. **Continuous Improvement** and sustained marketing.

Implementation Process

If awarded the contract, HotSpot Parking will provide a more detailed implementation plan which will include training on all software mentioned in this proposal, configurations and migrations, testing, review of security and processes, and reporting. HotSpot typically carries out implementation within an 8 - 12-week timeline as seen in the following table. **Please note, timelines and task completion to move through each workflow stage depends on the promptness of the approval process.**

Implementation Plan

Task	Week	Participants	Actions
		TASK 1: PROJECT PLANNING	
Introductory Call & Parking Documentation	Week 1	HotSpot Sales, Client Success, and City Main point of contact	HotSpot project team familiarize with client parking information. Overview of products, special use cases, run through expectations of timelines and go over checklist to be sent. HotSpot will conduct meet up with the administrative department responsible for campus parking and its various stakeholders during the parking documentation phase.
Stakeholder Kick Off Call	Week 1	HotSpot Sales & Client Success, Operations Team with All City Participant Roles	Following a day of introductions and parking review, a formal kick off call with stakeholders will commence. This meeting will deep dive on tasks, roles, and set up weekly/bi-weekly meetings for the duration of the project. Review infrastructure for required integration and development. HotSpot will review in detail with each stakeholder the proposed rollout of the launch and their role in the project. Question period with stakeholders. Project specific drill down.
Review Parking Integration & Technical Environment	Week 1 (ongoing)	HotSpot Technical Account Manager & Client Success Manager with City of Destin's IT and Mobility Department	Further scoping on integration requirements. Review of existing environments and setting timelines around required integration. Detailed functional specification containing: • Major components, system interfaces and prime • responsibility or ownership

			• Proposed variations on current functionality • User interface specifications • Data interface specifications • Real time and process specifications • Staffing, materials, logistics schedule • Project budget, change requests and cost changes • Risk mitigation
Lifecycle Discovery and approval	Week 2 (Ongoing process)	*HotSpot Account Manager with city's Enforcement & By-Law Manager*	Understanding the ticket lifecycle is key to creating the daily tasks. Review existing ticket lifecycle. Build flow chart to capture ticket timeline, fees and correlating warnings. Get a list of all caveats.
Fine and Fee Structure	Week 2	*HotSpot Account Manager with City's Enforcement & By-Law Manager*	Get a list of all the fines and their corresponding by-laws. Understand when the fines automatically increase and by what amount. Understand what happens when the ticket is paid at each step of the process
Signage Review	Week 2 (ongoing)	HotSpot Project Manager& Account Manager with City's Mobility Department	Mock-up signage provided for review, revisions and work towards final approval (on-going). *Sign orders take approximately 4-6 weeks to be received, from time of ordering.
Marketing & Communications Review	Week 2	HotSpot Account Manager with City's Marketing & Mobility Departments	Work with the marketing department to discuss needs and preferred approach. HotSpot has templates and resources to fulfill marketing requirements and communication to permit holders. HotSpot works with the City on messaging to onboard permit holders to assist with endorsement of services. Marketing actions based on Client's needs. Marketing materials that include: How to Use Business cards, Info Cards on various products.
Customer Support, FAQ, and Privacy Policy Review	Week 2	HotSpot Dedicated Account Manager with City's Mobility Department	Revision of Customer support request channels and potential "what if" situations. Revision of customer facing FAQ, Privacy Policy, and TOS. HotSpot takes customer service very seriously and as such would like to explain our process and points of contact for any issues. Generally, staff use the application, and we feel that a brief once over of the application really assists them in becoming local champions.
TASK 1 MILESTONE REACHED: Required information gathered to ensure integrations can begin and remain on schedule. Approval of Parking Environment flow to build Environment Set-up.			
TASK 2: ENVIRONMENT SET UP AND CONFIGURATION TESTING			
Environment Configuration, Testing System Performance and User Acceptance	Week 3 (Ongoing)	HotSpot Account Manager with City's Mobility and IT Department	Onboarding of City of Destin's rate information, spot, and zone location. Testing performed to ensure special rates are functioning properly
PDF Creation	Week 3	*HotSpot Account Manager with City's Enforcement and IT Department*	Get a list of all PDFs that need to be generated by the system
Ticket design	Week 3	*HotSpot Account Manager with City's Enforcement & By-Law Manager*	Review ticket design and obtain approval
Set up Back End & Order Hardware and Consumables	Week 3 (Ongoing)	*HotSpot Team*	Set up all back-end functions (i.e., servers, services, security, applications, user access and reporting, etc.) Determine the number of printers required. Determine how much paper needs to be ordered (3-4 week wait time).
Integration Configuration and Testing	Week 3 (ongoing)	HotSpot Account Manager with City's Mobility and IT	Review integration requirements. Test integration and complete full solution with scenarios. Resolve any reported solution deficiencies and re-test until completely functioning as intended.

TASK 2 MILESTONE REACHED: Testing complete. Approval of flows.			
TASK 3: DEVELOPMENT & TRAINING			
Import Data	Week 4 (Ongoing)	HotSpot Team	Import all current and relevant historical data.
Customer Support, FAQ and Privacy Policy Review	Week 8	HotSpot Dedicated Account Manager with Agency's Mobility Department with All City Participant Roles	Revision of Customer support request channels and potential "what if" situations Revision of customer facing FAQ, Privacy Policy, and TOS.
Virtual Walkthrough	Week 8 (ongoing)	HotSpot Technical Account Manager & Client Success Manager with All City Participant Roles	Final walkthrough with Client • Back-end • Training • Hardware (ensure received) • Consumables (ensure received) • Review implementation plan with client.
Enforcement Procedure Training	Week 10	*HotSpot Account Manager with Enforcement Officers*	Training of Enforcement procedures with the enforcement staff
Finance Reporting and Deposit Configuration + Training	Week 10	HotSpot Account Manager & Senior Accountant with City's Revenue & Finance Dept.	Configure account deposits. Test fund remittance and reconciliation.
HotSpot Administrator Reporting Review / Training	Week 10	HotSpot Account Manager with City's Administration Staff	Provide login info for Business Lead account to front line administrators. Show each module operating in real-time.
Ticket Triage Process review / Training	Week 10	HotSpot Account Manager with City's Mobility Department	Provide training and support to all administrators of the system. Ensure beta testing of enforcement points and officers of the system are supported to ensure compliance
TASK 3 MILESTONE REACHED: Walkthrough with client successful. Approval of training completion.			
PHASE 4: LAUNCH			
Communication to Users	Week 11	City Staff & HotSpot Team	Action communication plan to Users for permit purchases. HotSpot Support team will be available to answer questions regarding new program.
Signage Application	Week 12	*City Staff*	HotSpot will depend on the City for signage installation and application of required decals and signage.
Launch	Week 12	HotSpot Team	HotSpot System Go-Live.
GOAL: SUCCESSFUL IMPLEMENTATION OF THE PARKING MANAGEMENT SYSTEM. CONTINUOUS SUPPORT & IMPROVEMENT FOR DURATION OF CONTRACT.			

HotSpot devotes considerable time and effort into planning, building, and testing our software working with our client (and other stakeholders such as other vendors) to ensure that they have the requisite structure in place so that installation of solution moves forward more quickly and predictably. We will work with all stakeholders to create remotely testable interfaces, i.e., from our offices we can design, build, integrate and test our software with the vendor solving most if not all issues before production and launch.

The advantages of this approach are:

- Software interfaces are defined early.
- Integration and testing reveal issues that are more easily and quickly fixed.
- Other dependencies are not held up since integration points are resolved earlier.
- HotSpot identifies issues that will affect the critical path (i.e., delay the end date) and focuses effort to mitigate project slippages.
- Late project surprises are reduced or eliminated.
- Budget overrun risk is reduced.

1.3 System Design

HotSpot Parking proposes the digital-first strategy to revitalize and expand paid parking areas in Destin's vibrant Harbor District. With a focus on personalized experiences, our solution integrates multiple digital and mobile payment options, along with user-friendly multi-space kiosks and CurbIQ wayfinding, specifically designed for the unique needs of the Harbor and Beach Parking Districts. This innovative approach ensures a seamless parking experience, accommodating on-street transient payments, various permit types, and remaining agile to community feedback, emerging technologies, and industry best practices. Our system seamlessly integrates hand-held and vehicle License Plate Recognition (LPR) services, providing real-time analytics through an administrative dashboard for efficient revenue collection, report generation, and citation management. To encourage the adoption of digital payment solutions, our proposal advocates for a decreased reliance on payment machines and meters, allowing the City to allocate funds to other essential parking department projects.

Map Legend, Deliverables:

- Parking Mobile Application (Hourly Parkers)
- 40 Fast Tap Signs for No App payments, Included
- 4 Multi-Space Parking Meters

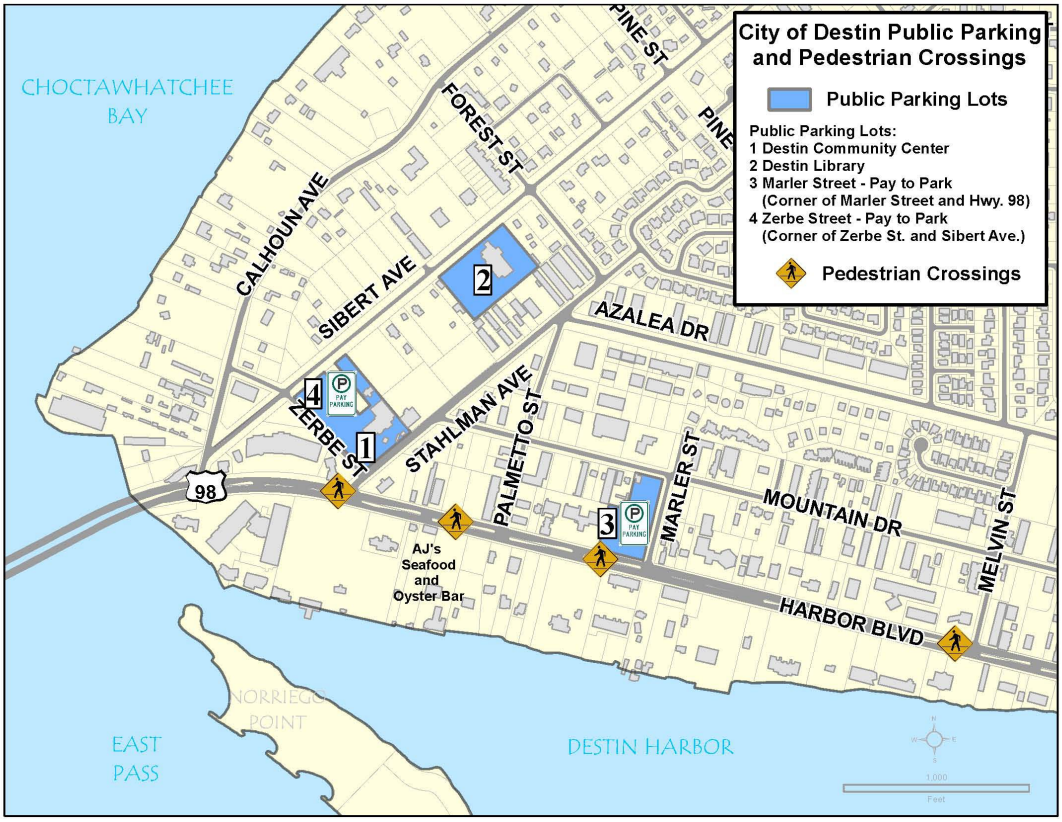


Fig: City of Destin Public Parking

Parking Meters Fast Tap Signs

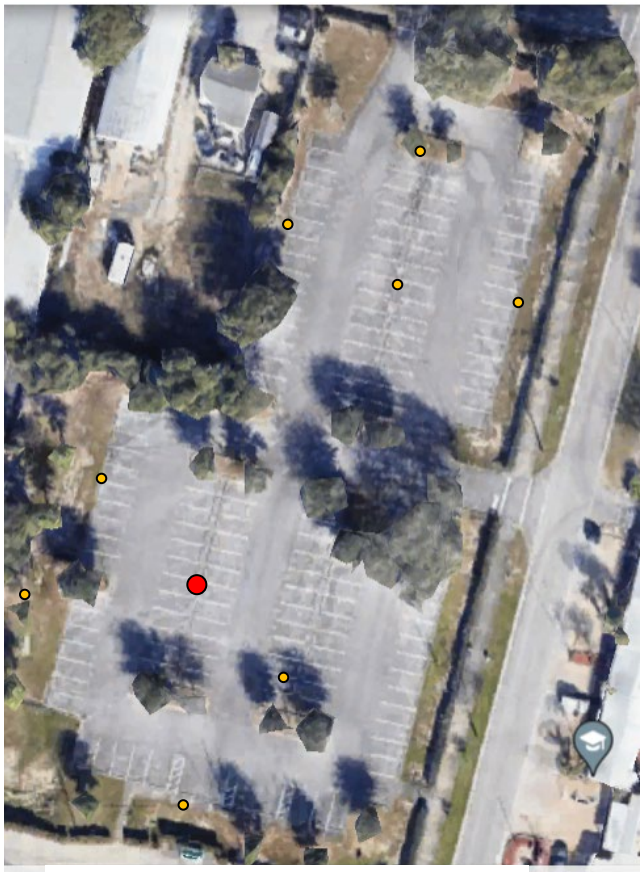


Fig: City of Destin Public Parking

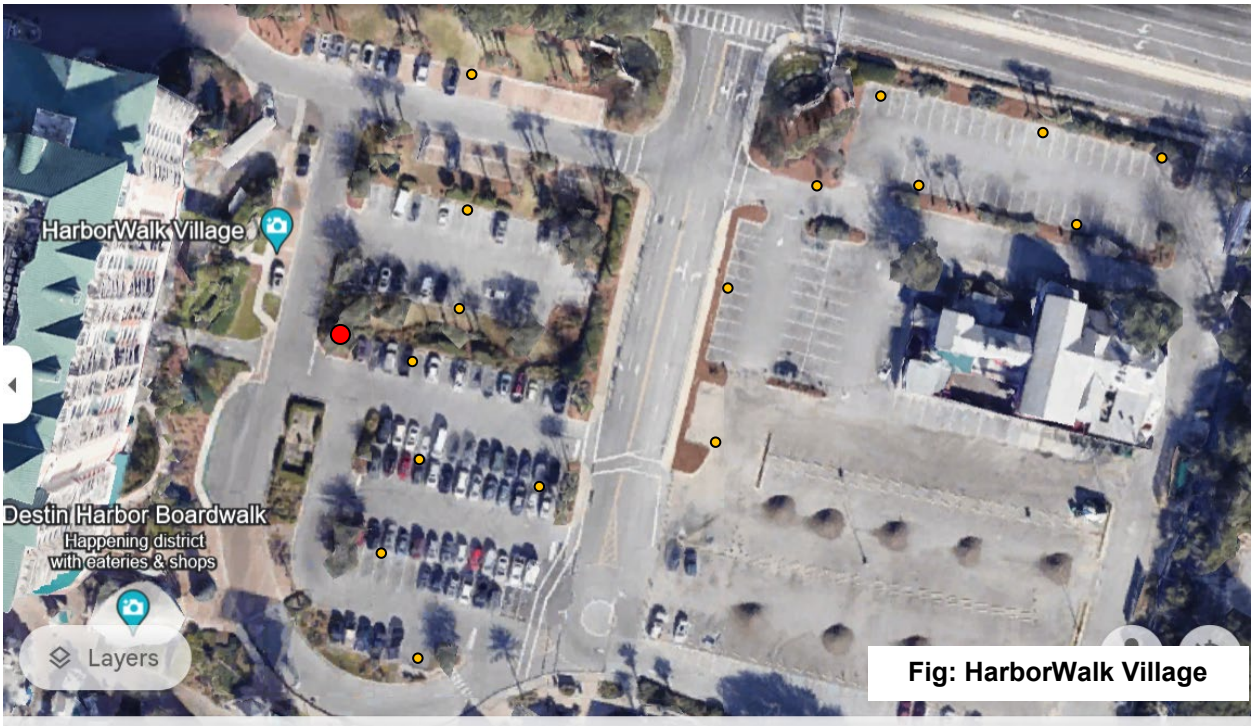


Fig: HarborWalk Village

Fig: Destin Community Center

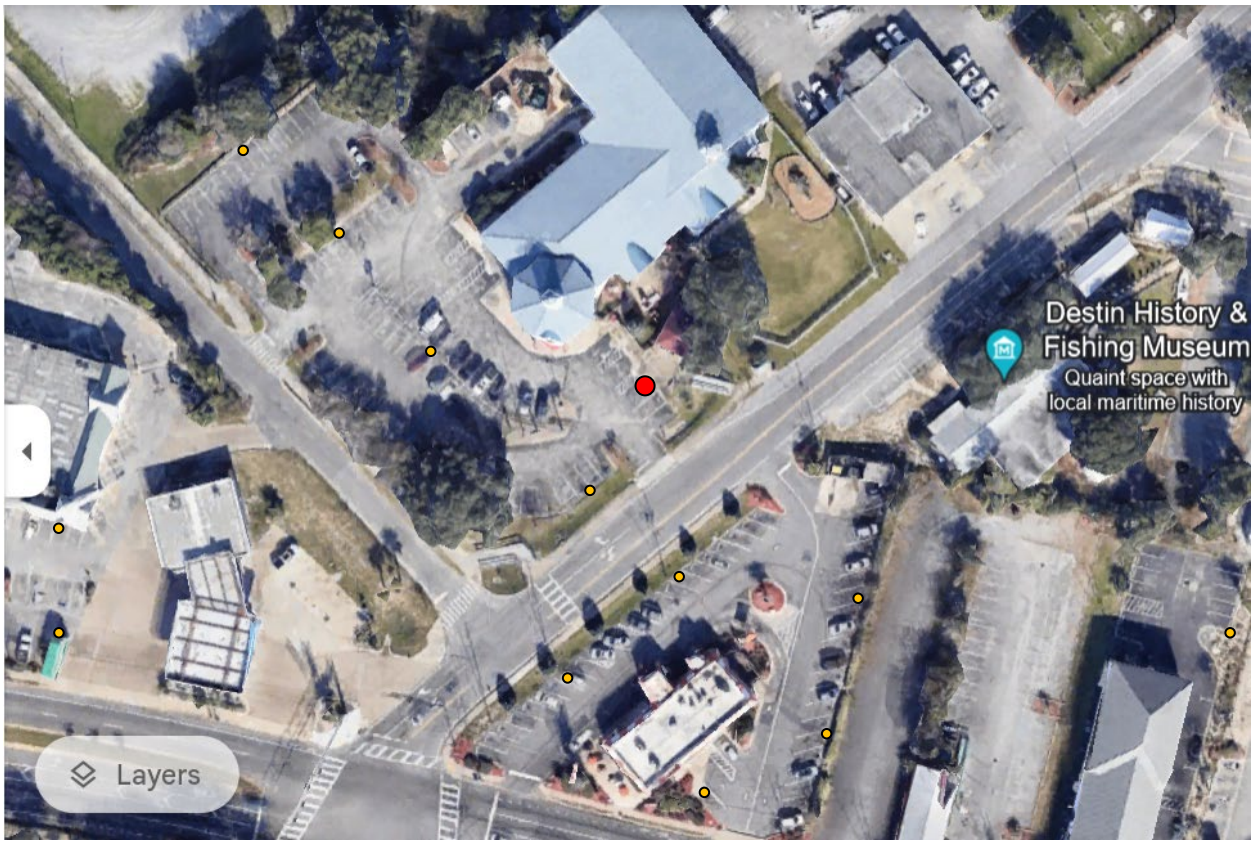


Fig: Zerbe Street Parking Lot

Methodology for Parking Inventory Placement:

- QR sign placement is recommended, similar to a pay station, at roughly every ten parking stalls. Or, at high-trafficked corners and walkways. We've limited multi-space pay stations to 5, but could decrease to 3 based on rate requirements.
- Zones can be broken down by curbside street length, block face, or stall count, in the Marler Street Parking Lot, Destin Community Center, and Zerbe Street Parking Lot to provide the most granularity for reporting and analytics.
- HotSpot designs "combo" signs which will use QR Code technology for no app downloads, and provide Zone number for payment through the mobile app.
- HotSpot provides pay station decals that can be adhered to terminals to help promote digital methods.
- It is recommended that Fast Tap signage is installed on existing sign poles for parking regulations to reduce curb clutter, which may further dictate the number of signs needed.

1.4 Risk Mitigation

We have identified the following risks that could delay project delivery. Based on qualifications and HotSpot's experience in the parking industry, these risks are mitigated as follows:

- **Integrations to Third Parties:** As HotSpot is proposed as the eco-system for consolidated data from city softwares, and physical infrastructure, HotSpot prefers to integrate and test everything with our client's IT in an offline or sandbox methodology to work out the kinks before rolling out technology. This method significantly reduces the risk of a failure in the field.
- **Testing and User Acceptance:** HotSpot's Quality Assurance process is crucial to a successful launch of systems, especially with integrations and in order to verify the city's satisfaction with the installed solution.
- **Misinterpretation of a Requirement:** In order to rectify any misunderstandings of project particulars, HotSpot Parking will document the initial kick-off call (and all subsequent meetings) through meeting minutes and prepare a Project Delivery Plan to clearly outline project objectives, responsibilities, associated schedules and review with the city for approval to commence work.
- **Lost in Translation:** To ensure clarity of agreeable and items discussed, all communication between HotSpot and the city will be summarized through shared Meeting Minutes or documented by email.
- **Change Management:** HotSpot Parking will follow change management policies as set forth through this RFP and existing practices that are agreed upon and commits to scheduling Key Personnel from Destin and HotSpot for engagement in its approval for maintaining launch schedules.
- **Background Documentation:** HotSpot Parking will review all pertinent documentation and background information, including maps and parking study provided to ensure a knowledge-based approach to implementation, in an attempt to minimize any unforeseen legacy issues.

HotSpot plans for known unknowns. As it can be challenging to do so, HotSpot has outlined its commitment to work with the city on mitigating risks. We welcome the city's input on any known unknowns to further address risks. HotSpot will review on a case-by-case basis to discuss workable solutions

1.5 Training Plan

HotSpot Parking will provide remote and/or on-site training and training manuals prior to the launch of the application. HotSpot's training program will accommodate the various roles of the city administration as outlined below. In addition to these roles, training will be provided with the rollout of new functionalities, upgrades, service packages, etc. At HotSpot Parking, we designate a Training Lead that is committed to the growth and success of your city's launch and any questions you may have along the way. The HotSpot Training Lead will schedule training sessions and routine follow-up calls with your staff to ensure things are running smoothly and there are no unanswered questions.

Robert McGregor, HotSpot's Client Success Lead is a dynamic and focused individual. His willingness to learn about our clients, combined with his interpersonal skills and change management experience, allows him to connect quickly with customers to solve complex problems resulting in clear value. Robert is a team player who holds a high standard to the quality of his work, and execution of HotSpot client launches. Robert is a natural leader who is a valuable asset to the HotSpot Team.

Training Materials

HotSpot Parking provides training materials such as manuals and instructional videos relevant to each department. For example, Finance receives instructional material on accessing the expenditures tab located in the online dashboard and options for downloading the necessary information (CSV, PDF, Excel). HotSpot's 24/7 bi-lingual customer support team is also always available to assist with questions and walk-throughs.

Training Implementation

HotSpot Parking will provide training and support to all administrators of the system. This is expanded upon in the following table.

TASK	WEEK	PARTICIPANTS	OBJECTIVE
Administrative/ Finance Back-Office Training	Week XX 60 Mins.	*HotSpot Training Lead and City's Admin Personnel*	To provide City Parking Administration with a clear understanding of functions within the system, including finance and expenditures, reporting, parking management and operations.
Enforcement Procedure Training	Week XX 60 Mins.	*HotSpot Training Lead and City's Enforcement Officers*	Training of Enforcement procedures with the enforcement staff.
IT Analyst Training	Week XX 60 Mins.	*HotSpot Training Lead City's IT dept*	HotSpot Parking will be responsible for all IT Analyst training and will have technical staff available to understand possible integrations with 3rd party systems.
Customer Service/ Ticket Triage Training	Week XX 60 Mins.	*HotSpot Training Lead and City's Customer Service & Parking Admin Personnel.*	To equip front line Customer Service staff with the tools required to facilitate public awareness, understanding and use of the application.

1.6 Customer Support

HotSpot Parking Front Line Customer Support

HotSpot provides a bi-lingual (French & English) customer support team that acts as the front-line for all technical and support related issues. This service is monitored over multiple time zones and has a 24 hour email response time. Phone support is provided during business/parking hours in your local timezone. We address all challenges through the following channels:

- Email: HotSpot allows all users to email us directly within the application. We also typically answer information requests from the public about how the parking facilities work and direct them to the proper channels for more in-depth needs.
- Phone: HotSpot provides a toll-free number on infrastructure the people can call if they are experiencing an issue.
- Twitter + Facebook: HotSpot also manages a Twitter and Facebook account people typically use to reach out and ask questions.

HotSpot's goal is under no circumstance should you as our client need to answer technical questions regarding users' accounts. All assistance can be directed to HotSpot for resolution.

HotSpot does provide a self-serve dashboard to allow you to service any client requests. An optional module is available to allow you to deal with all technical issues that are used by larger clients at their discretion.

Front Line Customer Support Triage

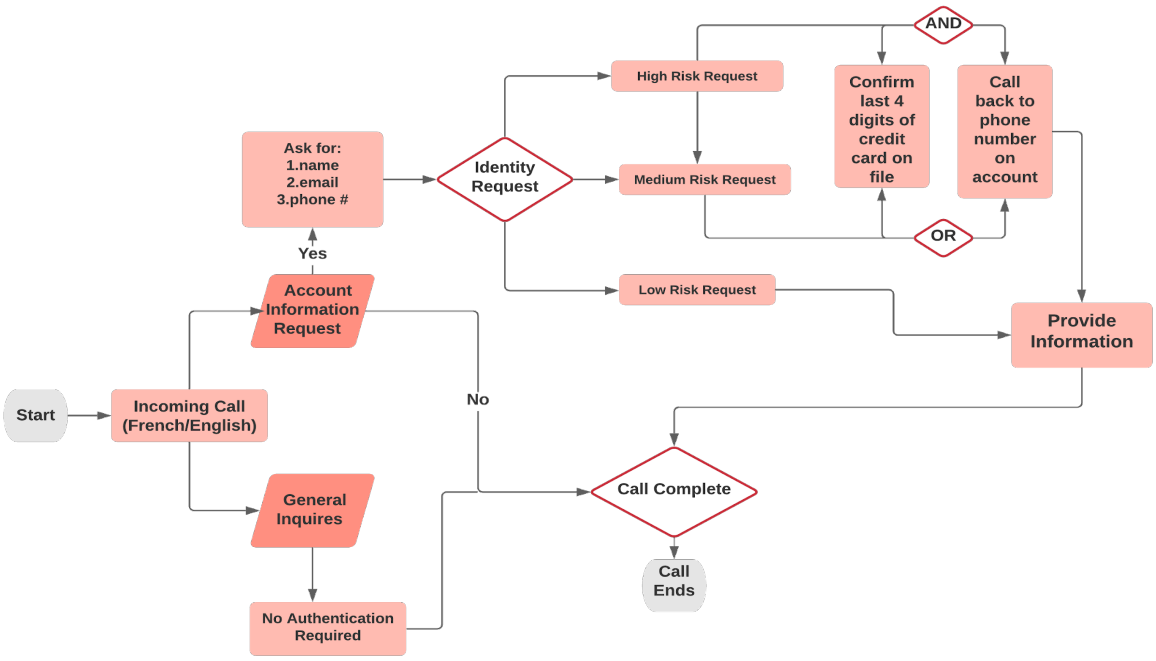
Examples of Situations

Priority Level	Example
Priority #4	1. Parking ticket Received 2. User Account Issue
Priority #3	1. Special rate wrong 2. Individual Permit assigned by City 3. Gate is down
Priority #2	1. All Gates are down 2. All permits need to be assigned in a specific lot 3. Billing is off
Priority #1	1. App is down 2. All permits got double billed 3. All users got double billed

Priority Matrix

Priority	Responsibility	Explanation	Response Target	Communication Alert Time
Priority #1	Management	Degradation making critical functionality inaccessible or unusable or a complete interruption causing a severe impact on services availability	Within 60 minutes of reporting	30 minutes
Priority #2	Customer Success	Severe impact on a subset of functionality making it unusable or inaccessible to all or a subset of users	4 hours	1 hour
Priority #3	Service Team	A non-critical function is unusable or degraded, but with no direct impact on service availability. A work around is available.	4 hours	4 hours
Priority #4	Service Team	No severe impact to services. Often limited to individual with respect to impact on services	24 hours	8 hours

Front Line Customer Support Call Flow



HotSpot Parking Client Support & Advisory Services

For Operational support, HotSpot will assign a dedicated Account Manager to the City to provide support during the city's business hours. This support is managed through the same phone and email channels as regular customers with priority placed on clients. When a client submits an issue, it is escalated to the customer success team and actioned based on the priority matrix. HotSpot will also provide quarterly check-in calls post launch to ensure systems are operating effectively.

A unique option HotSpot can provide through its larger parent company Arcadis is advisory services. This is provided in combination with Mobility Specialists, Engineers and Data Scientists to provide analysis and feedback on parking operations. These engagements are done on a recurring basis weekly, bi-weekly or monthly based on the need and stage in which the parking operator is planning changes or needs feedback.

These engagements include feedback on operations, troubleshooting policy problems, and best practices from the Engineering Association of Transportation Planners. Due to our unique relationship, there is the option for real time data to be fed into models and future decisions modeled in advance. Monthly performance reports generated and troubleshooting of ongoing issues. These engagements unique to the operator / business expert relationship are quoted on a as needed basis and outside of the scope of this response.

Section 2: Product Overview

2.1 Fast Tap Signs – QR Technology White Labelled

HotSpot offers various white-label products, such as a non-account permit portal, reservation portal, and Fast Tap Signs (as described below), that allows users to pay for parking and permits onsite or in advance, without the need to download an application or create an account. With these products, HotSpot can integrate the City's logo and follow the color scheme per the City's recommendations and design needs, making this highly customizable, giving it a look and feel that adheres to your brand guidelines.

Through market research and based on client demand, HotSpot has developed digital only pay stations that can offer Operation & Maintenance savings of 90%. HotSpot Parking's innovative Fast Tap Signs act just like a pay station to accept digital payments, but without the expensive hardware and operational requirements. These signs allow users to pay for parking quickly and efficiently by scanning the QR code - no application download required. Simply approach a Fast Tap sign and:

- Scan the QR code and a web page will be detected.
- Open the webpage and enter:
  - Length of stay
  - License plate
  - Payment choice (Apple Pay, Google Pay, Credit card, Debit Visa)
  - Email for receipts (optional)
- HotSpot will automatically detect the parker's location, populating associated rates or special rates, and process payment (Apple Pay/ Android Pay or credit card) without the need to download another application.

HotSpot Parking strives to be one of the most hardware integrated parking applications on the market, allowing for real-time data retrieval of parking sessions and sensor activity. HotSpot's Digital-First approach let's the City complement a software focused parking environment with traditional hardware requirements. Consider only 8-10 new hardware terminals (instead of 20), supplemented by Fast Tap Signs and Parking app zone signage. HotSpot's approach ensures the City does not overpay for hardware that can out-date or break down, and provides flexibility to adapt to changing demand.

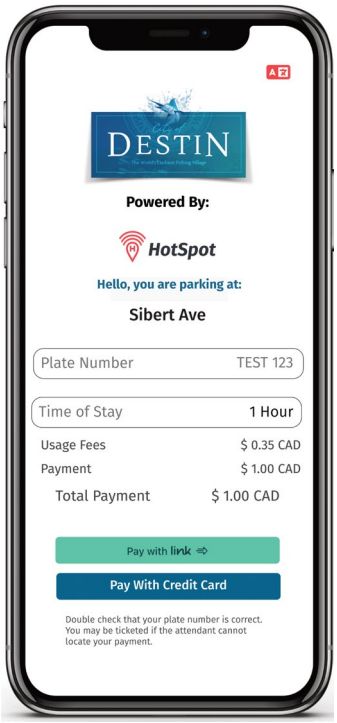
Considerations

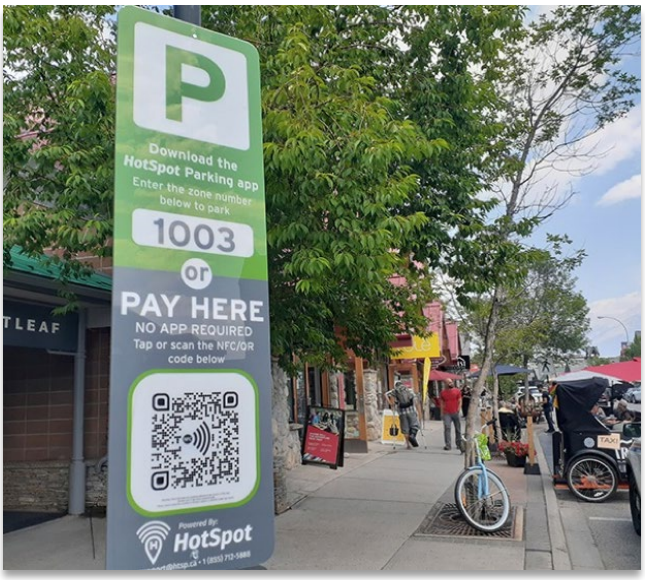
The Fast Tap Signs can:

1. Handle special rates and flexibility.
2. Receive email receipts.
3. Integrated with Enforcement LPR.

Benefits

Reduce Costs	• 90% reduction in operational costs and parking infrastructure • No machines to maintain or replace • No need for paper supplies, power, or data charges
Implement Quickly	• Easy to get up and running in your lot • QR-enabled signs can be placed anywhere in your lot. No power required! • Integrates seamlessly with HotSpot's payment system and all current enforcement technology
Make Customers Happy	• No app to download or account to set-up • Easier and faster transaction times than meter parking • Better customer experience and more ways to pay • HotSpot members can still pay through mobile app • Scan a QR code and go! • No waiting in line or pressing high-touch buttons to pay





2.2 HotSpot Mobile Parking Application

HotSpot Parking also provides an application that operates a license plate-based system that allows users the option to pay for parking directly from their phone, if they are a frequent parker. Alternatively, parkers can utilize mobile pay from the QR Code signage that requires no app download at all. For App users, parkers can upload a balance to a virtual wallet, which was introduced to cut down on processing fees from credit cards through a single transaction. The user then draws down on this balance and makes digital payments to the city in exchange for parking services provided. HotSpot also offers a convenient pay as you go service, which can charge parkers credit cards directly. The mobile app supplements Fast Tap parkers, and pay station parkers as an additional, digital contactless service with built-in value-adds, which can be offered in a multi-vendor scenario.

.

Advantages

- Touch-Free Solutions: Contactless and convenient option to purchase parking for safer, easier payments. No need to touch pay stations or kiosks!
- Remote Top Ups: Top up your parking session while on the go, directly from your mobile phone. Data shows these quick, easy mobile top-ups can increase user compliance.
- Increased Revenues: Providing more ways to pay means more revenue through customer convenience.
- Cost Savings: HotSpot's digitized, automated solution translates to less paper usage and less coin collecting, reducing operational costs for the City.

Features

We are continuously innovating, growing, and improving our feature set, which include:

In-App Ticket Payments: We have all been guilty of it: getting parking tickets and pushing them aside until the very last minute, which may result in increased fines or a trip to the courthouse. Now, using HotSpot you can simply snap a photo, enter the ticket payment amount and we will take care of the rest.

Real-time Parking Availability: The ability to see in advance of arrival where parking is available is a huge advantage and provides peace of mind for anyone looking to park and be on their way. This has been an extremely well received feature for all stakeholders.

Parking Extender: Parking extender is activated when you may be multitasking (in a meeting, enjoying lunch, etc.) and forget to top up your HotSpot Parking. HotSpot will automatically do so to avoid getting a parking ticket.

End-User Customization: Users of HotSpot's Application have the ability to configure the app for individual preferences, including color scheme, default payment methods, default vehicles and view preferences for parking or permits.

Refund Parking: HotSpot allows users to refund their parking if they do not use it all. This was introduced with the cities' consensus and allows users to move from one spot to the next without getting a ticket. This increases compliance without negatively affecting revenue generation.

Ticket Resolution: Most problems in life come down to an error in communication. If a driver feels they were issued a parking ticket when they should not have been, the HotSpot Team will investigate the issue and aim to resolve it as quickly as possible. Snap a photo of the ticket, and we will work one-on-one with the user to either educate or resolve.

Merchant Validation: In our opinion, local businesses trump box stores with their ability to offer a personalized, authentic experience to their valued customer. Using our merchant validation, retail outlets can validate customers' parking.

Community-Wide Use: Working with the City and private partners HotSpot provides a single application that can be used at universities, hospitals, private operators and airports within cities at no cost.

Find-Your-Car: For those long days where seemingly, simple reminders are the most important, the HotSpot app will locate your vehicle on a map and get you back on track and on the road.

Corporate Accounts: For companies that have multiple vehicles on the road we provide corporate accounts to centralize billing for the customer, track staff usage and streamline payments, while providing increased compliance for the City.

Citizen Alerts: Cities may have the need for parking bans throughout the year, due to construction, weather, etc. HotSpot can automatically alert all app users of parking bans in real-time through push or text notification.

Bilingual: All of HotSpot's technology is fully bilingual to the standard dictated by the region and dynamically adjusts to the user's phone settings.

Emailed Receipts: HotSpot emails receipts to users in real-time to keep track of payments and declined transactions.

Fast Tap Signs: HotSpot has one of the world's first virtual parking meters, no app required. Simply use your Android or iPhone to scan the QR code on a customized Fast Tap sign and start a parking session without use of the app.

Multiple Payment Options: HotSpot provides multiple payment options through most major credit cards, Mastercard Debit, Visa Debit, Amex, Apple Pay, and Google Pay. Through our payment process there is no need to update your card. When it expires, our system will automatically make the adjustment!

United Way Centraide

United Way Partnership: HotSpot's charity of choice is the United Way. HotSpot provides two options to donate through direct donation or donating your refunded amount to the local United Way. Partner municipalities can choose alternate local or regional charities to give back to.

Customer Support: Our dedicated bilingual customer support team is ready to answer your questions. Whether you need assistance with your account, parking session or transaction history we are here and happy to help, in English or French!

Municipality

Over the last ten years, we have worked with the municipalities in our network on a one-on-one basis to build out features that help work for the Municipality to better collect revenue and service their residents:

Revenue Reporting: HotSpot reports in real-time the parking that user's use on a weekly, monthly, and yearly basis.

Enforcement Monitoring: HotSpot also provides real-time information on the officers and parking checks being performed. This allows the Municipality to monitor the activities of their agents.

Spot Updating: If you change your rates or meter numbers you can update it to our database directly. (Don't worry, we double check it for typos.)

Ticket Resolution: HotSpot provides a completely secure way for users to submit tickets for re-examination. Once a decision is made by HotSpot and the Municipality reviews, the Municipality can email the parker directly without disclosing any personal information. It's a smooth system.

Citizen Alerts: Do overnight parking bans or street closures happen within your community? HotSpot can automatically alert all app users of parking in real-time through push or text notification.

Real-time Parking Availability: The ability to see in advance of arrival where parking is available is a huge advantage and provides peace of mind for anyone looking to park and be on their way. This has been an extremely well received feature for all stakeholders.

Dedicated Account Management: Communication is key. HotSpot keeps in constant contact with our clients to find improvements through monthly check-ins reviewing progress.

Online Citation Payment: HotSpot offers a dedicated, secure web based payment portal that is directly linked to your dashboard offering an additional method of ticket resolution and increased compliance.

Real-time Reporting Dashboard: Make good business and planning decisions based on real community data, from your own neighbourhood. Process reports in real-time to analyze changes, follow trends and coordinate administration.

User Roles: HotSpot's Dashboard allows a master administrator (or your dedicated account manager) to assign user roles, ensuring that no authorized person will have access to sensitive information including finance, reports or allowable changes.

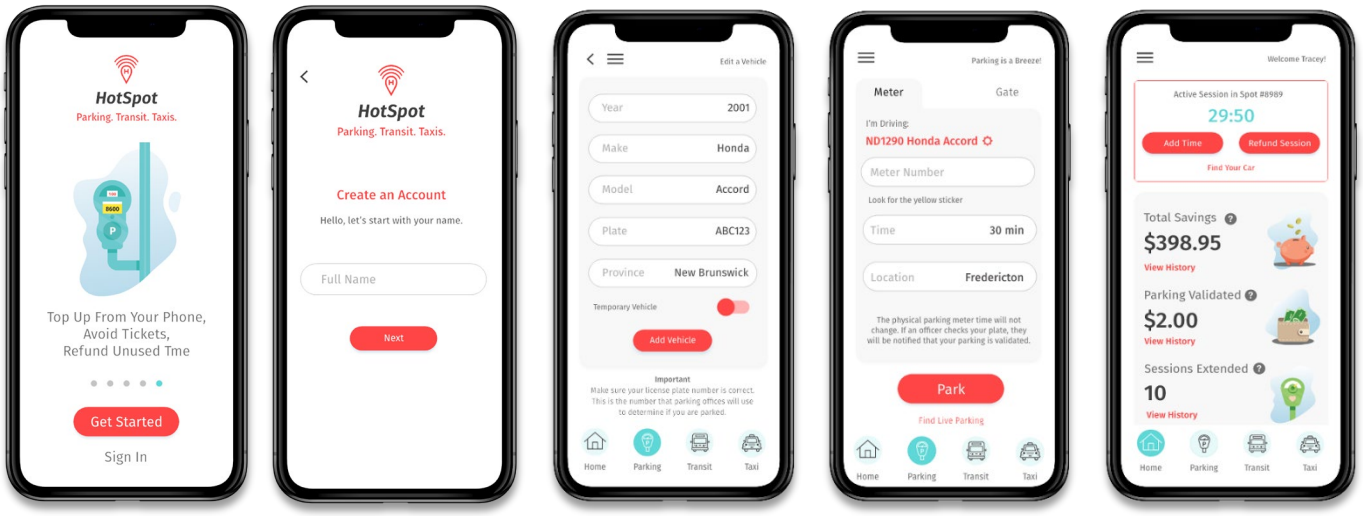
Internal Auditing: Identified user roles provide an additional security measure by tracking and logging user activity, allowing the ability to monitor void reasons, changes in fine amounts and reconciliation.

How It Works

Signup

Users can sign up for our application on iOS and Android devices, which will require the following:

- Username
- Unique phone number
- Unique Email
- Password



Payment Method

We prompt them to enter a payment method (any major credit cards, Visa debit, Mastercard debit, Visa gift cards, Apple Pay/Google Pay, and AMEX). From here they can add a virtual balance to their wallet which allows the users to draw down from that fund. Typically, funds of $5.00 or $10.00 increments are used to avoid multiple credit card transaction fees.

Time Extensions

The user can then simply add time from their mobile phone without the need to go back and use the pay station. This increases compliance with the existing system, and cuts down on enforcement needs, which provides a better overall experience for the users.

IVR System

HotSpot currently has an Interactive Voice Response (IVR) system that is operational by phoning the number on the meter. Please note, you must have an account and be calling from the registered number. This system works as follows:

- Call the number
- Select option:
  - Speak to customer support
  - Speak to the City's Parking Department
  - Use the IVR system.

IVR System

1. Recognizing the number, you are calling from.
2. Asking for your meter number – user inserts.
3. Confirming parked vehicle.
4. Provide one hour of parking.
5. The service then sends text reminders to add time.

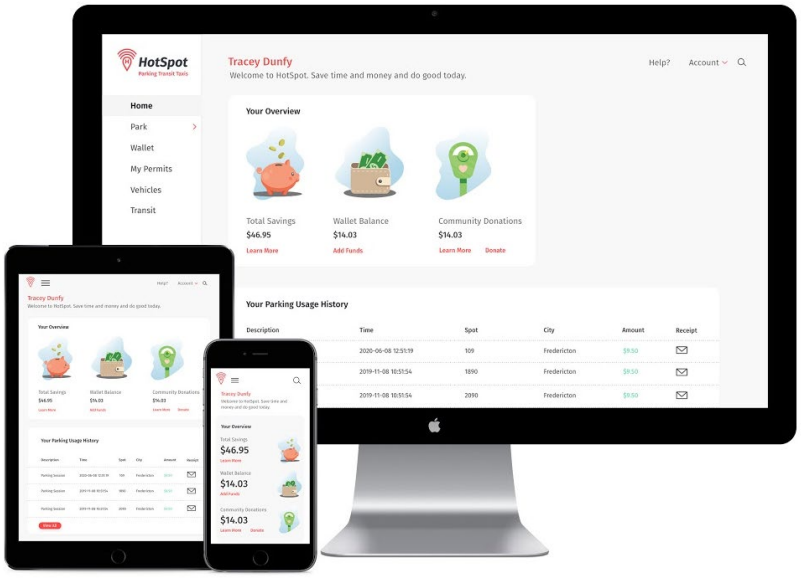
Text System

1. Text HotSpot your meter number.
2. Recognizing the number.
3. System asks to confirm parked vehicle.
4. Provide one hour of parking.
5. Provides text notifications to top up.

The text system is preferred by our user base and the IVR system is turned off in select cities with calls going direct to the customer support desk.

Web Based Parking

HotSpot also provides a web-based version of our application accessible to users through mobile or desktop web browsers. The user can sign-in to a web-based version of our solution as well as a more desktop friendly account management tool.

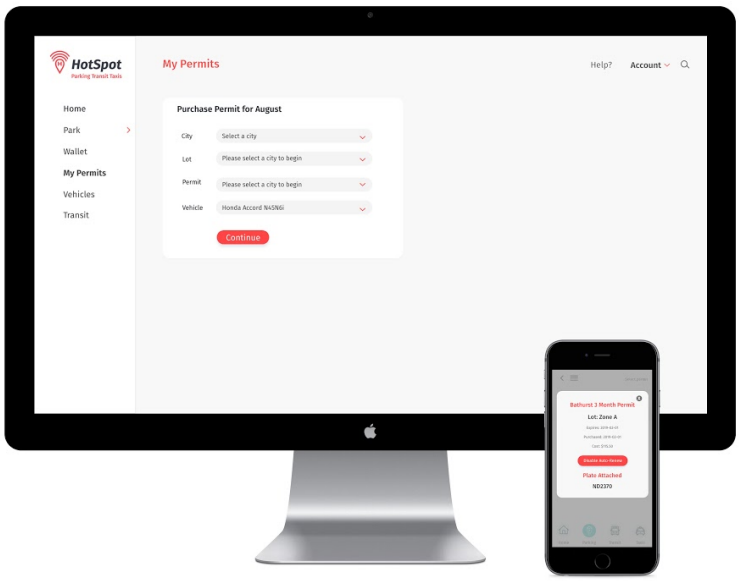


2.3 HotSpot Digital Parking Permits

HotSpot offers a robust Digital Parking Permit system that is license plate based and and directly integrated with HotSpot's LPR and Citation Management system. HotSpot users can purchase permits through the app or online dashboard while still having an option to be sold by an administrator in-person. The automation of the digital platform cuts down significantly on manual data entry, typos, in-person line-ups, paper usage towards hang tags, and overall time management on parking permits. HotSpot accommodates the widest variety of permit types available in the market, including daily, weekly, monthly, annual, bundle and moderated; with configurability to manage any other combination required by the city, such as Residential, Visitor, Moderated Permits (for Corporates/Businesses), Commuter, Mobile Vendor, Construction Permits etc. Purchasing a permit through the HotSpot app or dashboard allows HotSpot to facilitate the transaction and in real time provide a permit tied to the user's license plate without the need for hang tags. Users can manage multiple vehicles easily through a single permit or multiple permits, but restrictions on this can be put in place by the citys parking administration.

From the City's perspective, permits can be created on the fly from the administrator portal and be sold online or via the HotSpot app. From the administration dashboard, you can do the following:

- Create new lots/zones, Permit display name/abbreviations
- Create permits that are assigned to lots/zones
- Configure permit's length (days, months, years)
- Configure permit cost
- Configure automated waitlist on a lot/zone or permit level
- Assign permits to only be available to a specific group or individual
- Manage all active, expired or upcoming permits that belong to users
- Configure permits to be sold prior to the active date
- Configure permits to be proratable
- Configure permits to be auto renewable
- Accept or deny special permit applications
- Configure and manage permit availability on a lot/zone or permit level
- Manually enter permit records for offline payments
- Communicate with permit holders via push notifications from HotSpot
- Offer a permit at a discounted rate based on user access
- And more



HotSpot's system is PCI compliant and allows customers to purchase permits for parking access. Purchasing a permit through the HotSpot app or dashboard allows HotSpot to facilitate the transaction and in real time provide a permit tied to the user's license plate without the need for hang tags. Users can manage multiple vehicles easily through a single or multiple permits, but restrictions on this can be put in place by your parking administration. HotSpot's parking software allows permit holders to have access to edit their profile and details of the permit, as well as adding, editing, and removing vehicles.

Advantages

- Reduced Data Entry: Users will be able to purchase their permit online or through the app, thereby reducing the staff's requirement for data entry.
- Reduced Staff Interaction: Staff will have reduced visits to the office increasing resources available for other safety and security related issues.
- Dedicated HotSpot Support: HotSpot's customer support will handle all inquiries related to the online permit system further reducing operational costs.
- Cost Savings: Users that purchase permits through HotSpot would no longer need a hangtag, further reducing operational costs.

Features

Complete Solution: HotSpot is the complete solution from transient to long-term permitted parking. HotSpot provides a platform for all mobility needs that has been heavily adopted by our user base.

HotSpot Onboarding: HotSpot assists people learn about the new digital option, as well as transfer existing data from the city into the new online permit dashboard.

Continuous Improvement: By expanding to include our long-term permit parking solution, the city will improve their parking process, further reducing costs and increase convenience to users.

Permit Types: HotSpot accommodates the various permit types used by the city including daily, weekly, monthly, and annual, or any other combination required.

Communication: HotSpot carries out all communication to its users who receive notification emails related to any parking or permit information.

Bulk Permit Sales: Digital permits can be set to single or bulk purchases. When set to bulk purchases, a business can create a HotSpot account and purchase multiple permits, affiliating each permit to a license plate. Helps facilitate construction, and medical permit types.

HotSpot Permit Point of Sale: Administrators of the HotSpot Digital Permit system also have access to sell permits using HotSpot's point of sale page. This service accepts most major credit cards as well as Visa-Debit. This allows Administrators to complete face-to-face sales of permits.

Offline Sales: Administrators can also enter permits manually for permits that are paid from a source that is not tied to the HotSpot system. (i.e. payroll deductions, cheque or cash sales). If required, the Administrator can manually affiliate a permit to an existing HotSpot user.

Emailed Receipts: HotSpot emails receipts to users in real time to keep track of payments and declined transactions.

Residential Permit Management: When you live in a paid parking area tickets are a real pain. Through our permit management system, we simply integrate to allow residential permits to also be managed under one central system, using a 2 step ID Verification

Corporate Permit Management: Doing business downtown requires employees to be comfortable and paid parking permits by a business is often a perk. With HotSpot's system, employees can manage their own permits while business administration can assign and remove staff members automatically.

VIP Permits: Police, Firefighters, Councillors, and other mission critical staff need flexibility when it comes to parking. Through the VIP option we can assign unique rules for people that require extra considerations.

Single Enforcement: Verifying active permit holders is seamless through our HotSpot License Plate Recognition software, the same application used for our transient parking enforcement. Simply scan or key in a license plate number to instantly determine a "PAID" permit.

Rule Management: HotSpot's flexible permit functionality allows administrators to set generic and unique parameters to manage varying permit types such as residential permit and weekend parking.

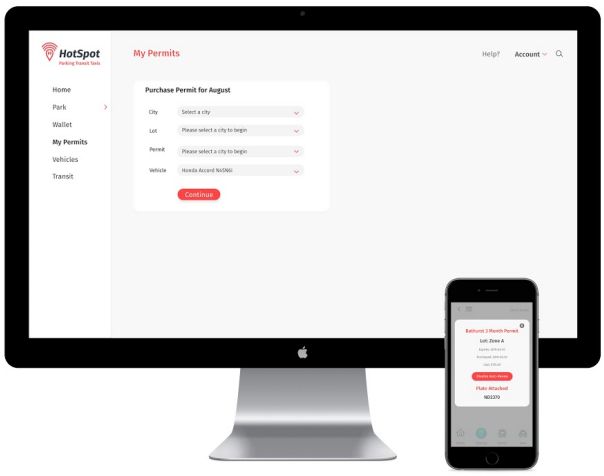
Waitlist: If the user's preferred lot is full, the user can request a waitlist and track their position. When a parking spot opens up, the user will be notified of their removal from the waitlist and is given 48 hours to purchase the permit. If the permit is not purchased in that time, the system moves down the list.

2 Step Authentication: Residential or discount permit types may require proof of identification, our innovative application process allows the upload of 2 photo files to submit with your claim. The files are then transmitted to the administrator dashboard who can approve or reject based on the information provided or allow HotSpot staff to do this for you.

Early Purchase/Auto-Renew: HotSpot's User Database provides the flexibility to offer an early purchase option to existing permit holders and active users, as well as a simple auto-renew feature.

How it Works

Permit holders first login to HotSpot either through their web-based desktop or mobile phone, and follow the steps to create an account. It is important to have the accurate license plate registered to the vehicle that will be used to park. Once the City is identified, the user selects their preferred lot and purchases their permit. Once the permit is confirmed, a digital pass will be tied to the license plate associated.



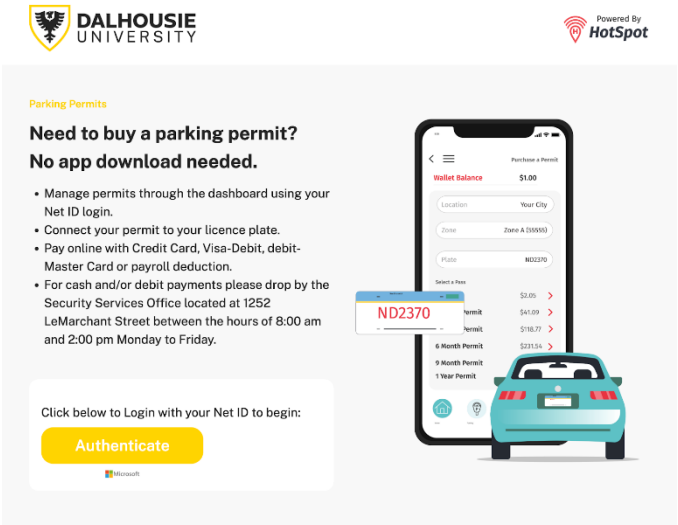
Editing the active license plates tied to the permit. Users can purchase any permit online

For Residential Permits

Residential permits can also be managed in HotSpot's central system. Using a 2 step ID Verification, residents apply for a specific permit by uploading 2 pieces of identification which is sent in real-time to the administrative dashboard for approval. City staff can then review, approve or deny applications for immediate permit purchases. Options exist to have HotSpot customer support staff verify these permits also. Once HotSpot verifies residential status, this approval is recorded on the account for a period of time as specified by the city (typically 6 months to 1 year), ensuring that residents don't have to re-apply to claim or purchase the passes defined by the city.

Moderated Permits

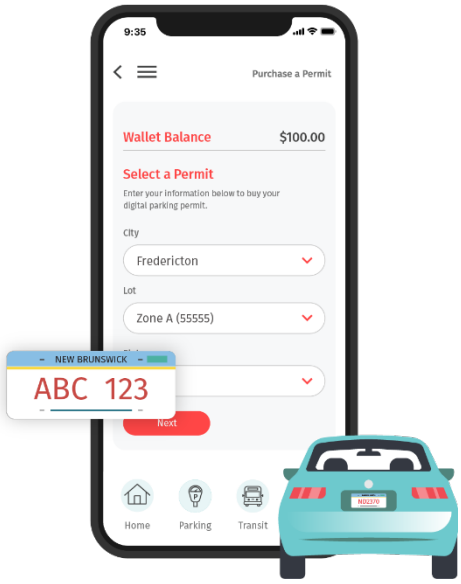
Moderated permits allow specific user groups access to special permit types that are not available to the general public. These often-discounted permits can be assigned to various lists, associated by email address. Administration can assign and remove staff members automatically, and HotSpot can assist by bulk uploads of lists. HotSpot has various options for management of these lists, through Active Directory technology integration to manual list upload. HotSpot Parking has successfully onboarded and manages the provision of payroll deduction to digital permits via this process.



Example of Direct Access Login using School ID

Flexible Permit Punch Pass

HotSpot has developed a unique approach to permits to provide more flexibility. Park when you want and pay when you want. When you run out, buy another pass! HotSpot's Digital Permit platform is robust and provides the ability to set flexible parameters, including days of week, time of day or seasonal passes.

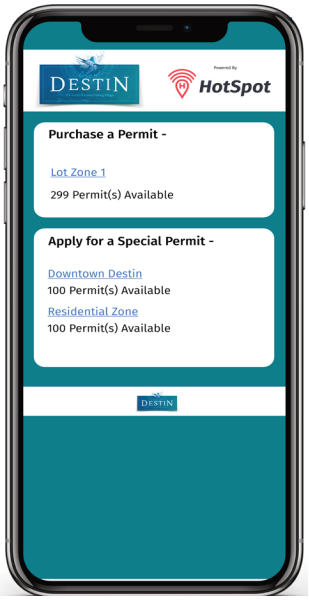


Bundle Permits

HotSpot understands permitting can be complex. This is why we allow for bulk permit purchasing and invoicing, which is great for departmental permit requirements. Permits can be bought in bulk and individually sold as desired, with a master administrator to manage distribution.

Non-Account Permits

HotSpot Parking offers customizable branding options for its clients, including a non-account Permit through the web-app accessible on the mobile devices or PC. This allows clients to incorporate their unique branding and design elements into the parking system, ensuring a cohesive look and feel. The implementation team works closely with the Destin's design or Parking team to adhere to brand guidelines and develop custom reservation or permit portals tailored to the city's needs. This personalized approach aims to enhance the overall experience for both the City of Destin and its visitors.



2.4 LPR Handheld Device and Ticket Printer (Citation Management)

HotSpot License Plate Recognition

Enforcement of the HotSpot system is 100% license plate based. HotSpot provides inclusive proprietary License Plate Recognition (LPR) software with all paid parking programs or can integrate with existing enforcement provider. HotSpot's LPR technology allows officers to scan a plate, view from a list of paid plates (sorted alphabetically) or type a plate to auto-populate and filter paid plates in the database. When the LPR technology scans a plate, it relays an audible" ping" and displays an alert if no payment method through HotSpot has been found using a red/green methodology.

Citation Management

HotSpot provides a complete ticket printing system with officers able to quickly and efficiently issue both motor vehicle and pedestrian tickets through a single hand-held. The parking aspect allows officers to:

- Scan a plate
- Issue an infraction which is linked to our Escalation Management System.
- Digitally chalk vehicles for time-based infractions.

HotSpot's automated system increases efficiency towards the following identified issues:

- Officer writing tickets by hands creating typos and unreadability
- City Admin spending time entering handwritten tickets into a system
- City Admin creating typos through unneeded manual labour that can be automated.

A main component of the HotSpot enforcement solution is providing municipalities with a branded online dashboard that can track citations quickly and simply through the escalation process. When a ticket is required to pass to the judicial system, our dashboard seamlessly navigates the process directly integrating with our industry partner, Duncan Solutions for access to DMV databases, reducing reliance on manually created sent and received reports. Automatically populating registered owner information into pdf notices for generation, and mailing. While also digitally amalgamating payment data from various parties.

Online Ticket Payment

Included with HotSpot's Enterprise package is a City-branded online payment portal, which will display photos captured during infraction issuance with time stamp. Users have the ability to settle citations through this convenient portal, accessible through their mobile phone or desktop accounts. This can also be embedded into the City's website for ease of access and allow for an appeals process at this stage.

Features

Officers

LPR: HotSpot has proposed hand-held and vehicle LPR to digitally recognize license plate details by simply taking a picture of a license plate and automating the formatted letters and numbers to identify the vehicle.

Mixed Parking Enforcement: Single solution enforcement application that allows plate-based searches for both transient street and permit parking feeding into one streamline dashboard.

List View: HotSpot's application has the capability to perform list view searches, by entering the first digit of the license plate number and all related plates starting with the same digit pre-populates for efficiency.

Infraction Selection: Officers can toggle a drop down menu to select By-Law infractions to issue citations, avoiding errors or typos while ensuring efficiency and accuracy.

Photo Capture: HotSpot's enforcement system allows up to six photos to be captured with the citation, providing further documentation to support any disputed claims.

Notes Section: On each citation issued, Officers can write internal notes that will be shared discreetly to the back-end dashboard only; as well as external notes that can be written to elaborate to the receiver of the ticket.

Appeal/Downgrade: Officers will have the option at any point in this process to cancel the ticket and will be notified of tickets they need to see through their hand-held device.

Digital Chalking: HotSpot's LPR technology uses digital chalking to make the enforcement process easier and faster. By entering in or scanning a license plate, the system mirrors how an officer would manually chalk a vehicle's tire in order to see how long they've been parked.

Administrators

Real-Time Data: We understand the pace that's needed for accurate parking information; therefore, our dashboards are automatically updated with real-time parking details. This is also why we work hard on our partner integrations to communicate seamlessly with third party vendors.

Citation Escalation: HotSpot's fully automated system performs a user-friendly flow through a ticket life cycle's multiple steps. This can be customized to your individual agency's needs to ensure proper follow up on each aspect.

Sending Reminders/Summons: After a specified period of time HotSpot's Dashboard will notify the City Administrator to send a reminder or summons to the driver based on local DMV information. HotSpot will provide a file to print.

Batching: The ability to group data for functionality is essential for efficiency. We have designed our dashboards with this in mind, allowing users to select and filter by varying details and then export into your preferred format (csv, etc.) for processing.

Payment Portal: HotSpot's custom web-based payment gateway is convenient, integrated and maintains full PCI compliance, giving your citizens an additional, trustworthy method of citation payment.

Waive/Downgrade Tickets: City Administrators need to be able to waive/downgrade the ticket up to the plea date while providing sufficient reason. They also need to be able to waive tickets for any found not guilty by the court system.

In-Person Payments: Administrators of the HotSpot Enforcement system also have access to resolve tickets using HotSpot's point of sale page. This service accepts most major credit cards as well as Visa Debit. This allows Administrators to complete face-to-face citation payments.

Search Fields: Administration Dashboard supports real-time queries and generation of complex reports without affecting solution performance. HotSpot's custom search fields automatically pre-populate entered data, such as the first digit of a license plate or date of ticket issue (etc.) allowing an easy filter option to viewing and managing citations.

Citation Review: HotSpot's customer support encourages its users to handle parking violations within the application, through online ticket payment or ticket resolution. If a parker believes their ticket may have been issued in error, users have the option to upload through HotSpot to attempt a resolve on their behalf. This review process provides the City Administrator with the ability to verify, accept or reject the ticket dispute and send it back directly to HotSpot or the customer.

DMV Integration: HotSpot meets the requirement both in the ability to obtain and comply with the regional Department of Motor Vehicles. These integrations provide automation in sending and receiving vehicle owner information to generate parking notices, store vehicle owner information, and generate reports as required by your local DMV.

Multiple Citations: HotSpot's enforcement system provides the ability to print infractions for all By-Law types, not just vehicle related.

Payment Portal: HotSpot provides a City-branded online payment portal. Users have the ability to settle citations through this convenient portal, accessible through their mobile phone or desktop accounts. This can also be embedded into the City's website for ease of access.

How It Works

Officers

Enforcement officers are the front line, initiating the system through their daily routine of enforcing parking rules across the City. In this automated process the officer will require:

- HotSpot's mobile LPR hand-held
- HotSpot's mobile ticket printer

Officer Enforcement Process - Parking Violation

Checking for Violations	The officer is assigned a route by the City to patrol and scan for Vehicle Violations.
Non-Violation	The majority of the time, Officers will not see an infraction and continue on.
Notice of Violation + Meter Check	When a violation is observed an Officer will stop and confirm. If the violation is an unpaid parking session the officer will perform a scan with the HotSpot LPR system.
Parking or Vehicle Violation- Select	Once a violation is confirmed the officer will select the type of violation from HotSpot's hand-held.
Enter Violation Information	Once the Violation is selected the officer will enter the required information.
Insert Notes	Officers will be asked if they would like to insert internal notes for City Administrators to view, as well as external notes for the user.
Capture Pictures	Officers will be required to attach one or more photos based on the City's directive.
Submit / Print	Once complete, Officers will press submit / print which will make the mobile printer active and print a ticket within 3-5 seconds to place on the vehicle.

Optional Steps

Appeal / Downgrade	Officers will have the option at any point in this process to cancel the ticket and will be notified of tickets they need to see through their hand-held device.

City Administrators

The City Administrators are the backbone of this solution, creating the necessary stakeholder connections required to produce continuity from start to finish. Within HotSpot's Enforcement Enterprise package, the City Administrator will:

Ticket Process

Receive the ticket and confirm	City Administrators will receive tickets in real-time from HotSpot's Dashboard once submitted by an officer. They will confirm that the ticket is accurate and matches information provided from local DMV information.
Send a reminder	After a specified period of time HotSpot's Dashboard will notify the City Administrator to send a reminder to the driver based on DMV information. HotSpot will provide a file to print.
Send a summons	After a second specified period of time HotSpot's Dashboard will notify the City Administrator to send a Summons to the driver based on DMV information. HotSpot will provide a file to print.
Access to DMV	HotSpot provides the ability to process and generate at the appropriate points in the infraction's lifecycle. (HotSpot will require a discovery meeting to determine how the municipality is currently integrated with DMV.)

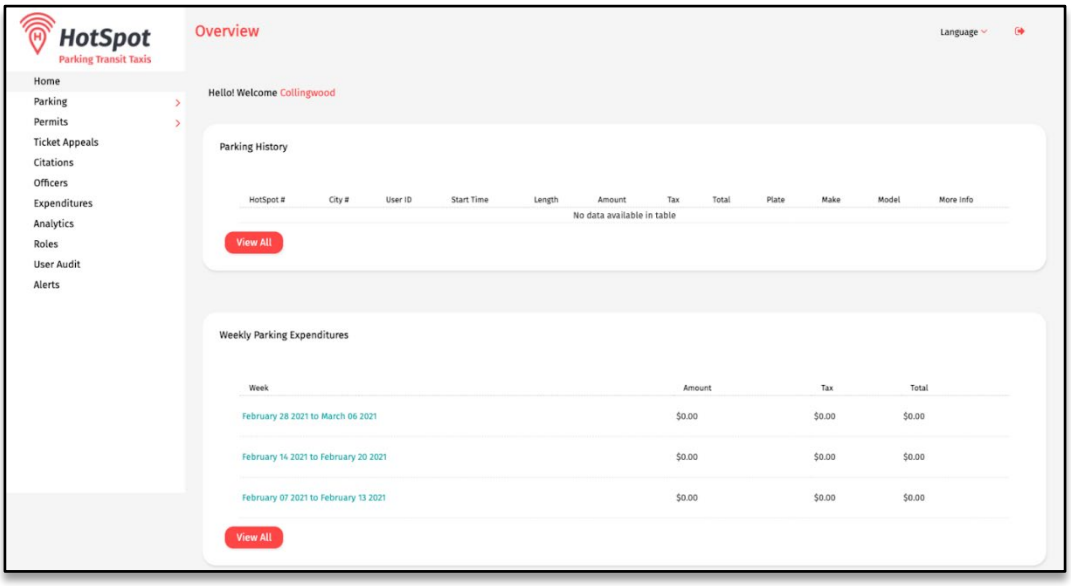
Any time throughout the process up to Plea Date

Receive payment	City Administrators need to be able to accept payment up to the plea date either through HotSpot's online portal, by mail or in-person via cash, credit and debit.
Waive ticket	City Administrators need to be able to waive/downgrade the ticket up to the plea date while providing sufficient reason. They also need to be able to waive tickets for any found not guilty by the court system.

2.5 Reporting Dashboard

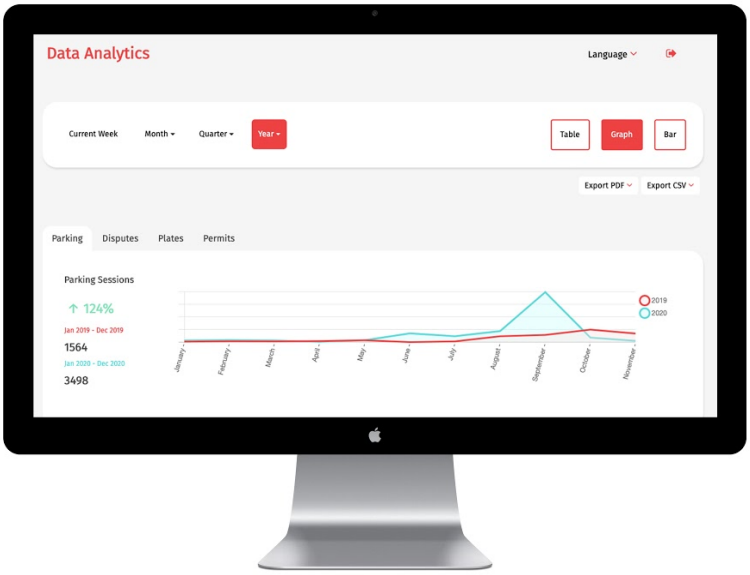
Every action in HotSpot's system is shown in a transparent fashion through our administrative dashboard. This allows the Administration to track key events such as:

- Every parking session made by a user is recorded in detail for auditing purposes.
- Every ticket resolution request is tracked through this dashboard to provide a detailed line of communication back to the user.
- Rates and time limits can be updated here for parking locations in real-time.
- Weekly collection according to routes and zones.
- Ability to note meter condition, such as worn decals.
- Revenue reporting can be broken down by area.
- Every payment made by a user is recorded in detail for auditing purposes.
- Every officer license plate entered is recorded which has been used to track officer performance.
- Analytics for systematic review of intricate data and trends.



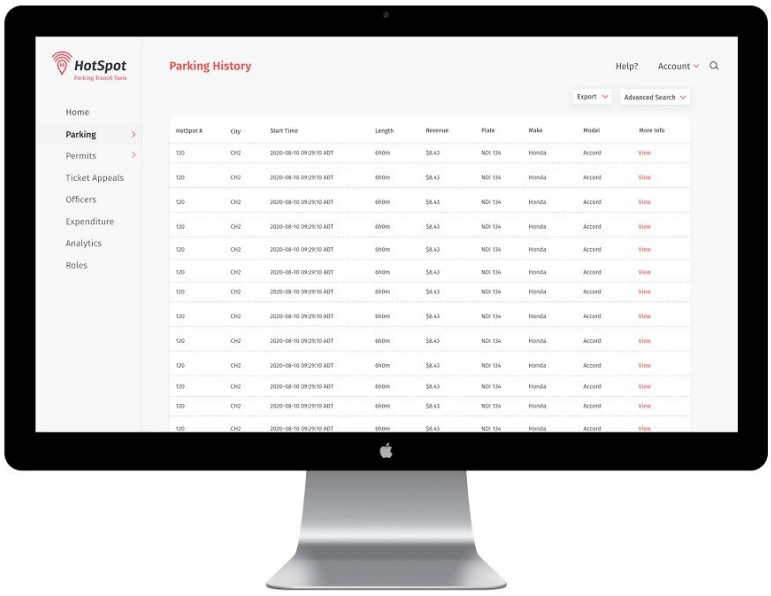
HotSpot Administrative Dashboard provides user friendly feature rich functionality

Reporting and analytics provide robust search capabilities for parking sessions, history and revenues; filter by date, time, year, spot location, zone or type of payment. Then, export that data from the dashboard to a saved file in a CSV, Excel, or PDF format. Through analytics you can prepare year-over-year comparison charts and graphs on Destin's parking usage historical data.

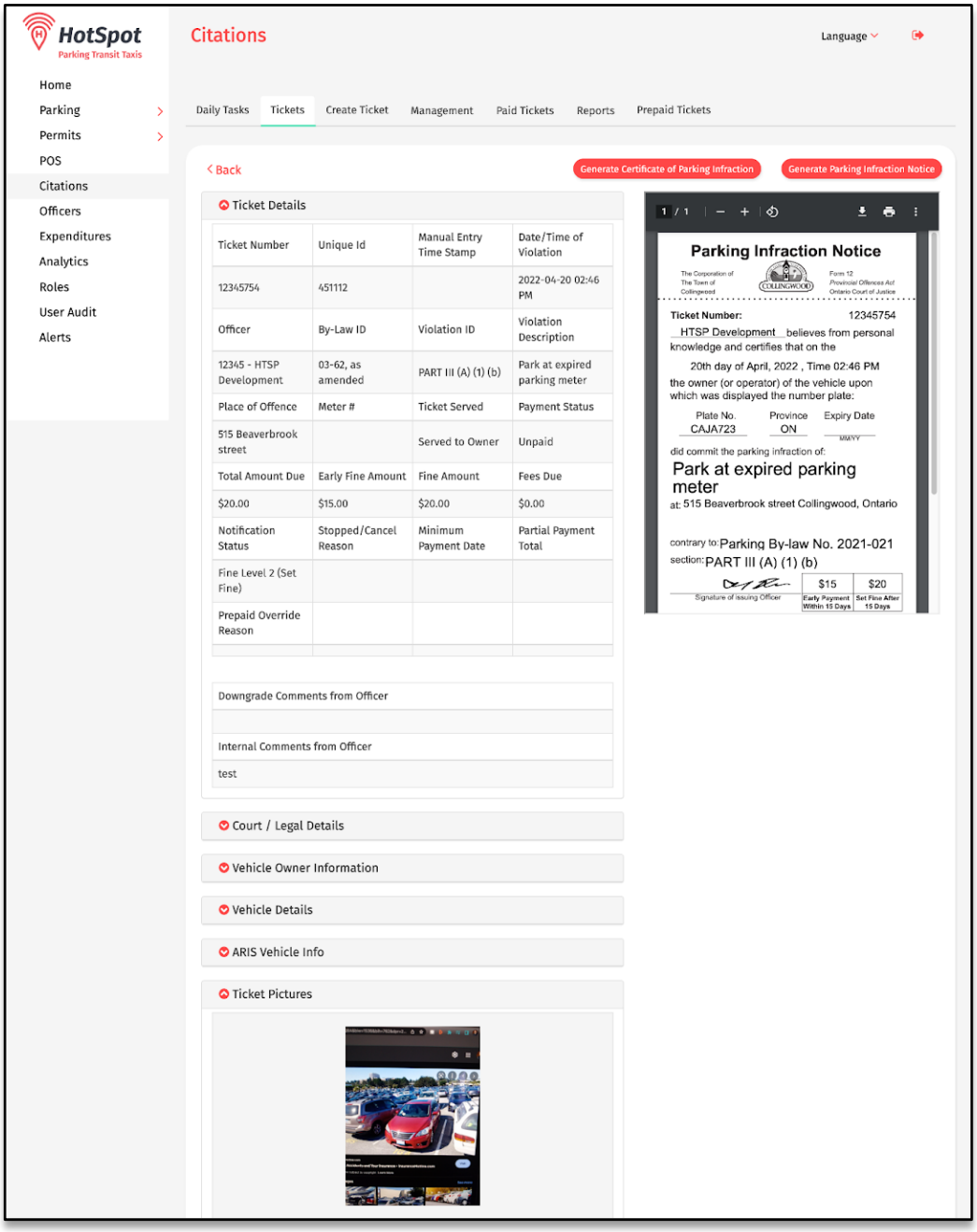


HotSpot Analytics Tab on the Administrative Dashboard, can be searched, filtered and exported.

HotSpot's Administrative dashboard provides full autonomy towards parking and enforcement management. Update spots, zones, rates and time limits in real-time with no application downtime required. Through our Roles feature, City Administrators can add, edit & customize specific roles to users, providing an audit log for viewing and tracking changes.



Real-time views of active parking sessions, with advance searches on historical sessions for your City.



Detailed displays on Citation Management, with advance search capabilities. Click "View Ticket" for more information

2.6 Public Facing Real-Time Parking Maps (HotCurb)

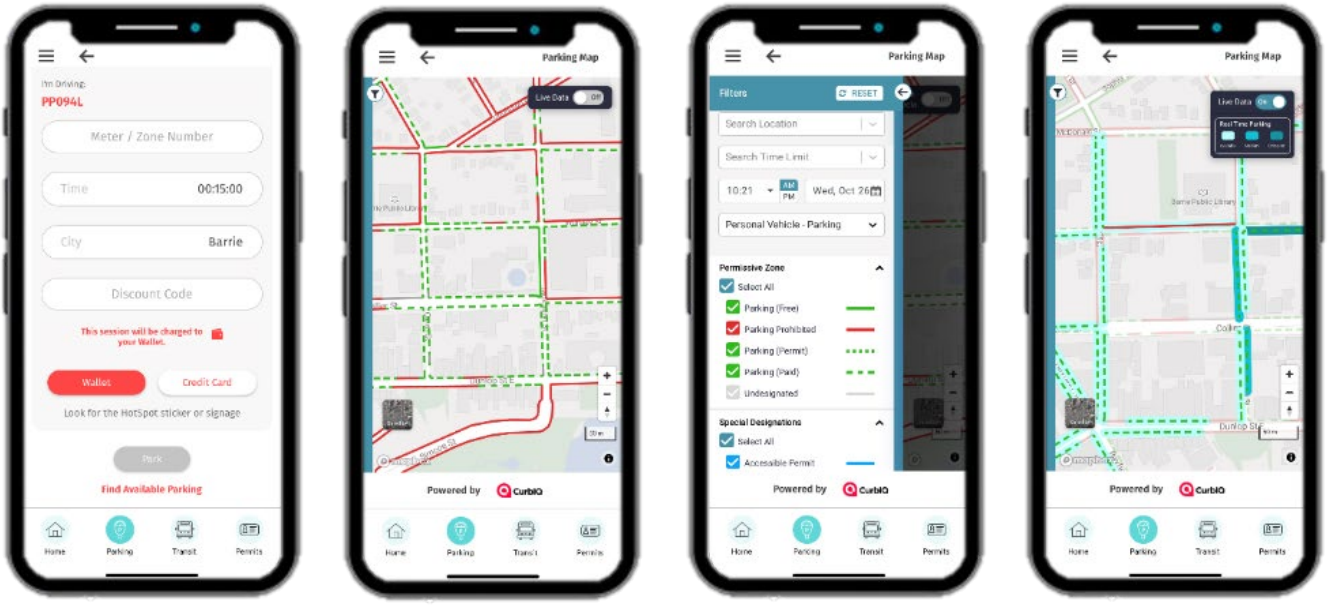
For this solution, CurbIQ will coordinate with HotSpot to get all paid parking locations in the City along with the transaction data for these spaces or zones. For curb spaces that have additional infrastructure tracking them such as sensors, we will coordinate API end points to access real-time occupancy information. CurbIQ has integrated with dozens of infrastructure types and their associated APIs in the past, so configuration and functionality has been tested and verified as a seamless experience. CurbIQ will use Curb Converter data processes (a collection of automated data conversion and standardization methods used by CurbIQ to create curbside data) to take all this inventory and demand information to create a parking map on Curb Viewer.

The real-time map will be configured as a standalone website that can be embedded in the City's website. The map will also appear directly in the HotSpot app when users choose "Destin" as the City to pay for parking. Additional mobility and curbside information the City may want to display, such as accessible parking, pick-up and drop-off zones, transit stops, bike storage, or pedestrian pathways can be uploaded to the platform upon request.

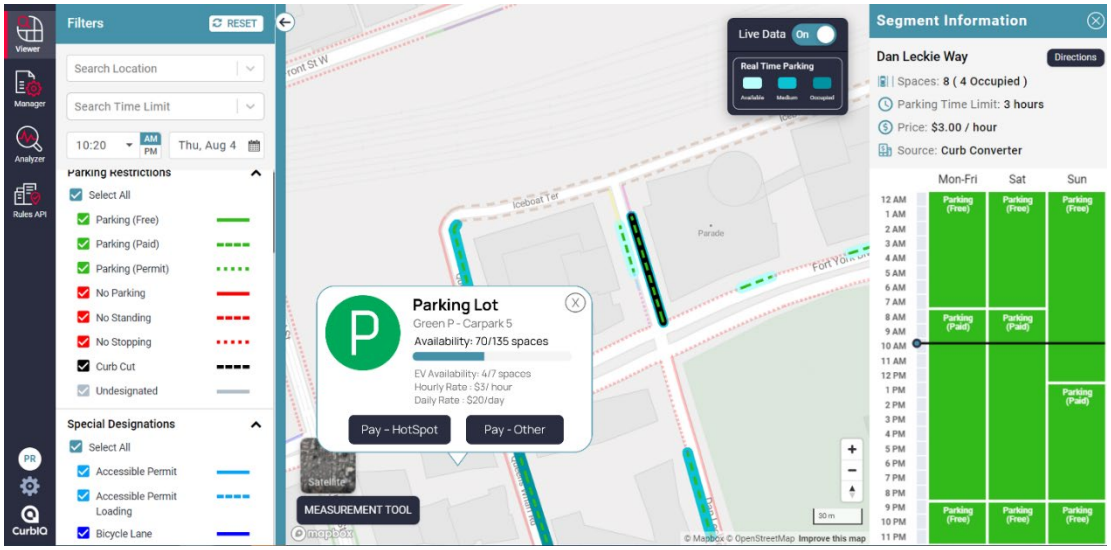
A key component of reducing congestion and parking issues is to effectively communicate parking and alternative mobility options to users so they can make informed decisions and know where they should go. This includes parking availability, not just once a user arrives, but prior to reaching their destination.

HotCurb – A HotSpot and CurbIQ Solution

- Search for Available Parking: CurbIQ's *Curb Viewer* map pulls in HotSpot's parking payment and other occupancy infrastructure info to display real-time availability and location for users alongside other curbside and mobility options.
- Seamless In-App Experience: Available as both an embeddable webpage and in the app, users can get directed to navigation and payment options for parking all within the HotSpot app.
- Comprehensive Inventory Information: Users can view any regulations that apply on any curb segment along with other key information such as the price of parking, maximum duration, and what time the restriction will change.



An embedded City website example can also be seen here and there is a demo of the app on our website.



Real-Time Data Integration

CurbIQ is vendor agnostic and has integrated with over a dozen different demand source vendors, with some examples highlighted below as well as on our website.

- Sensors: CurbIQ has integrated with sensor hardware previously, having displayed real-time parking information for over 5000 in ground sensors installed at the curbside across multiple projects.
- Multiple Camera Vendors: as part of several curbside management studies, CurbIQ has had to pull several different camera feeds and APIs to display occupancy data, both in real-time and for historical aggregation.
- Payment Apps: CurbIQ has ingested transaction data from multiple parking apps to display real-time transactional occupancy.
- Parking Meters: CurbIQ has pulled real-time demand data from smart parking meters (or aggregated data from older parking meters) and included this information on parking maps.
- Electric Vehicle (EV) infrastructure: CurbIQ can integrate EV station occupancy information so that users can know what EV charger ports are available when heading to a destination.

2.7 Multi-Space Pay Stations

Mackay Tango Pay Station

External Cabinet (security, color and appearance)

The MacKay Tango™ is a slim, unobtrusive multi-space pay kiosk that can facilitate a convenient user experience, pay-by-plate programming, and won't take away from the character of the City. The MacKay Tango™ was also designed with resistance to vandalism and burglary attack in mind. Each access door is mounted to ensure a tight fit, resisting forced entry by the use of prying devices. There are three doors on the MacKay Tango™ pay stations (main door, vault door and service door) and all three have been reinforced with stainless steel locking systems. Additionally, the three distinct compartments are each separated by heavy steel. The cash box is located in the center of a double walled, cash vault compartment. Access to the cash vault is not possible from the open main door (upper cabinet), or the open service door (lower service compartment). All door locking hooks and lock bars are heavy gauge type 304-2B stainless steel. The vault door has a 9-point lock system engaging lock bars on all four sides of the vault door.

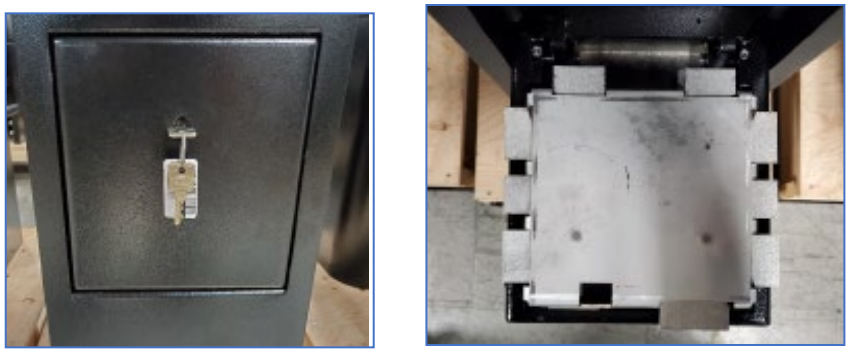
Main Door and Upper Cabinet Lock

The upper cabinet door locking mechanism is made of a 3/16" thick stainless steel bar establishing three (3) separate locking points with the main door. A high security Medeco key is used to actuate the locking mechanism. A steel shutter is used to protect the lock and the possibility of key breakage is very low. The locking mechanism is designed to be locked by default so any intrusion is minimized in the case of a lock failure or malfunction. This locking system allows access to the upper cabinet for maintenance purposes and replenishment of tickets. It also allows access to the service door locking bar. Keys for this cabinet should be assigned only to technical and/or maintenance personnel. Access to the cash vault is not possible from inside the upper cabinet.

The MacKay Tango™ pay station in Pay by Plate mode

Vault Door and Service Door

The vault door and service door locking mechanisms are made of four (4) 10-gauge, stainless steel, slide bars offering a total of nine (9) locking points distributed on all four sides of each door, which have both an inner and outer steel wall and are equipped with a high security Medeco lock. This locking system allows access only to the cash vault for cash box removal/replacement or service door for main battery or anchor bolt access. Keys should be assigned only to the correct personnel. The collection vault keys do not allow access to the cash box contents.



Vault door and 9 locking points

Color and Appearance

The overall dimensions of the Tango are 53.5 inches (1359 mm) in height, 12.4 inches (315 mm) in width and 13.75 inches (349 mm) in-depth. MacKay uses high performance powder coat paint products specifically designed to stand up to a wide variety of physical and environmental conditions. The exterior surfaces of the MacKay Tango™ pay station are baked on powder coated at the factory and the smooth powder coated finishes applied by MacKay will resist adhesion of sprayed on graffiti and it also stands up well to the use of strong graffiti removal sprays. Any stainless-steel metal of the pay station exposed as a result of scratches, heat, or the graffiti removal process will not rust.

The standard color is black but can be painted in most any color. The marking of each machine includes an international parking symbol installed on both the left- and right-hand side of each Tango. These are high quality vinyl signs measuring approximately 6.75” in diameter and are 0.009” thick. Each vinyl sign consists of a white or silver reflective letter “P” on a blue background.

Examples of the MacKay Tango decals and colour schemes

Payment Options

Card Reader

The MacKay Tango™ pay station is capable of accepting the following credit cards:

1. Visa

2. MasterCard
3. AMEX
4. Discover
5. Mobile Pay – through HotSpot, tied to enforcement.

The MacKay Tango™ pay station are capable of accepting payments using credit cards or debit cards from the above noted brands. The card payment slot restricts the width and thickness of the card being inserted to that of a standard sized credit. Also, the card payment slot is purposely narrowed to restrict the insertion of coins and similar such items. Card insertion with the magnetic stripe oriented in the incorrect orientation cannot be easily done because the raised embossing of the credit card acts as an obstruction to the card slot. Typical transaction with real-time authorization is about 7-10 seconds with good communication signal.

The MacKay Tango™ pay station can also offer a Near Field Communication (NFC) contactless credit card reader. It supports contactless payment applications with the following: Visa® payWave, MasterCard® PayPass™, American Express® ExpressPay® as well as other forms of NFC payment including Interac, Apple Pay, Google Pay and Samsung Pay.

Tango Payment options – contactless card reader, coins and credit card reader

Coin Accepter

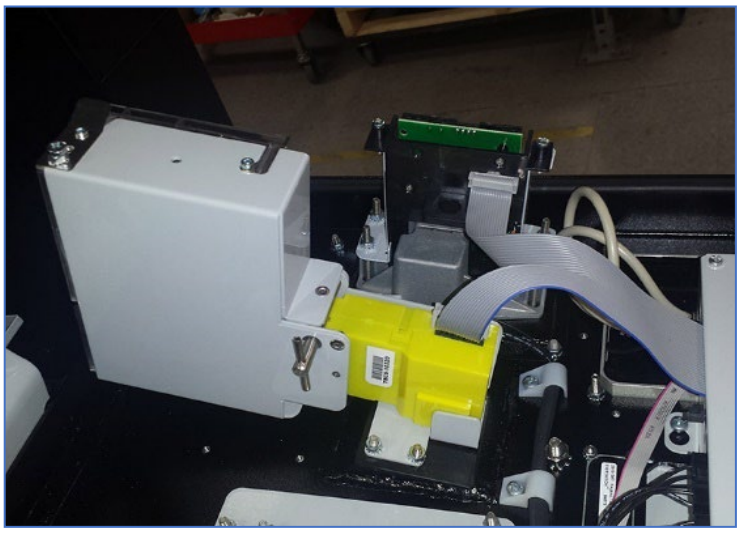
MacKay's REV 6 SmartChute™ coin chute has four individual sensors. There are three inductive type coil sensors. Metallic objects of sufficient size/density will be detected by any of these three sensors. Each sensor can be used by the pay station to serve two roles: coin insertion and validation, and metallic object jam detection; all valid North American coins currently in circulation have specific metallic properties and as such, an inductive type coil sensor is the logical choice for coin insertion detection/activation. Also, fogging or build-up of water, moisture, dust, dirt, or grime will not impact or affect coin insertion detection in these types of sensors. However, these inductive type coil sensors cannot detect the presence of non-metallic objects.

In addition to the previous three sensors, there is an optical infrared (IR) sensor in the SmartChute™ that is used to detect the presence of opaque objects (both metallic and non-metallic). A sensor that can detect non-metallic objects is ideal for detecting jams consisting of commonly inserted junk such as pop-

can tabs, paper, cotton balls, plastic stir sticks, popsicle-sticks, and toothpicks. The IR sensor can be configured to be ON/OFF to conserve battery power. The IR sensor is placed at the coin chute entrance, located in behind the stainless coin slot. This sensor is placed in the center of the inductive type proximity coils, allowing both metallic and non-metallic objects to be detected at the coin entrance.

In addition to these four sensors, a series of two individual “anti-pull back” flippers are located at the upper area of the chute, and the lower end of the coin path, strategically placed between two of the inductive coil type sensors. Valid coins inserted into the pay station must travel past both of these coil sensors in order to be validated, and therefore travel in the reverse direction back up the coin path (i.e. coin on a string), is restricted by these individual flippers.

MacKay recently implemented an innovative (patent pending) pullback at the upper area of the SmartChute’s coin path, directly behind the coin slot. This pullback feature further restricts the removal of coins in the reverse direction, from this area of the coin chute, additionally discouraging and frustrating deliberate jamming and “coin fishing” forms of vandalism/fraud.



Coin chute and coin escrow inside the Tango

MacKay's SmartChute™ coin acceptor

Coin Box

The Tango’s cash box is a lightweight, high capacity, sealed metal unit, featuring a high security Medeco® cam lock, easy to use color-coded ‘GO/NO GO’ reset indicators and activation/installation features for cash collections staff, as well as other security/anti-tamper features. An audit ticket is printed by the Tango whenever the cash box is removed from the machine and the same audit report is transmitted to Sentinel™ MMS for viewing at any time. The cash box is 4.1 L in capacity and can hold about $600 in quarters.

Locked cash box from Tango

Section 3: Fee Proposal[1]

Cost Solution

HotSpot has prepared an exclusive cost proposal for the City of Destin to meet the objective of choosing a turnkey, experienced vendor that can provide a quality product with a wide range of services and keep the total project and service costs as low as possible to the city and its residents.

Cost Assumptions

In order to prepare the cost proposal, a few assumptions were made. We have ordered them by number of importance.

1. Overall cost to the city and its customers should be strived for and will be held at high value which motivated HotSpot's offering of a sole proponent agreement.
2. Operational convenience and the ability to flexibly adapt to evolving technical and customer needs, is essential.
3. Responsive customer service and continued technical and account management is meaningful.

Project Goals

HotSpot's Cost proposal has heavily considered overall price and operational convenience as key drivers of this project. HotSpot meets and, in some cases, exceeds the mandatory required services outlined in the scope of this RFP, including:

1. Accessible and convenient mobile parking payment service, available online and in-app, supporting multiple payment methods and that's easy to use.

2. Flexible configuration of rates and lots, allowing for changes and creation of new rules all of which are made in real-time, with no downtime required.

3. Single solution platform expandable for hourly parking, residential permits and multiple locations that provides inclusive LPR enforcement tools, streamlined through our integrated application.

4. A secure, account management website and application. Bound by our high level of privacy compliance, PCI-DSS level certification, and ISO 27001 certification.

5. Dedicated account manager with routine check-in calls for business analysis, with the entire user base supported by our 24/7, 365 in-house, customer service team.

[1] All pricing within this proposal is **CONFIDENTIAL.**

Price Quotes - Mandatory Services

#	Item	Qty	Description	Unit Cost (USD)	Sub-Total
1	Merchant Fee (flat)	-	-	-	-
2	Merchant Fee Percentage	-	-	-	-
3	Transaction Fee	-	-	-	-
4	Merchant Processing Fee	1	Merchant Process applies to all digitally collected revenue for parking, permits and tickets.	2.99%	2.99%
5	***Other Fees (List):*** a. Online Citation Portal b. HotSpot Mobile Parking App Payments c. City Branded Fast Tap Payments			$1.00 per ticket paid $0.25 convenience fee, paid by user $0.35 convenience fee, paid by user	$1.00 per ticket paid $0.25 convenience fee, paid by user $0.35 convenience fee, paid by user
6	HotSpot Mobile Parking Application	1	**HotSpot Mobile App**, for frequent users -Real-time Map Integration	$0 Upfront to the city, convenience fee paid by user (mentioned in Other Fees)	$0 Upfront to the city, convenience fee paid by user (mentioned in Other Fees)
7	HotSpot Digital Parking Permits	1	**Digital Parking Permits, All Modules:** - City-branded permit portal - Monthly & Annual Types - Bundle Permit Access - POS Recording Entry Software	Annual: $15,000	Annual: $15,000
8	Citation Processing Management System	1	**Enforcement Enterprise, Citation Management:** - Custom Ticket Creation - By-Law Creation - Ticket Printing Software - Cloud-Based Dashboard - Advanced Search Functionality - DMV Access and PDF Generation - Online payment portal (fee paid by ticket holder, noted below) - Integration with LPR Enforcement	Enforcement System: $8,000 (one-time) + Online Citation Platform: $2,500 (one-time) + Annual: $15,000 +$1.50 per DMV hit	Capital: $8,000 (one-time) + Online Citation Platform: $2,500 (one-time) + Annual: $15,000 per year

#	Item	Qty	Description	Unit Cost (USD)	Sub-Total
				+Optional Mailing service $1.50 per letter, plus postage +Optional secondary collection services	
9	City Branded Fast Tap Signs	40 (TBC)	**City-branded Fast Tap Signs** -Real-time Map Integration	Capital: $125 per sign, convenience fee paid by user (mentioned in other fees)	Capital: $5,000, convenience fee paid by user (mentioned in other fees)
10	LPR Handheld Device	6	Hand-held LPR Devices	$300 per unit	$1800
11	Multi-Space Parking Meter Kiosk (Tango Machines)	4	**MacKay Meter Tango Machines** Services Include: - Solar powered. - Support coin, credit card, smart card, and optional contactless card payment. - Integrated to LPR enforcement. Includes 40 Ah battery, one roll of ticket paper, 2 sets of high security keys (3 separate compartments), 2-coin boxes	Capital: $7,187.50 per unit + Annual: $759	Capital: $28,750 + Annual: $3,036
12	Zebra Q521 Bluetooth Printer (with Accessories)	6	**Includes:** -Shoulder Strap -Adapter -Battery -Soft Carrying Case	$1,500	$9,000
13	Printer Paper	50	50 (5,000 Tickets)	$ 33.51	$1,675.50
			Total Year 1: **Annual Cost, After Year 1:** **(Agreement Length of 5 Years:** **Total Cost of Program Year 1-5:**	**$86,725** **$33036 per year, years 2-5** **$43,773.80 average cost per year)** **$218,869**	

Notes:

- *Merchant Processing fee of 2.99% applies to Mobile Pay, and 4% on Pay Stations.
- HotSpot provides continuous improvements and enhancements to the system on a rotating bi-weekly basis.
- No escalation fee between years of contract. Annual cost is locked in for scope of services noted for the duration of the proposed 5 Year Agreement.
- Taxes are not included and do apply.

Implementation Services

All services below are included at no cost with this proposal.

Category	Details
Project Management	• Dedicated Project Manager • Implementation Specialist • Project Plan with Weekly Calls
Configurations	• Zone Set-up • Rate Testing • Administrator role creation and set-up
Marketing	• Launch/Welcome Box with Flyers and Materials • Post PR on Website • Post PR on social media • Dedicated Client Success Manager
Training	• HotSpot LPR & Enforcement Overview • Parking Introduction • Parking Consumer Experience Overview • Parking Configurations • Customer Support • Operator Management

Note:
*Per Diem for additional onsite visits is $1,050.00 per day, pending COVID-19 restrictions.

Unique Financial Benefits of HotSpot Ownership

Feature	Benefit	Status Quo Alternative	Direct Financial Benefits
Mobile App	HotSpot's mobile app usually provides 40-50% reduction of cash collection.	Current systems require security and protocol to collect cash routinely.	• HotSpot has found when collecting physical dollars, 7% of all monies are lost due to inefficiencies and administration processes.
Fast Tap Signs (No App Download Required)	10-20% additional adoption of digital payments.	In order to accommodate visitors that don't want to download an app, the city can either put in a pay station or a tap sign.	• Savings of $10,000+ on not having to install pay stations as often. • No upgrade as hardware/software changes to meet compliance specs. • No power and maintenance fees. • Ability to customize signs to city's image, for easier, digital parking payments from tourists.
Parking Permits	Ability to oversell existing permit lots by 10-20% based on location.	Providing Parking permits either by hangtag or through a contactless digital option.	• Saving on the physical hangtags and enforcement of faked permit hang tags • Increased compliance through automatic billing and waitlists • Bulk permit management for corporate billing reducing financial staff administration costs.

Feature	Benefit	Status Quo Alternative	Direct Financial Benefits
Access to Transportation & Mobility Engineers & Consultants	Ongoing support calls, to consult with industry leading professionals.	Providing a one size fits all parking management solution, with limited support and stagnant evolution.	• HotSpot is developed in partnership with Engineers and can share data to provide annual parking reports at 1/5th of the cost of a Parking Engagement study through live data unavailable through other providers.
No Gateway Fees	Elimination of gateway and per transaction processing fees on parking revenue collected, reduces cost of money transfers by ½ (50%) through a single payment.	When remitting parking revenues, some mobile providers charge an additional processing or gateway fee, in excess of the mandatory credit card transaction fee in order to transfer funds daily or directly.	• Collect parking revenue in its near entirety due to no gateway charge, or additional processing fees billed by HotSpot. • Reduces costs by sending single lump sum payments instead of fees on every microtransaction. • HotSpot's commitment also never charges convenience fees for a $0 parking session.
HotSpot Customer Support - Ticket Triage	55% reduction in City Administration fielding parking inquiries as HotSpot provides front line support.	When introducing a new mobile payment option City staff are either trained to handle issues or it's outsourced to the app provider.	• HotSpot responds to all frontline issues faced with the mobile app which increases staff allocation to alternative tasks.

Conclusion

HotSpot has taken great care in putting forth a proposal to meet and exceed the objectives for the City of Destin. HotSpot's goals are aligned in ensuring a quality product with a single solution platform, from an experienced vendor has been provided at the lowest possible price to the city and its customers. HotSpot's mission is to "Provide clients with an integrated mobility and transportation solution to optimize their customer experience and assets". Overall, we are confident that we are the right provider to help the City of Destin meet its parking mandate and further improve its standing as an amazing place to live. We are satisfied that this proposal speaks to this aspect.

Appendix A – Project Team Resumes[2]
Rob Wood, Project Manager

EDUCATION/ RECOGNITION

- Diploma in Business Administration – Eastern College
- Diploma in Applications Development – Eastern College

RELEVANT EXTRACURRICULAR/ACCREDITATIONS

- Several certificates for:
    - Automation Testing
    - AWS Cloud Computing
    - Several courses on Leadership Training
    - Introduction to Six Sigma and Lean
    - Agile Fundamental Training

RELEVANT PROFESSIONAL EXPERIENCE

Client	Date
Fredericton Parking + Enforcement	2020-present
Acadia University Enforcement	2020-present
Saint John Parking + Transit Services	2020-present
The University of Ottawa Parking	2020-present
Mount Royal University Parking	2020-present
Halifax and Halifax Waterfront Parking Services	2020-present
Collingwood Enforcement	2020-present
Yarmouth Enforcement	2020-present
Lambton Shores Enforcement	2020-present
Ottawa University	2020-present
Brantford Enforcement	2022-present
Norfolk County Parking	2022-present
Woodstock Enforcement	2022-present

[2] **CONFIDENTIAL**

Responsibilities and Outcomes

Responsibilities	• Writing and executing manual test cases for multiple projects • Creating and implementing automation test suits from scratch using Selenium Webdriver, and Postman • Manage quality assurance team to assure proven processes are being followed • Work with several teams within the company to investigate and resolve issues (special rates, finance, customer support, project management) • Work closely with third-party auditors to maintain PCI, PIA, VAPT, ISO compliance • Investigate current company policies and procedures, suggest, and implement changes to create more efficient and sustainable workflows
Outcome Examples	• Implemented reporting procedures for special rates to assure any issue is caught and resolved as soon as possible • Created accounting reports to assure accuracy and reduction of loss • Rebuilt and recreated many processes and procedures within the Quality Assurance department to focus on efficiency and effectiveness of Quality Assurance efforts

John Blackmore – Head of Product

EDUCATION/RECOGNITION

- Degree in Bachelor of Arts Program - Major in Political Science
- Training is SQL and database management
- Training in Jira workflows and leading development scrums

RELEVANT PROFESSIONAL EXPERIENCE

Client	Date
Fredericton Permit + Parking + Transit Services	2020-present
Moncton Parking + Transit Services	2020-present
Saint John Parking + Transit Services	2020-present
City of Bathurst Permit + Parking Services	2020-present
Bridgewater Parking Services	2020- present
Halifax and Halifax Waterfront Parking Services	2020- present
Nova Scotia and Horizon Health Parking Services	2020- present
Town of Collingwood Parking Services	2020-present
City of Greater Sudbury Permit and Parking Services	2020-present
Mount Royal University	2021-present
City of Stratford Parking Services	2021-present
Bay Ferries Permits and Ticket Printing	2021-present
Ottawa University	2021-present

City of Barrie	2021-present
Interior Health	2022-present

Responsibilities and Outcomes

Responsibilities	• Permit rollout and feature development. • Leading onboarding teams. • Leading requirements gathering. • Sourcing and evaluating organizational software. • Sourcing and evaluating and importing hardware. • Work with Stakeholders to maintain project direction. • Understand and provide feedback for new products/projects. • Leading implementation of new products

Outcome Examples	• City of Fredericton
	  ○ Led and implemented development surrounding the onboarding of a digital permit system.
	  ○ Sourced a hardware solution for transit tracking.
	• Bay Ferries
	  ○ Lead the design and development of a novel parking reservation system to be used to generate a revenue stream.
	  ○ Implemented digital printing with an integrated payment portal to increase parking compliance.
	• Fast-Tap Signs
	  ○ Designed and rapidly iterated an NFC chip parking sign designed to increase parking coverage outside of app use.
	  ○ Sourced additional materials to increase user experience and flow through.

Max Noël – Client Success Manager

EDUCATION/ RECOGNITION

- Diploma in Welding – New Brunswick Community College
- Red Seal in Welding – New Brunswick Department of Labour
- Diploma in Technology Management and Entrepreneurship – University of New Brunswick
- Chemical Engineering Degree – University of New Brunswick
- Recognized as “One to Watch” by InnovateNB (2023)
- Bilingual

RELEVANT PROFESSIONAL EXPERIENCE

Client	Date
Port of Québec	Aug 2023 - present
City of Québec	Aug 2023 - present
City of Red Deer	Aug 2023 - present
Jasper Transit	Aug 2023 - present
Medicine Hat	Sept 2023 - present
City of Barrie Transit	Oct 2023 - present
Compark Commercial Properties	Oct 2023 - present
Corner Brook	Oct 2023 - present

Responsibilities and Outcomes

Responsibilities	• Supervising the progress in implementing parking, transit, and enforcement solutions • Identifying and defining the underlying core requirements of client projects through frequent communication • Developing new implementation work processes; modernizing and formalizing older processes • Support in the development of new cross-functional processes • Work with HotSpot developers and sales team to assess viability of custom client solutions • Post-project delivery follow-up

Outcome Examples	• Projects are completed on time, with accuracy, and with a strong focus on client satisfaction • Sharing our experience and expertise results in projects that better target the needs of the clients, leading to higher client satisfaction • Work process efficiency increases, with decreasing rework and miscommunication, resulting in higher value product • Functions and features that come from newly identified client needs increase satisfaction for these clients, and value to future clients

CITY OF DESTIN, FLORIDA

REQUEST FOR BIDS
RFP NO. 23-13-PW

PAID PARKING SOLUTION

City of Destin, Florida
November 2, 2023

Lance A. Johnson, City Manager
Phone (850) 837-4242
4200 Indian Bayou Trail
Destin, Florida 32541

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

NOTICE TO BIDDERS

The City of Destin, Florida, is currently receiving sealed competitive proposals for a Paid Parking Solution Contract for City parking lots for **three years with the option for two additional one-year renewals, not to exceed five years**. Interested parties should contact the City Clerk's office to obtain copies of the bid documents by calling them at 850-837-4242. The Scope of Work will include, but not be limited to, software, hardware, and customer services to support an existing Paid Parking Program. The successful Bidder shall be required to supply the City with copies of current Liability Insurance and Worker's Compensation coverages. Bids must be received by the City Clerk's Office at the City of Destin, 4200 Indian Bayou Trail, Destin, Florida 32541, in a sealed envelope clearly marked "**RFP No. 23-13-PW, PAID PARKING SOLUTION**", along with the name, return address and telephone number of the bidder, no later than **2:00 p.m. CST, on Thursday, December 14, 2023**. The City reserves the right to reject any and all Bids or portions thereof, to waive minor defects and informalities in the process, to accept the Bid(s) or take any other actions deemed by the City to be in the City's best interest.

Lance A. Johnson
City Manager

Bidder Initial: PC

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

CHECKLIST

The following items must be provided for your bid to be considered responsive.

1. **Completed bid form (Exhibit A)**
2. **Responsive Bidder Qualifications Statement (Exhibit B)**
3. **Proof of required Workman's Compensation Insurance documents**
4. **Proof of adequate Liability Insurance**
5. **Completed W-9 [available at http://www.irs.gov/pub/irs-pdf/fw9.pdf]**
6. **Bid Packet initialed on all pages**
7. **Copy of General Liability Insurance Documents (Worker's Compensation)**
8. **Copy of State license (if required for job)**
9. **Copy of City License (if business office is in Destin)**
10. **Completed Public Entity Crimes Form (Exhibit C)**
11. **Completed Drug Free Form (Exhibit D)**
12. **Addenda (if applicable)**
13. **Three References (minimum) to include Contact Name, organization, project names and dates, Contact's telephone and email.** ***References should be from other municipalities, county governments, airports, event centers, etc.***

Other documents as requested in bid package.

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

1.0 INTRODUCTION

The City of Destin is issuing a Request for Proposal (RFP) to secure proposals from qualified contractors for **PAID PARKING SOLUTION**.

It is the responsive proposer's responsibility to read and understand the requirements of this request for proposal. Responsive proposers are required to state exactly what they intend to furnish the City of Destin via this solicitation and must indicate any variances to the terms, conditions and specifications of this proposal, no matter how slight. If variations are not stated in the proposal, it shall be construed that the bid fully complies with all conditions identified.

Before submitting a bid, each responsive bidder will, at bidder's own expenses, make or obtain any additional examinations, investigations and studies, and obtain any additional information and data that may affect costs, permitting, progress, performance of furnishing of the project and that the responsive bidder's deems necessary to determine its proposal.

Responsive bidder will examine all documents included in this Request for Proposals (RFP) carefully and shall make a written request to the City's authorized representative for interpretation or correction of any ambiguity, inconsistently, or error herein.

Any interpretation or correction will be issued as an Addendum by the City. Only a written interpretation or correction by Addendum shall be binding. Responsive bidders are cautioned against relying on any interpretation or correction given by any other method.

The submission of a proposal shall not be deemed an agreement between the responsive bidder and the City. The proposal is a contractual offer by the responsive bidder to perform services in accordance with this RFP Solicitation. The City shall not be obligated to respond to any bid submitted nor be bound in any manner by the submission.

2.0 INSTRUCTION TO RESPONDENTS

A. All RFP's will be publicly opened and recorded for acknowledgement of receipt in the City Hall Boardroom on **December 14, 2023** no later than 2:00 P.M. (CST). All responsive bidders or their representatives are invited to be present. The City Hall Boardroom is located at Destin City Hall, 4200 Indian Bayou Trail Destin, FL 32541.
B. Any responses received after the stated time and date will NOT be considered. It shall be the sole responsibility of the responsive bidder to have their RFP submittal **delivered to City Clerk's Office** for receipt on or before the above stated time and date. RFP responses which arrive after the above stated deadline as a result of delay by the mail service shall not be considered, and arrangements shall be made for their return at the responsive bidder's request and expense. The City reserves the right to consider

submittals that have been determined by the City to be received late due solely to mishandling by the City after receipt of the RFP and prior to the award being made.

C. Respondents may request information regarding the RFP in writing from City Clerk Rey Bailey, clerk@cityofdestin.com. Such a request shall be received in writing at least seven (7) days prior to the submittal deadline.

D. If any addendum(s) are issued to this Request for Bid, the City will attempt to notify all prospective respondents. It shall be the responsibility of each respondent, prior to submitting the RFP response, to contact the City Clerk's Office, at (850) 837-4242 to determine if any addendum(s) were issued and to complete any addendum acknowledgements as part of their RFP response.

E. Complete and submit Responsive Bidder Qualification Statement, form herein as Exhibit B. Clearly indicate the legal name, address and telephone number of the responsive bidder. Responses shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the responsive bidder to the submitted RFP. Responsive bidders must note their Federal I.D. number on their RFP submittal.

F. *One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy* of the RFP responses (on USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

G. All expenses for making RFP submittals to the city are to be borne by the responsive bidder.

H. Responses shall be evaluated by the Bid Committee based on all information submitted and the lowest, most responsive and responsible bidder will be recommended to the City Council for approval.

I. The Bid Committee shall consist of City of Destin staff members.

J. Each responsive bidder, by submission of an RFP submission, acknowledges that in the event of any legal action challenging the award of the RFP; damages, if any, shall be limited to the actual cost of the preparation of the RFP.

K.

PROCUREMENT SCHEDULE	
Tasks	**Date**
RFP Advertised	Week of November 13th, 2023
Last Day for Questions to be Submitted	December 7, 2023
Due Date/Bid Opening	December 14, 2023
Tentative Date - Bid Committee Evaluation	December 21, 2023
Tentative Date - City Council Meeting	January 2, 2024
Tentative Date - Notice of Award	Week of January 2, 2024
Tentative Date - Execution of Contract	January 2024

3.0 PROJECT CONTRACTOR REQUIREMENTS

The City of Destin is seeking an independent contractor, to include all necessary independent subcontractors, with all applicable licenses to supply the services described in this advertisement.

3.1 Licensing Requirements

Provide all applicable licenses: include license name, license numbers and contact information. Contractor must be Florida Certified or Okaloosa Registered and provide a license of qualifier.

3.2 Insurance Requirements

a. Respondents shall be required to provide proof of General Liability Insurance with a minimum liability insurance requirement of $1,000,000 for combined single limit and Worker's Compensation Insurance in accordance with the laws of the State of Florida and in amounts sufficient to secure the benefits of the Florida Workmen's Compensation Law for all types of employees, including those of subcontractors.

b. Respondent shall produce proof of insurance in the types and amounts required by the City, including the foregoing and any additional coverages, including Automobile Liability and or Builder's Risk Insurance, as may be defined at the time of contract. The City shall be named as an additional insured party and all binders, policies or certificates of insurance shall include a provision that such insurance coverage shall not be cancelled or amended without at least thirty days' notice to the City. All coverage shall be with carriers admitted doing business in the State of Florida. Carriers shall be A rated (or better) by A M Best Company. City reserves the right to modify its insurance requirements with 60 days' notice.

3.3 Bonding Requirements

Performance and Payment Bond – No Performance and/or Payment bonds are anticipated with this contract.

3.4 Permitting Requirements

The contractor is required to obtain all required permits prior to the start of any work.

3.5 Codes and Standards

All project work shall be done in accordance with all applicable Federal, State and local codes and standards which include, but not limited to State Building Codes, City Codes and Ordinances, etc.

4.0 PROJECT OBJECTIVES AND BACKGROUND

The City is looking for an integrated, turnkey solution that can be managed and operated by the City with vendor maintenance and support. Services are to include a product that provides for phone/app-based payments, revenue and data management, real-time parking availability information (preferred), robust reporting, intuitive customer service tools, and software and equipment to support parking enforcement and collections.

Proposals must provide for the design, integration, installation, testing, training and support needed to implement the solution, including the provision and placement of parking and wayfinding signage. City recognizes that there will be a need for pay stations to ensure equity amongst users, but desires to minimize the number that are needed and to avoid handling of cash/coins. Proposers should identify the type and number of pay stations they would deploy and how the stations would be integrated with their software solution.

The City's principal objective is to reduce congestion and improve the availability of parking in both our Harbor and Beach Parking Districts by influencing user parking preferences, increasing parking turnover rates, and improving the overall user experiences. Another objective is to allow patrons to pay by
mobile device for parking beyond the initial period and to receive notifications when their time is about to expire so they can remotely add time. With that in mind, the parking management solution must satisfy the following:

a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.
b. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.
c. Offers an easy-to-use data management interface that minimizes manual data entry.
d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.
e. Allows for reservation of spaces for events, including the ability to prepay for parking.
f. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.
g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).
h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

The City's preference is that proposers furnish labor, materials, and equipment necessary to implement the parking management solution in line with the objectives outlined above, including installation of signage and other requisite materials. Any role the City is to perform in this regard must be clearly identified in the proposal.

BACKGROUND

Destin's Harbor District is a working waterfront with a mix of tourist-oriented retail, restaurants, recreational opportunities (pontoon boat and jet-ski rentals, dolphin tours, etc.), and infrastructure to support the City's commercial fishing fleet. The City of Destin is a major property owner with a boardwalk and parks that provide public access to Destin Harbor and Choctawhatchee Bay.

Tourist-oriented businesses are the predominant form of development on the south side of US98 along with the commercial fishing industry. On the north side of US98, restaurants and tourist-oriented uses.

Paid parking lots along the Harbor are mixed, with both public and private parking opportunities available. The City maintains three parking areas within this District:

Marler Street Parking Lot – approximately 150 spaces (paved)
Destin Community Center – approximately 90 spaces (paved)
Zerbe Street Parking Lot – approximately 80 spaces (unpaved)

Current daily parking rates for the Harbor District are $20. Destin residents can also receive a "Resident Pass/decal that allows unlimited use of these lots. In addition, a non-residential Harbor Parking Pass is available for $205 per calendar year.

Destin's Beach Parking District provides parking opportunities for those wishing to enjoy the wonders of the Emerald Coast. Land Uses adjacent to these areas are primarily short-term residential (condos, townhomes, single-family homes, etc.). The City maintains both beach parks and beach accesses within this area. Parking rates for this District are currently $20 for 4 hours.

Paid Parking lots within this area are currently 100% publicly owned with the vast majority of spaces as off-street parking spaces within the Right-of-Way. The City maintains seven parking areas within this District:

Gulf Shore Drive – approximately 45 spaces (parallel along street)

Hutchinson – approximately 13 spaces (off street lot)
Barracuda – approximately 8 spaces (off street lot)
Pompano – approximately 29 spaces (off street lot)
Terra Cotta – approximately 13 spaces (off street lot)
Norriego Point – approximately 25 spaces (off street lot)
Shirah – approximately 11 spaces (off street lot)

5.0 DISCLOSURES

5.1 No Contact Clause

All prospective bidders are hereby instructed to not contact any member of the City of Destin City Council, City Manager, or City of Destin staff member other than the authorized city contact person identified below, regarding this solicitation or the bidder's submittal package. In order to ensure a fair, competitive, and open process, once a project is advertised, all communications between interested bidders and the City must be directed to:

City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

Any such contact with anyone but the Clerk may be cause for rejection of your submittal.

5.2 Inquiries

The City will not respond to oral inquiries. Proposers may submit written, e-mailed or faxed, inquiries regarding this RFP. The City will respond to written, e-mailed or faxed; inquiries received at least five (5) working days prior to the RFP due date. The last day for inquiries is **December 14, 2023 at 2:00 p.m. (CST).** Questions or requests for Bid documents, plans and specifications regarding this RFP may be directed to the City Clerk, 4200 Indian Bayou Trail 32541 (850) 837-4242 or rbailey@cityofdestin.com

5.3 Addenda

Submitter acknowledges that it is the submitter's responsibility to determine whether an Addendum has been issued; and if so, to obtain copies of such Addendum from the City Clerk of Destin, and agrees to be bound by all addenda that have been issued for this Request for Proposal. If addendum is issued, responsive bidder shall sign and return each

addendum with the submittal package. Failure to return signed any and all addenda may disqualify the submittal.

5.4 Conflict of Interest Disclosure

Each proposal is subject to the provisions of Florida Statutes, Chapter 112, providing that all responsive bidders must disclose with the RFP submittal the name of any officer, director, or agent who is also a public officer or an employee of the City of Destin. Further, all responsive bidder must disclose the name of any City officer or employee who owns, directly or indirectly, an interest of five percent or more in the Bidding firm.

5.5 Drug-Free Workplace Program

Preference may be given by the City of Destin to companies demonstrating a Drug-Free Workplace Program whenever two or more proposals, which are equal in respect to quality and service, are received and rated by the City. Responsive bidders intending to demonstrate a Drug-Free Workplace Program shall provide certification form with the RFP submittal.

5.6 Public Entity Crime Disclosure

Each submittal shall contain a completed Public Entity Crime Form (Attachment #1) pursuant to Florida Statutes, Section 287.132-133, providing that no public entity shall accept any proposal from or award any contract to, or transact any business in excess of the threshold amount for Category Two ($25,000) for a period of thirty-six months from the date placed on the convicted vendor list.

5.7 Reservation of Rights

The City reserves the right to reject any and all proposals or portions thereof, to waive minor defects and informalities in the process, to re-advertise, to accept the proposal or award multiple proposals or take any other actions deemed by the City to be in the City's best interest.

5.8 Public Records

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 837-4242, CITY CLERK, 4200 INDIAN BAYOU TRAIL, DESTIN, FL.

The successful responsive bidder shall:

1. Keep and maintain public records required by the CITY to perform the service.
2. Upon request from the City's custodian of public records, provide the CITY with a copy of the requested records or allow the records to be inspected or copied within a

reasonable time at a cost that does not exceed the cost provided in this FS Chapter 119 or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the CONTRACTOR does not transfer the records to the public agency.

4. Upon completion of the contract, transfer, at no cost, to the CITY all public records in possession of the contractor or keep and maintain public records required by the CITY agency to perform the service. If the GROUP transfers all public records to the CITY upon completion of the contract, the CONTRACTOR shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the CONTRACTOR keeps and maintains public records upon completion of the contract, the GROUP shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the CITY, upon request from the City's custodian of public records, in a format that is compatible with the information technology systems of the CITY.

6.0 BID & SUBMITTAL REQUIREMENTS

All bids to be considered must be in the possession of the Destin City Clerk no later than 2:00 p.m. CST, on **December 14, 2023**. Submittals may be mailed or delivered to the Office of the City Clerk at the address below and shall be submitted in a sealed envelope clearly marked shall be submitted in a sealed package clearly marked on the outside **"RFP NO. 23-11-PW, PAID PARKING SOLUTION"** and note the time and date of the opening. Regardless of method of delivery, each responsive bidder shall be responsible for their Bid being delivered on time, as the City of Destin assumes no responsibility for same. Proposals offered or received after the time set for the Bid Opening will be rejected and returned unopened to the submitter.

Mailing and Hand Delivery Address:
City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

6.1 Submittal Preparation

Submittals should be prepared in the following order:

1. **Submittal Coversheet:** provide a submittal cover sheet that includes project number, project name, bid opening date and responsive bidder contact information.
2. **Bid Form,** Exhibit A
3. **Responsive Bidder Qualification Statement,** Exhibit B
4. **Completed Public Entity Crime Form**, Exhibit C
5. **Completed Drug Free Workplace Certification Form**, Exhibit D
6. **Qualification and Experience Narrative (no more than 2 pages, single-spaced, one-sided)**
7. **Three (3) Municipal/Airport/Etc. References (will contain the following at a minimum)**
    a. Name
    b. Organization
    c. Types of Services Provided
    d. Telephone Number
    e. E-mail
8. **Proof of Insurance:** provide proof of insurance meeting minimum insurance requirements as outlined in section 3.2 Insurance Requirements.
9. **Proof of licensing and certifications:** provide proof of licensing and certifications meeting minimum requirements as outlined in section 3.1 License Requirements.
10. **Addendums** (if applicable)

One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy of the RFP responses (on CD or USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

Failure to provide any of the above listed mandatory information shall result in the elimination of the submittal package from consideration.

6.2 Criteria for Determining Lowest, Most Responsive and Responsible Bidder

The City of Destin's Bid Committee will recommend the lowest, most responsive and responsible bidder to the City Council for their approval. The criteria to be used for this determination is listed below by relative order of importance.

EVALUATION CRITERIA	POINTS
Price Proposal	40
Qualifications/Experience	20

Project Approach/Proposed Timeline	20
Past Performance/References	20
TOTAL	**100**

1. **Price Proposal (Lump Sum)**
   a) Costs will be evaluated based on the prices/charges provided.
   b) Are costs reasonable?
   c) Did responsive bidder provide all the requested cost information?
   d) How competitive is the price proposal compared to the others received?

2. **Qualifications and Experience**
   a) Does the contractor have the experience necessary to carry out the specific work for this project? Does the contractor have experience with similar projects?
   b) Does the background and qualifications of individual key team members provide proven technical, operational, and managerial experience needed to handle the proposed project? Are the company structure and the relation of the project team clearly shown?

3. **Project Approach and Performance Differentiators**
   a) Does the submittal include detailed information that demonstrates the responsive bidder's understanding of the scope of work and how they intend to meet the objectives of the project?
   b) Does submittal demonstrate the firm's ability to manage existing budgets and implement cost controls throughout a project?
   c) Has responsive bidder demonstrated knowledge of local site conditions and applicable requirements? Does submittal contain approach to receiving permitting and maintaining the original construction scheduled as provided for in the scope of work?
   d) Is project approach specific, describing the means and methods of accomplishing the work. Does it identify any key issues on the project and/or propose some potential solutions?
   e) Is the contractor's schedule and availability practical and meet project requirements?

4. **Past Performance**
   a) Do past performance evaluations and/or past performance information provided reflect a trend of satisfactory performance?
      Basis of evaluation:
      (i) A pattern of successful completion of work
      (ii) A pattern of work identical to, similar to, or related to the work the project requires.
      (iii) Ability shown, through workmanship provided on other projects.
   (b) Do references demonstrate the company's quality of work?

City of Destin

RFP No. 23-13-PW Paid Parking Solution

Proposal Contact: Nate Ferraco Title: iParq Sales Phone: 805-963-9400 Email: iparqsales@iparq.com	Contractor: INET, inc. (dba iParq) Mailing Address: PO Box 60309 San Diego, CA 92166 Phone: 805-562-8200

Table of Contents

Bid Form 1
Responsive Bidder Qualification Statement 5
Completed Public Entity Crime Form 10
Drug Free Workplace Certification 14
Qualification and Experience Narrative 16
References 18
Proof of Insurance 19
Proof Licensing and Certification 23
Addendum 25
Attachment A 27

To the extent that this RFP contains language, demands, and requests for respondents to provide confidential security information, confidential and proprietary systems information, information about data, personal , HIPAA information, PCI-DSS information, or other legally confidential information that iParq is not or may not be required or authorized to release to any non-confidential third party, iParq objects to the release of information to any requestor.

To the extent that those requests violate any law, and to the extent that those requests violate laws designed to protect iParq, iParq's customers, clients, partners, integrations, or other related entities, iParq objects to those requests on behalf of itself and those other parties.

Regardless of the legality of the request, in a good faith effort to respond completely and to not be disqualified from the bidding process for failure to respond completely to the RFP iParq provides this information under protest, reserves all rights, and provides this information confidentially and to the extent necessary to safeguard the rights for everyone involved, to only those persons who have a need to know. iParq, on behalf of its clients, customers, and related vendors formally demands that this information not be shared pursuant to any FOIA or other document requests for any outside entity or group. Further, if such a request is received, iParq formally requests a hearing in front of an appropriate magistrate so that iParq can protect its and other affected parties' rights prior to any release of such information.

Bid Form

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: INET Inc., dba iParq

Address: 4100 W. Flamingo Rd. Suite 1403

City & State: Las Vegas NV Zip Code: 89103

Telephone: (805) 963-9400 Fax: ( ) _____

E-mail: iparqsales@iparq.com

Number of Years in Business: 15 years Contact Name Nate Ferraco

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	UNIT PRICE or %
1.	Fees	
	1) Merchant Fee (flat)	$19,500
	2) Merchant Fee Percentage	4.25%
	3) Transaction Fee	$3.95 / Residential Permit , $2.25 / Daily Permit
	4) Merchant Processing Fee	N/A
	5) Other Fees (List), list additional items on a separate sheet	
	a. Permit, Enforcement Module Implementation	$10,000
	b. FL DMV Integration	$15,400
	c. Data Conversion (optional)	$5,000
	d. Operations Change Order (optional)	$350
	e.	

Bidder Initial: _____

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	Handheld/Printer Bundle (single unit)	$150 / unit
b.	Citation Paper Roll	Quote Only
c.		
d.		
e.		

3. Please list any additional items not previously addressed above: (use additional sheets as required)

	$
Registered Owner Lookup	$ 0.75 / lookup
Delinquent Notification Mailer (optional)	$ Quote Only
Custom Programming (Added Value, Optional)	$ 385 / hr
iParq End User License Agreement (paid by parker)	$ 0.99 per user / year
	$

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Name and Title of Authorized Representative: Todd Fisher, CEO

(Print or Type)

Signature:

Date of Bid: 12/14/2023

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

Responsive Bidder Qualification Statement

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: Nate Ferraco
Address: 4100 W Flamingo Road #1403
City, State, Zip: Las Vegas, NV 89103
Telephone No.: 805-963-9400
Fax No.: _____

Check One
Corporation X
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

   The correct name of the responsive bidder is:
   INET Inc., dba iParq

   The address of the principal place of business is:
   4100 W. Flamingo Rd. Suite 1403 Las Vegas, NV 89103

2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: 04/24/2008
   b. State of Incorporation: Delaware
   c. President's name: Todd Fisher
   d. Vice President's name: Keith Barcia
   e. Secretary's name: Tien Dang
   f. Treasurer's name: Geoff Bonham
   g. Name and address of Resident Agent: Todd Fisher
      4100 W. Flamingo Rd. Suite 1403 Las Vegas, NV 89103

3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:
   c. State whether general or limited partnership: _____

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

N/A

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.
N/A

6. How many years has your organization been in business under its present business name?
15 years

Under what other former names has your organization operated?
N/A

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.
We will obtain Business Licenses and Certifications for the state of FLorida upon award of contract.

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:
No

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)
See Qualification and Experience Narrative in RFP response.

10. State the name of the individual who will have personal supervision of the work:
Keith Barcia

11. State the name and address of attorney, if any, for the business of the responsive bidder:
N/A

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:
Todd Fisher

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:

N/A

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	2
b.	Non-Governmental Related Work	6
	Total Work (a +b):	$3,250,000

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million X
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank	**Address**	**Telephone**
Wells Fargo Bank	Minneapolis, MN	800-745-2426

16. What will be your turnaround time for written responses to City inquires?

Within 24 hours

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.

N/A

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.
N/A

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.
N/A

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.
No

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed) _____
(Title) Nate Ferraco, Director of Sales

Subscribed and sworn to before me
This 5 day of December, 20 23

_____
Notary Public (Signature)

My Commission Expires: DEC 13, 2026

STATE OF CALIFORNIA
COUNTY OF SAN DIEGO
Subscribe and sworn to (or affirmed) before me on this 5 day of DEC, 2023 by Nathaniel Ferraco proven to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

CIARA TIUMALU
COMM # 2450733
NOTARY PUBLIC • CALIFORNIA
SAN DIEGO COUNTY
Commission Expires DEC 13, 2026

END OF SECTION

Completed Public Entity Crime Form

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract _____
RFP No. 23 - 13 - PW, PAID PARKING SOLUTION

2. This sworn statement is submitted by INET Inc., dba iParq whose business address is 4100 W. Flamingo Rd. Suite 1403 Las Vegas, NV 89103

and (if applicable) Federal Employer Identification Number (FEIN) is 37-1566208 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____

3. My name is Nate Ferraco and my relationship to the entity named above is Director of Sales

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: 12/5/2023
(Signature)

STATE OF FLORIDA

Bidder Initial: _____

COUNTY OF _____

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this _____day of_____, 2023, and is personally known to me, or has provided
as identification.

_____

Notary Public

STATE OF CALIFORNIA
COUNTY OF SAN DIEGO
Subscribe and sworn to (or affirmed) before me on this 5 day of DEC, 2023 by Nathaniel Ferraco proven to me on the basis of satisfactory evidence to be the person(s) who appeared before me.

My Commission expires: Dec 13, 2026

CIARA TIUMALU
COMM. # 2430733
NOTARY PUBLIC • CALIFORNIA
SAN DIEGO COUNTY
Commission Expires DEC 13, 2026

Bidder Initial: _____

Drug Free Workplace Certification

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY: INET Inc., dba iParq
ADDRESS: 4100 W. Flamingo Rd. Suite 1403
CITY: Las Vega STATE: NV ZIP CODE: 89103
TELEPHONE NUMBER: 805-963-9400
SIGNATURE: _____ DATE: 12/2/2023
NAME (TYPED OR PRINTED): Todd Fisher
TITLE: CEO

Qualification and Experience Narrative

INET (dba iParq) is pleased to have the opportunity to provide a complete proposal in response to the City of Destin's RFP# 23-13-PW Paid Parking Solution. If selected, iParq will be the City's single platform, sole source vendor for all your permit, citation, administrative and interfacing needs.

Our secure, fully hosted, and web-based parking management solution is designed to be intuitive and easy for you and your customers to use. We will work with your current hardware and software providers as well as offer options for iParq to provide all of the additional hardware, software and functionality needed to accomplish the City's goals requested herein.

iParq Benefits the City by Providing:

- Comprehensive real time Permit and Citation Management
- Mobile and Fixed LPR (License Plate Recognition) through integration with PCS Mobile/Genetec
- Real time Interfaces with pay stations, pay-by-phone, pay-by-plate, and more
- Vendor-agnostic Integration Support
- Virtual and Physical Permits
- Waitlist Management
- Pre-qualification Settings and Document Upload
- Citations: Electronically, by letter, or printed on site
- Electronic "tire-chalking" for monitoring fixed time zone parking
- Automated Aging Actions that trigger full-service notice fulfillment
- Adjudication tools for Administrative Reviews and Hearings
- E-Commerce functionality from any Internet-ready device
- 100% PCI compliant payment processing
- Integrated Parking Customer Relationship Management tools
- Five-Star Customer Service and Ongoing Support
- Robust Reporting, including ad hoc and report scheduling
- Automated Notifications, Field Alerts, VIP, and Scofflaw
- 50 States DMV and Local Law Enforcement Database Interfaces
- Full-service, In-House Fulfillment Center
- Event Management, Online Reservations
- Residential Permit Program

- Unlimited Administrators for real time User-Level System Management
- Dedicated Teams for Training, Support, and Technology Interfacing Needs
- Bank-level data security, backup, and encryption
- Increased collections, revenues, and compliance

For over 23 years, iParq has provided a complete turnkey and outsourced solution to municipalities, universities, and parking operators across North America. iParq has the in-house experience, staff, facilities, and state of the art software to consistently and accurately achieve all of the requested requirements in a timely, supportive, and efficient manner.

Whether you are using iParq or any other vendor's hardware, iParq's online system will become your virtual front counter. Your staff will find the administrative interface easy to learn and simple to use. Parking customers will find the online experience to be already familiar, and will have the choice to do everything they once did in your office or by mail from anywhere, at any time, with any Internet-ready device. With iParq's easy to use web interface, parking customers pay and appeal citations online, purchase permits, upload pre-qualification documents, view photographic evidence, manage their vehicle information 24/7/365, and more.

Citation information is automatically transferred to and from iParq's Citation Management system in real-time, enabling your officers to access up-to-date information and make better decisions in the field, and your administrators to manage any required back-office processes with no delay. iParq systems will improve your operations by reducing manual processes for your staff, increasing collections, improving customer service, and optimizing communications with your parking customers.

iParq develops software and systems focused on increasing revenues for our clients, reducing their costs, providing five-star customer service, and putting our clients more firmly in control of all aspects of their parking operations. New products and services are constantly in the pipeline, with a multitude of included upgrades and improvements implemented last year alone. Since our inception we have built the industry's most secure, tested, flexible and reliable parking management platform, and continue to be the standard to which all others are measured.

We look forward to providing the City with robust solutions for your current and future parking services needs.

References

City of Bremerton, Permits and Enforcement
Melinda Monroe, (360) 473-5306
melinda.monroe@ci.bremerton.wa.us

City of Hendersonville, Permits and Enforcement
Kristen Narron, (828) 697-3050
knarron@hvlnc.gov

Parking Authority of Baltimore County (PABC), Permits (Residential) and Enforcement
Shamir Cole-Butler, (443) 573-2800
shamir.cole-butler@bcparking.com

Proof of Insurance

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 08/01/2022

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

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

PRODUCER
Ives Insurance Services, Inc.
2850 Womble Road, Suite 103
San Diego, CA 92106
License #: 0G13604

CONTACT NAME: Robert Tartre
PHONE (A/C, No, Ext): (619)224-5337 FAX (A/C, No): (619)223-4716
E-MAIL ADDRESS: robert@ivesins.com

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	CNA Insurance	20508
INSURER B :	The Hartford Insurance Company	19682
INSURER C :		
INSURER D :		
INSURER E :		
INSURER F :		

INSURED
INET, Inc.
DBA IPARQ
PO Box 60309
San Diego, CA 92166

COVERAGES **CERTIFICATE NUMBER: 00004360-424936** **REVISION NUMBER: 45**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			6021537469	06/02/2022	06/02/2023	EACH OCCURRENCE	$ 2,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 4,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 4,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY			6021537469	06/02/2022	06/02/2023	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$
	DED RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N						PER STATUTE OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N / A					E.L. EACH ACCIDENT	$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
A	IT/Professional Liab			6021537469	06/02/2022	06/02/2023	Tech E&O	2,000,000
B	Crime Bond			CA00H003000909	07/30/2022	07/30/2023	Employee Theft	1,000,000

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

CERTIFICATE HOLDER

Proof of Insurance

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Rob Tartre
(RJT)

© 1988-2015 ACORD CORPORATION. All rights reserved.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 6/18/2023

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

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

PRODUCER	CONTACT NAME: Certificates Desk
Ives Insurance Services, Inc. 2150 Chatsworth Blvd San Diego, CA 92107 License #: 0G13604	PHONE (A/C, No, Ext): (619) 224-5337 FAX (A/C, No): (619) 223-4716 E-MAIL ADDRESS: certificate@ivesins.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A: CNA Insurance	
INSURER B: Hartford Insurance Company	29424
INSURER C:	
INSURER D:	
INSURER E:	
INSURER F:	

INSURED
INET Inc
PO Box 60309
San Diego, CA 92166

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY	Y	Y	6021537469	06/02/2023	06/02/2024	EACH OCCURRENCE	$ 2,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 2,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 4,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 4,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY			6021537469	06/02/2023	06/02/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
	ANY AUTO						BODILY INJURY (Per person)	$
	ALL OWNED AUTOS / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	HIRED AUTOS / NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$
	DED RETENTION$							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N						PER STATUTE / OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N / A (Mandatory in NH)						E.L. EACH ACCIDENT	$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$
A	IT/Professional Liab			6021537469	06/02/2023	06/02/2024	2,000,000	
B	Crime Bond			72TP0339499	07/30/2022	07/30/2023	1,000,000	

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

Certificate holder is additional insured per blanket AI endorsement
Primary and Non-Contributory wording included
Waiver of Subrogation Included

CERTIFICATE HOLDER

Proof of Insurance

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Robert Tartre

© 1988-2014 ACORD CORPORATION. All rights reserved.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 09/28/2021

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

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

PRODUCER	CONTACT NAME: AP Intego Insurance Group, LLC	
AP INTEGO INSURANCE GROUP, LLC 375 Woodcliff Dr. Suite 103 Fairport NY 14450	PHONE (A/C, No, Ext): 888-289-2939	FAX (A/C, No):
	E-MAIL ADDRESS: certs@apintego.com	
	INSURER(S) AFFORDING COVERAGE	**NAIC #**
	INSURER A : Travelers Indemnity Co Of Ct	25682
INSURED iNet Inc DBA IPARQ 2525 Shelter Island Dr Ste E San Diego CA 92106	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSR	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	GENERAL LIABILITY COMMERCIAL GENERAL LIABILITY CLAIMS-MADE OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: POLICY PRO-JECT LOC						EACH OCCURRENCE	$
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
							PRODUCTS - COMP/OP AGG	$
								$
	AUTOMOBILE LIABILITY ANY AUTO ALL OWNED AUTOS SCHEDULED AUTOS HIRED AUTOS NON-OWNED AUTOS						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB OCCUR **EXCESS LIAB** CLAIMS-MADE DED RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
A	**WORKERS COMPENSATION AND EMPLOYERS' LIABILITY** ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICE/MEMBER EXCLUDED? Y / N **(Mandatory in NH)** If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		UB7N584221	05/31/2021	05/31/2022	X WC STATU-TORY LIMITS OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

CERTIFICATE HOLDER

City of Brea
1 Civic Center Circle
Brea CA 92821

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2010 ACORD CORPORATION. All rights reserved.

Clear All

Proof Licensing and Certification

iParq will obtain business licenses and certifications for the state of Florida upon award of contract. Our W-9 is attached on the following page.

VALID ALL DATES

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

► **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

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

Print or type. See **Specific Instructions** on page 3.

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

INET INC

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

IPARQ / THE PERMIT STORE

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☑ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ►

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

PO BOX 60309

Requester's name and address (optional)

6 City, state, and ZIP code

SAN DIEGO, CA 92166

7 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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

			–		–				

or

Employer identification number

3	7	–	1	5	6	6	2	0	8

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here | **Signature of U.S. person** ► GEOFF BONHAM | **Date** ► VALID ALL DATES

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

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, *later.*

Addendum

ADDENDUM #1

CITY OF DESTIN, FLORIDA
REQUEST FOR BID (RFB) NO. 23-13-PW PAID
PARKING SOLUTION

November 17, 2023

This addendum forms a part of the Contract Documents and modifies the original bid documents. Acknowledge receipt of this addendum in the space provided on the Bid Form. **Failure to do so may subject the Bidder to disqualification.** The following items shall become a part of the construction documents for the above referenced project.

Correction:

1. The last date for questions concerning this RFP is **December 7, 2023**, not December 14, 2023, as stated in the RFP.

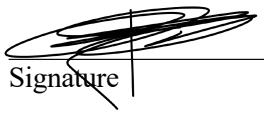
The bid opening date remains as Thursday, December 14, 2023, at 2 pm.

END OF ADDENDUM #1

A copy of this Addendum #1 signed and acknowledged shall precede the mandatory information required in the subject RFB.

Receipt of Addendum #1 is hereby acknowledged:

Todd Fisher, CEO
Print Name


Signature

12/6/2023
Date

Attachment A

PERMIT MANAGEMENT

iParq's permit management system provides the institution with a virtual front counter for online permit sales and an administrative system for complete back-end control. Our simple permit ordering process is intuitive and easy to use. Parkers can glide through the purchase process in a matter of a few clicks. All orders are available for fulfillment, approval, and view in real time, and all permit data is automatically communicated to the enforcement devices.

iParq's Permit Solutions Overview

- Allow your organization to **manage all virtual and physical permit sales online**, with the ability to set up unlimited permit sales sessions in advance, and sell an unlimited variety of permits and parking products, including daily parking, 1-hr parking, and more.
- **Accept online payments** using any form of payment accepted by your organization.
- **Recurring billing** allows the service to bill your customer every week, month or year.
- **Permit inventory tracking and control** for permits sold both online and over the counter.
- **Secure online administrative access** for authorized users within your organization with flexible, powerful, and **easy-to-use reporting tools.** Use of **unlimited administrators**.

- **Allow customers to park immediately** with the temporary permit generated when their order is approved or ordered.
- Parkers can apply for **waitlists** for sold out permits.
- **Custom branding** allows the customer web page to be customizable to function as a part of your organization's website **with your brand, colors, information, FAQ's and more** for a seamless customer experience.
- A fully hosted **"always on"** solution with 99.9% availability, **24 hours per day, 7 days per week, 365 days per year**.
- Dedicated **customer support** available for your organization and the public by phone, email, and online.
- Allows customers to order and pay online, and only offer the permits available to specific groups or people by **requiring unique info,** such as ID or specific documents.

Additional Features

- **Leverage existing assets and save money.** iParq's system is web-based. Any computer with an internet connection and a web browser can access the system with the proper credentials. It works with your existing PCs, printers and network infrastructure.
- **Complete audit trail.** iParq's system logs all user activity, providing a complete audit trail of any changes in the system. These logs are available for review by your authorized administrators.
- **Intuitive design.** Anyone familiar with the web will instantly grasp how to use the system. The online ordering process is intuitive, using established website interfaces already familiar to your customers. Your customers will be able to utilize the customer website with no training. The payment process guides the customer through the checkout process, and allows the parker to go back to any previous step at any time.
- **Complete payment processing.** Our online payment website accepts any payment type your organization accepts, and our system is PCI compliant from start to finish. All payments are reflected in the system in real-time.
- **Unlimited upgrades.** We will keep you up-to-date with your software at no additional cost, for the life of the contract. When software enhancements and new technology becomes available, you will be upgraded **at no additional fee.**
- **No security concerns.** We were the first parking vendor to achieve PCI compliance.
  Our security measures are the same as those used by banks and federal agencies, such as the FBI
  Our cloud-based system and websites use SSL encryption. iParq protects against outside threats with Firewalls, private keys, and multi-factor authentication for further protection.
- **iParq delivers an always-on, reliable service.** Historically, we have achieved 99.9% uptime. We were the first hosted solution for the parking industry. We understand that providing an available, always-on system is not an achievement – it's a requirement.

Contact iParq to learn more.

iNet, Inc./iParq
P.O. Box 60309, San Diego, CA 92166 T 805.963.9400 F 888.900.7845 www.iparq.com

Residential Permit Program (RPP)

iParq's Residential Parking Program (RPP) is a fully hosted, web-based system to manage all of your parking permit needs from permit issuance through fulfillment. The system includes administrative tools, communication tools, reports, e-commerce capabilities, fraud controls, and much more.

iParq's reliable, secure and proven permit management system is used in some of the largest cities in the United States, and allows your organization to control residential parking effectively while communicating with your parking customers for a seamless customer experience.

iParq's RPP Solutions

- **Connect Addresses** to eligible residents.
- **Verify Eligibility/Residency** in one glance.
- **Online permit sales** through iParq's customizable user website.
- PCI compliant **payment processing,** accepting all applicable payment types.
- Comprehensive **inventory controls** to monitor permit distribution, ownership, and status.
- Flexible and easy to use **reporting tools.**
- A fully hosted "**always on**" solution with 99.9% availability, **24 hours per day, 7 days per week, 365 days per year.**
- Dedicated **customer support** available for your organization and the public by phone, email, and online.

Benefits to your Operation

Reduce Workloads and Optimize Workflows

- Cloud-based permit management.
- All front office tasks can be accomplished online.
- Reports can be sent to as many recipients as necessary, as frequently as required.
- Fully integrated enforcement tools.
- 100% Online access for your customers. We eliminate the need to come to an office.

Decrease Office Traffic and Simplify the Customer Experience

- Allows customers to complete all or most actions online depending on your organization's needs.
- Sell permits online from anywhere with iParq's online virtual front counter. Customers can self-serve with a host of options, including purchasing and renewing permits.
- Sell permits from Kiosks placed in lobby areas, reducing office traffic.
- Use predetermined resident address files for immediate determination of permit availability.
- Verify residency documents with one glance.

Master Communications with Your Customers

- iParq clients see a reduction in internal and external email. This is attributed to iParq's system allowing for proper segregation of duties, vast audit controls, on screen help, uploaded proof of residency, an easily navigated customer website, and many more intuitive design processes.
- Internal Email System relays automated messages, such as permit approval status, scripted by your organization to the parking customer.
- Organization specified automatic fulfillment of permits, letters and/or emails to the permit applicant

- Multiple Mailbox Types can be created, so responses to customer inquiries can be sent from a variety of secure-server based mailbox options.
- Mass Email feature allows messages to be directed to selected customers or groups.

Additional Features

- **Leverage existing assets and save money.** iParq's system is web-based. Any computer with an internet connection and a web browser can access the system with the proper credentials. It works with your existing PCs, printers and network infrastructure.

- **Complete audit trail.** iParq's system logs all user activity, providing a complete audit trail of any changes. These logs are available for review by your authorized administrators.

- **Intuitive design.** Anyone familiar with the web will instantly grasp how to use the system. The online ordering process is intuitive, using established website interfaces already familiar to your customers. Your customers will be able to order from the customer website with no training. The ordering process guides the customer through the checkout process, and uses tabs to allow the customer to go back to any previous step at any time.

- **Complete payment processing.** Our online payment website accepts any payment type your organization accepts, and our system is PCI compliant from start to finish. All payments are reflected in the system in

- **Unlimited Upgrades.** We will keep you up-to-date with your software and hardware **at no additional cost**, for the life of the contract. When software enhancements and new technology becomes available, you will be upgraded at no additional fee.

- **No security concerns.** We were the first parking vendor to achieve PCI compliance. Our security measures are the same as those used by banks and federal agencies, such as the FBI. Our cloud-based system and websites use SSL encryption. iParq protects against outside threats with Firewalls, private keys, and multi-factor authentication for further protection.

- **iParq delivers an always-on, reliable service.** Historically, we have achieved 99.9% uptime. We were the first hosted solution for the parking industry. We understand that providing an available, always-on system is not an achievement – it's a requirement.

- **Dedicated RPP module.** iParq is the only company with a City-focused permit system.

Contact iParq to learn more.

iNet, Inc./iParq
P.O. Box 60309, San Diego, CA 92166 T 805.963.9400 F 888.900.7845 www.iparq.com

RFP NO. 23-13-PW | DECEMBER 14 2023

City of Destin, FL

Paid Parking Solution

Ben Wesley, CAPP
Market President, Gulf Coast
786.442.7078
bwesley@premiumparking.com

Chester Escobar
Vice President
cescobar@premiumparking.com

Ben Montgomery
President
bmontgomery@premiumparking.com

PREMIUM PARKING

601 Poydras Street Suite 1500 New Orleans, LA 70130

City of Destin, FL

To Whom it May Concern,

Premium Parking is excited to respond to The City of Destin, Paid Parking Solution RFP!

We currently have an unmatched presence in Destin, with Destin Fishing Fleet and Heron Harbor, as well as unsurpassed strength in the greater Gulf Coast market with approximately 80 locations from Bay St. Louis, MS to Panama City, FL. We are confident that we can exceed your expectations and positively impact parking operations in the "World's Luckiest Fishing Village".

We understand the City is seeking an integrated turnkey solution to be managed in-house. We are pleased to offer our Software-As-A-Service (SaaS) Model of GLIDEPARCS, our proprietary "full-stack" parking solution which we implement at over 750 locations nationally.

Our local team of experts will provide design, integration, installation, testing, training, and support needed for implementation, including provision and placement of parking and wayfinding signage and pay machines. The Implementation Timeline is 30 days or less. Our solution will provide Daily and Annual options as well as City, Venue, and Location webpages for the Harbor District and Beach Parking District. Underpinning our successful gateless model is a well-designed enforcement program that enables the city to maximize use of the existing parking supply, promoting traffic and pedestrian safety, and encouraging compliance with regulations in a fair, professional, and friendly manner.

Premium Parking is the minimalized hardware solution underpinned by mobile payments and cloud computing software solutions. Our team is dedicated to ensuring that all personnel, materials, and services necessary are provided in accordance with the terms, conditions, and specifications contained in this request for proposal. We are your "one throat to choke"!

Thank you for considering our proposal. We look forward to working with you!

Kind regards,

Ben Wesley, CAPP, CPP
Market President | Gulf Coast
Premium Parking
Connect>Respond>Impress.

IPMI

NATIONAL PARKING ASSOCIATION

FPTA Florida Parking and Transportation Association

Contents

Exhibit A	**2**
Exhibit B	**5**
Exhibit C	**8**
Exhibit D	**9**
Qualification and Experience Narrative	**10**
References	**12**
Proof of Insurance	**14**
Proof of Licensing and Certifications	**15**
Addendums	**16**

Exhibit A

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: PREMIUM PARKING SERVICES, LLC

Address: 601 POYDRAS ST, SUITE 1500

City & State: NEW ORLEANS, LA Zip Code: 70130

Telephone: (844) 236-2011 Fax: ( )

E-mail: BMONTGOMERY@PREMIUMPARKING.COM

Number of Years in Business: 18 Contact Name BEN MONTGOMERY

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	UNIT PRICE or %
1.	Fees	
1)	Merchant Fee (flat)	$4,500 / Month, SaaS Fee*
2)	Merchant Fee Percentage	0% (N/A)
3)	Transaction Fee	$0.50 / On-Demand Fee Paid by Parker
4)	Merchant Processing Fee	Variable %s: <$10 & >$10, final rate is variable based upon total charge.
5)	Other Fees (List), list additional items on a separate sheet	
a.	Signage, Shipping, and Installation	$14,000.00 (One Time)
b.	LPR Cameras, Shipping, and Installation (Qty=6, All Optional)	$73,000.00 (One Time)
c.	Pay Machines, Shipping, and Installation (Qty=3, All Optional)	$36,000.00 (One Time)
d.	LPR Lookup Fee for Paid Citations, Paid by Parker to LPR Provider (MPS)	$40 / Paid Citation
e.	Handheld Lookup Fee for Paid Citation, Paid by Parker	$20 / Paid Citation

Bidder Initial: BBM

* Please see SaaS Deliverables Sheet at the end of Exhibit A

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	_____	_____
b.	_____	_____
c.	_____	_____
d.	_____	_____
e.	_____	_____

3. Please list any additional items not previously addressed above: (use additional sheets as required)

Annual Permits	$ 0.00
_____	$ _____
_____	$ _____
_____	$ _____
_____	$ _____
_____	$ _____

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

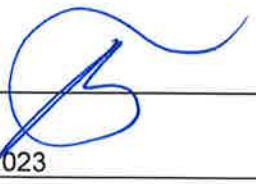
PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Name and Title of Authorized Representative: BEN MONTGOMERY, PRESIDENT
(Print or Type)

Signature: 

Date of Bid: 12/14/2023

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

SaaS Deliverables Sheet

Scalability

CameraPay

TextPay

Premium App

Cloud Permits (Annual Permits)

Reservations

Pay Machine Integration

Business Accounts

Web Validations, Validation Kiosk, Search & Validate

Promo Codes

Reserved Spaces

Star Spaces

EV Charging Spaces

Analytics

Operator Dashboard

Enforcement Dashboard

Enforcement App

Client Dashboard

Reporting

Integrations

LPR Compliance Suite

Handheld Compliance Suite

Complete Customer Service Support 24/7/365

Self-service online helpdesk with FAQs

Email and live chat support

Live agent phone support

Websites: City, Venue, Event, & Location pages

Marketing Sign Store

Marketing Communication Plans

Ongoing SaaS Management Support

Exhibit B

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: Premium Parking Service, L.L.C.
Address: 601 Poydras St Ste 1500
City, State, Zip: New Orleans LA 70130-6061
Telephone No.: 504.274.1612
Fax No.: _____

Check One
Corporation ___
Partnership ___
Individual ___
Other x

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.
   The correct name of the responsive bidder is:
   Premium Parking Service, L.L.C.
   The address of the principal place of business is:
   601 Poydras St Ste 1500
   New Orleans LA 70130-6061
2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: _____
   b. State of Incorporation: _____
   c. President's name: _____
   d. Vice President's name: _____
   e. Secretary's name: _____
   f. Treasurer's name: _____
   g. Name and address of Resident Agent: _____
3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:
   _____
   _____
   _____
   c. State whether general or limited partnership: _____
4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

Limited liability company organized on May 5, 2005, in the State of Louisiana. Manager is James M. Huger. Members are James M. Huger and Benjamin Montgomery. Address for both is 601 Poydras St Ste 1500, New Orleans LA 70130-6061.

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.
n/a

6. How many years has your organization been in business under its present business name?
18 years

Under what other former names has your organization operated?
None

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.
Florida foreign LLC document number M17000005179
Louisiana domestic LLC charter number 35933777K

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:
No

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)
Please see insert sheet. Thank you.

10. State the name of the individual who will have personal supervision of the work:
Ben Wesley, CAPP, CPP - Market President, Gulf Coast

11. State the name and address of attorney, if any, for the business of the responsive bidder:
Marc Sketchler, General Counsel, Premium Parking & JMH Companies
601 Poydras St Ste 1500, New Orleans LA 70130-6061

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:
James M. Huger, 601 Poydras St Ste 1500, New Orleans LA 70130-6061, 83.08%
Benjamin Montgomery, 601 Poydras St Ste 1500, New Orleans LA 70130-6061, 16.92%

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:

Premium Parking of Alabama, L.L.C.; Premium Parking of Central Texas, L.L.C.; Premium Parking of Memphis, L.L.C. - all 601 Poydras St Ste 1500, New Orleans LA 70130-6061

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	8
b.	Non-Governmental Related Work	10
	Total Work (a +b):	18

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank	**Address**	**Telephone**
Hancock Whitney Bank		

16. What will be your turnaround time for written responses to City inquires?

24 Hours or Less

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.

None

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.

See attachment

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.

None

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.

No

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed) _____

(Title) President

Subscribed and sworn to before me
This 13th day of December, 20 23

_____
Notary Public (Signature)

My Commission Expires: at death

OFFICIAL SEAL
MARC S. SKETCHLER
BAR ROLL # 36676
STATE OF LOUISIANA
PARISH OF ORLEANS
My Commission is for Life

END OF SECTION

Bidder Initial: _____

CASE	OUR POSTURE	VENUE	NUMBER	FILED c.	DESCRIPTION	INCIDENT LOCATION
Aaron v. Jackson Square Investment IV, LLC, et al.	**Defendant**	Orleans Parish CDC	2022-11756	12/28/2022	trip & fall	P401 500 Decatur St, New Orleans LA
Baker v. Premium Parking Serv., LLC, et al.	**Defendant**	Circuit Ct. of Shelby Co., Tenn.	CT-2803-21 (VI)	7/13/2021	trip & fall	P2706 Memphis TN
Barnhart v. Premium Parking of Cen. Tex., LLC	**Defendant**	Travis County Court (Texas)	C-1-CV-20-005142	11/12/2020	force majeure / contract dispute	P3014 Austin TX
Bellaci v. Premium Parking Partners, LLC, et al.	**Defendant**	Orleans Parish CDC	2023-12475	11/13/2023	trip & fall	P194 911 Iberville, New Orleans LA
Bogdanov v. Premium Parking Serv., LLC & Hyman-Moses Properties, LLC	**Defendant**	1st City Ct of the City of New Orleans	2020-03846	8/20/2020	property damage - paint on parker vehicle from work at garage	P194 911 Iberville, New Orleans LA
Dawn Invs. - Premium Parking Serv., LLC v. Dawn Investments, LLC, et al.	**Plaintiff**	Circuit Ct. of Mobile Co., Ala.	CV-2020-900656	7/28/2020	contract dispute	P2608, Mobile AL
Dunham v. Premium Parking Serv., L.L.C.	**Defendant**	Orleans Parish CDC	2020-00247	7/13/2020	valet vehicle theft	P132 La Quinta, New Orleans LA
Gonzalez v. Champagne	**Defendant**	Dist. Ct. of Galveston Cnty., Tex.	19-CV-1585	8/28/2019	vehicle crash - shuttle	P4002 Hotel Galvez, Galveston TX
Hughs v. Williams, et al.	**Defendant**	Orleans Parish CDC	2023-00902	1/31/2023	motor vehicle crash - valet	P118 Q&C Hotel, New Orleans LA
Lemoine v. Arch Ins. Co. et al.	**Defendant**	Orleans Parish CDC	2022-1269	2/11/2022	vehicle damage	P194 911 Iberville, New Orleans LA
Malek Invs. lease dispute	**Defendant**	[mediation]	[none]	4/19/2023	force majeure / contract dispute	P1083, San Diego CA
Nat'l Lumber Co. Parking, LLC v. Premium Parking Serv., LLC	**Defendant**	Dist. Ct. Md. for Baltimore City	010100173902020	10/26/2020	contract dispute	P2318 National Lumber, Baltimore MD
Nunley v. Premium Parking Servs., LLC [sic]	**Defendant**	W.D. Tenn.	2:22-cv-02194	3/29/2022	FLSA class action re wages	P2700, Memphis TN
Perry v. Premium Parking Serv., LLC	**Defendant**	Circuit Ct. of the 20th Judicial Circuit in and for Lee County, Fla.	22-CA-3711	9/1/2022	shooting on lot	P2923 Lee County, Fort Myers FL
Premium Parking Serv., L.L.C. v. Rampart Garage, L.L.C.	**Plaintiff**	Orleans Parish CDC	2022-1201	2/10/2022	contract dispute	P347 200 N Rampart, New Orleans LA
Premium Parking Serv., LLC v. Gotham Mgmt., LLC	**Plaintiff**	Super. Ct. of Cal., Cnty. of San Diego	37-2021-00033963-CU-CL-CTL	10/15/2021	contract dispute	P1001 Keating Hotel, San Diego CA
Premium Parking Serv., LLC, et al. v. Citadel Builders, LLC, et al.	**Plaintiff**	Orleans Parish CDC	19-12386	11/27/2019	economic loss claim arising out of Hard Rock Hotel collapse	P347 200 N Rampart & P308 - 1001 Iberville, New Orleans LA
Theodore v. Marriott Int'l, et al.	**Defendant**	Orleans Parish CDC	2023-00127	1/6/2023	property damage - self-parked vehicle	P500 Sheraton New Orleans, New Orleans LA
Waller v. Arch Ins. Co. et al.	**Defendant**	Orleans Parish CDC	2023-00868	1/31/2023	motor vehicle crash	P118 Q&C Hotel, New Orleans LA

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)

BEN WESLEY, CAPP, CPP | MARKET PRESIDENT, NORTH FLORIDA

Ben began in the parking industry as an Assistant Manager in 2012 and after three months was promoted to General Manager of his region with 13 Accounts. Over the years Ben has solidified himself as one of parking's brightest stars, he has dedicated himself to his profession and worked hard to obtain both the Certified Administrator of Public Parking from the International Parking and Mobility Institute and the Certified Parking Professional from the National Parking Association in 2017. In July 2018, Ben was named to the National Parking Association's 40 Under 40 recognizing the best and brightest young professionals within the parking, transportation, and mobility industries. After a seven-year history working with two of the nation's largest operators from Maui to Miami, Ben joined Premium Parking as a Market President in March of 2019 with a focus on building the operational footprint in Tennessee and Alabama. In his first three years Ben has secured and opened 20 new locations. Today he holds the position of Market President for North Florida with over 70 locations. Ben's first beach management contract was Hapuna Beach State Park on the Big Island of Hawaii from 2012 to 2015 and he continues to grow his favorite vertical, Beach Parking.

CHET ESCOBAR | VICE PRESIDENT

Chester "Chet" Escobar is Vice President of the East Coast for Premium Parking. Chet is a 25-year veteran of the parking and transportation industry holding many high-profile positions with different parking operators and municipalities in the Florida and Puerto Rico markets. Most recently, he was Vice President of Florida and Puerto Rico for SP Plus. He oversaw a large portfolio of clients that included Class-A office, Mix-use, Municipal, Sea Port, and Special Event segments of the industry. Prior to that, Chet held the Position of Chief Operations Officer for the Miami Parking Authority and Assistant Parking Director for the City of Miami Beach. He has served on the Florida Parking and Transportation Association board of directors for the past 11 years culminating in 2017 when he elected as President and is currently the association's Treasurer. Chet is also a Board Member with the Dade County BOMA Chapter. He holds a bachelor's degree from Florida International University.

BEN MONTGOMERY | PRESIDENT

Ben joined the Premium Parking team in 2008 as Vice President of Business Development. Over the past decade, he has analyzed, underwritten, and overseen hundreds of parking operations across the country, as well as help develop the corporate culture and internal systems that continue to drive Premium forward today. In 2016, Ben assumed the role of President, where he has remained involved in operations at every level, from training to technology and all aspects in between. Ben has been instrumental in the development of Premium's cutting-edge management solution, GLIDEPARCS. He has been a continued leader in sharing the vision of GLIDEPARCS with current clients, new clients, and the parking industry as a whole. In 2017, Ben was named to the National Parking Association's 40 Under 40 class, recognizing him as one of the industry's best and brightest young professionals. Ben is based in New Orleans, has been in the parking industry for over 10 years, and currently sits on the National Parking Association Board of Directors.

JIM HUGER | FOUNDER & CEO

After nearly a decade of leadership experience in the parking industry, Jim Huger Established Premium Parking in 2005. A local of New Orleans, Jim found that the city lacked a sense of accessibility for its tourists and residents. Even with the city's most popular businesses and attractions being downtown, many individuals often avoided traveling to the area, fearful that they would not have a place to park. While the city has always offered an adequate number of parking spaces, it was found that these spaces were often poorly managed, resulting in the appearance of a parking shortage. Jim found that this problem was occurring throughout the country, so from a small office trailer in New Orleans, he and his four-member team set out to establish a parking management company focused solely on connecting individuals to their cities. Using cutting edge technology, Premium Parking has been able to focus on the needs of the modern-day consumer, and has provided the most convenient, safe, and friendly parking experience in the industry. Since 2005, Premium Parking has expanded to over 120 locations across 9 markets and is now poised to bring operational excellence to hundreds of additional locations in the coming years.

Exhibit C

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract RFP 23-13-PW

2. This sworn statement is submitted by Premium Parking Service, L.L.C. whose business address is 601 Poydras St Ste 1500, New Orleans LA 70130-6061

and (if applicable) Federal Employer Identification Number (FEIN) is 20-2794605 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

3. My name is Benjamin Montgomery and my relationship to the entity named above is President & Member

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____ The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: 12/13/23

(Signature)

STATE OF FLORIDA

Bidder Initial: BBm

STATE OF LOUISIANA
PARISH
~~COUNTY~~ OF ORLEANS

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this 13th day of December, 2023, and is personally known to me, or has provided as identification.

Notary Public

My Commission expires: at death

OFFICIAL SEAL
MARC S. SKETCHLER
BAR ROLL # 36676
STATE OF LOUISIANA
PARISH OF ORLEANS
My Commission is for Life

Exhibit D

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY: Premium Parking Service, L.L.C.
ADDRESS: 601 Poydras St Ste 1500
CITY: New Orleans STATE: LA ZIP CODE: 70130-6061
TELEPHONE NUMBER: 504-274-1612
SIGNATURE: _____ DATE: 12/13/23
NAME (TYPED OR PRINTED): Benjamin Montgomery
TITLE: President

Bidder Initial: BBM

Qualification and Experience Narrative

Premium Parking was founded in 2005 in New Orleans to help fuel the city's growth after Hurricane Katrina. We developed Glideparcs, an easy to use and manage parking system powered by software, to help us deliver on our goal of a superior, customer focused user experience. Our team works to educate all stakeholders on the benefits of modern, gateless parking solutions. We have a network of parking experts to help design customized operating plans and strategies to drive enhanced profitability and boost customer satisfaction.

Glideparcs

Glideparcs is a cloud-based system that eliminates the need for paper tickets, parking gates, and/or hand-held equipment. It can control all aspects of a parking operation, combining best practices with modern parking trends into one holistic system. This allows us to provide the most complete parking solution in the industry, resulting in a more enjoyable parking experience for all guests and a more profitable and efficient parking operation for our clients.

Payments

Pay the way you want.

Cloud Permits

Premium utilizes license plate recognition technology to credential daily, weekly, monthly, and annual parkers seamlessly. Our system operates without the need for traditional hang tags, decals, or access cards. However, we can provide physical credentials if necessary. To elevate the parking experience, permit holders can register up to three licenses plates associated with a single account. Cloud permit features include: **access control** allowing dynamic control over parking access with options to set daily, weekly, or monthly rates, **remote access** enabling administrators to remotely manage parking access, turning it on or off as needed, and **customization** offering custom space assignments, agreements, and policies tailored to your specific requirements.

Compliance

Our user-friendly GLIDEPARCS® enforcement app offers access to currently active, paid parking sessions by utilizing license plates as the primary credentials. The app can be customized for

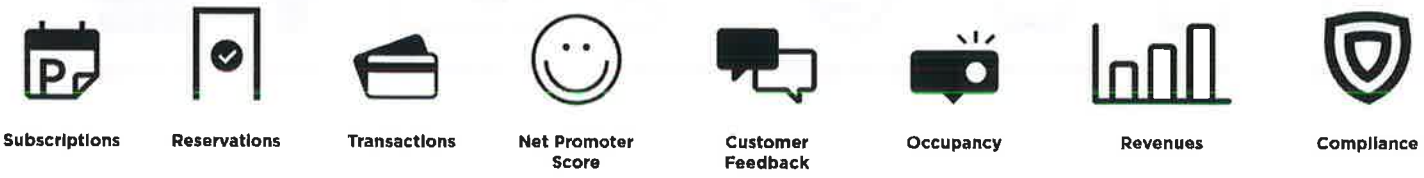
manual operation, allowing enforcement agents to use it directly, or automated through seamless integration with our recognition camera system, GLIDE Eye LPR®. This ensures efficient monitoring and enforcement of parking compliance.

GLIDE Eye LPR®: Patented Fixed LPR with Automated Enforcement

We offer the most advanced 24/7 parking enforcement technology on the market. Monthly permits, daily parkers and validated visitors are checked instantly upon entry and exit. We can even issue mailed citations or post-pay invoices for a completely automated custom compliance program that matches the unique rules and policy of your property. Violations are logged and stored for analysis and can automatically generate escalation in fees for non-timely payment and collection notices that include an image of the violating vehicle's car & license plate. The LPR solution provider can perform DMV look up services that automatically issue citations via mail as well as adjudication services. This can dramatically reduce legal challenges, court time and costs.

Analytics

Powerful insights, all in one place. Premium Parking utilizes data from the GLIDEPARCS® system to continuously look for trends, optimize our shared parking strategy, and manage rates. Our license-based tracking provides a high level of data and understanding, it enables us to understand individual usage including where the vehicle parks, entry / exit times, visit frequency, and other data that translates to educated price modeling and enhancements to increase net income. We crowdsource occupancy from parkers to showcase real-time lot congestion and use predictive analytics to power dynamic rates.



Clear, Concise & Proven Signage Our sign plans include intelligent wayfinding and directional signage with simple, proven instructional language. These will be placed at key points throughout the facility to help develop a uniform and successful communication strategy. Our Marketing Team will work directly with the City to ensure that branding and messaging are aligned to ensure the smoothest parking experience.

Customer Support

By partnering with Premium Parking, you're guaranteed exceptional customer support 24/7, 365 days a year. Our team uses a cloud-based platform, Freshdesk, to manage inquiries, ensuring quick and professional resolution. We record and document all interactions, providing detailed support when needed. Plus, our rigorous training enhances our team's skills and excellence standards.

References

Town of Kure Beach | Kure Beach, NC

Type of Property:	Municipal On-street and facility parking
Facility Address:	117 Settlers Lane, Kure Beach, NC 28449
Contact:	Mayor Craig Bloszinsky
Contact phone number:	919.225.1143
Contact email address:	c.bloszinsky@townofkurebeach.org
Dates of Service:	2021 - Present
Space Count:	575
Cost of Work Completed:	$200K

Scope of Services

This operation includes on-street and off-street parking for seasonal beach and retail visitors from April - September. Through a competitive RFP process, Premium was chosen over several other operators due to their technology-centric parking solution. Premium designed a permit program consisting of selling public Cloud Permits, and discounted residential and employee parking passes, promo code validations, pay machines for guests not comfortable with mobile payments/reservations, clear egress/ingress signage, and a comprehensive enforcement program that allows for the collection of unpaid parking fees. This new program mitigated the Town's overcrowding challenges while also generating significant revenue the first two seasons of paid parking operations, while also organizing the Town's parking assets with enforcement/compliance ambassador patrols. The Town recently extended our contract terms until 2025.

City of Rock Hill | Rock Hill, SC

Type of Property:	Municipal On-street and two large parking decks
Facility Address:	University Center - 348 Technology Center Way
Contact:	Damario Ervin
Contact phone number:	803.487.5849
Contact email address:	damario.ervin@cityofrockhill.com
Dates of Service:	January 2023 - Present
Space Count:	1,500

Cost of Work Completed:	$150,000 in Opex + $60,000 in Capex

Scope of Services:

This operation includes on-street and off-street parking serving Rock Hill's University Center mixed-use development. Premium was chosen to replace their gated access system due to their technology-centric parking solution. Premium designed a permit program consisting of selling & management of Cloud Permits, and discounted parking passes, promo code & kiosk validations, mobile payments/reservations, clear egress/ingress signage, and a comprehensive enforcement program that allows for the collection of unpaid parking fees. This new program mitigated the Sport & Event Center overcrowding challenges while also generating significant revenue with paid parking operations, reducing operating costs, while also organizing the City's parking assets with enforcement/compliance GLIDE Eye LPR Automated Enforcement Cameras.
The city is so happy with our program and support, they plan to implement GLIDEPARCS® at 10 to 15 additional large parking decks, surface lots, and downtown on-street parking.

City of Excelsior | Excelsior, MN

Type of Property:	On-street municipal parking
Facility Address:	339 3rd Street, Excelsior, MN 55331
Contact:	Scott Richards, Planning Company
Contact email address:	scott@planningco.com
Dates of Service:	2021 - present
Space Count:	300
Cost of Work Completed:	$10,000

Scope of Services:

The City of Excelsior, MN was seeking new ways to monetize or manage public parking without meters. Working with Premium we partnered with the city in 2021 for an on-street pilot, testing two multiple payment options. Some zones had existing legacy coin meters and others had no paid parking program in place. We helped the city extend their paid parking zones with an equipment-less approach using CameraPay® and TextPay® for a capital efficient on-street parking program that requires only light-weight smart signage.
We recently expanded the program to additional city streets working in partnership with City of Excelsior, MN as they continue to optimize their on-street parking especially in high-demand areas. The City plans to use GLIDEPARCS® gateless technology to manage a new garage being built.

Proof of Insurance

Bidder Initial: BBm

This page intentionally left blank

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 12/7/2023

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

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

PRODUCER	CONTACT NAME: Veronika Stierwald, AINS, CIC
Eustis Insurance & Benefits, a Marsh & McLennan Agency LLC Company 110 Veterans Memorial Blvd. Ste 200 Metairie LA 70005	PHONE (A/C, No, Ext): 972-340-2396 FAX (A/C, No): E-MAIL ADDRESS: Veronika.Stierwald@MarshMMA.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : Arch Insurance Company	11150
INSURER B : Westchester Surplus Lines Insurance Co	10172
INSURER C : Columbia Casualty Company	31127
INSURER D : Travelers Cas & Surety Co of America	31194
INSURER E :	
INSURER F :	

INSURED
Premium Parking Service, LLC
601 Poydras St.
Suite 1500
New Orleans LA 70130

COVERAGES **CERTIFICATE NUMBER:** 1958186511 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE [X] OCCUR X CERT TRIA INCL GEN'L AGGREGATE LIMIT APPLIES PER: POLICY [ ] PRO-JECT [X] LOC OTHER:			ZAGLB1827603	7/1/2023	7/1/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG Emp Ben. Liab	$ 2,000,000 $ 300,000 $ 10,000 $ 2,000,000 $ 4,000,000 $ 4,000,000 $ 1,000,000
A	AUTOMOBILE LIABILITY X ANY AUTO OWNED AUTOS ONLY HIRED AUTOS ONLY SCHEDULED AUTOS NON-OWNED AUTOS ONLY			ZACAT1818303	7/1/2023	7/1/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 2,000,000 $ $ $
B	[ ] UMBRELLA LIAB [X] OCCUR X EXCESS LIAB [ ] CLAIMS-MADE DED [X] RETENTION $ 0			G72530822003	7/1/2023	7/1/2024	EACH OCCURRENCE AGGREGATE	$ 4,000,000 $ 4,000,000
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? Y/N [Y] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		ZAWCI1807303	7/1/2023	7/1/2024	X PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000
D A C	EMP DISH/CLIENT PROP Garage Keepers-Primary Excess Liab Layer # 2			107868599 ZACAT1818303 7033904333	7/1/2023 7/1/2023 7/1/2023	7/1/2024 7/1/2024 7/1/2024	DED: $10,000 DED-See Below LIMIT	1,000,000 2,000,000 5,000,000

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

ON AUTO POLICY:
(A) Garage Keepers -Comprehensive Limit of Insurance $2,000,000 with a deductible for All Perils for Each Customers Auto: $500 maximum deductible for All Loss in any one Event:$2,500
(A) Garage Keepers-Collision Limit of Insurance $2,000,000 with a Collision deductible for Each Customers Auto $500,
Coverage is Primary

On General Liability Limits are $2MM per Occurrence /$4MM Aggregate per location capped at a $10MM annual Aggregate
See Attached...

CERTIFICATE HOLDER

City of Destin
4200 Indian Bayou Trail
Destin FL 32541

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Julian Boscai

© 1988-2015 ACORD CORPORATION. All rights reserved.

AGENCY CUSTOMER ID: _____

LOC #: _____

ADDITIONAL REMARKS SCHEDULE

AGENCY	NAMED INSURED
Eustis Insurance & Benefits,	Premium Parking Service, LLC 601 Poydras St. Suite 1500 New Orleans LA 70130
POLICY NUMBER	
CARRIER / NAIC CODE	EFFECTIVE DATE:

ADDITIONAL REMARKS

THIS ADDITIONAL REMARKS FORM IS A SCHEDULE TO ACORD FORM,

FORM NUMBER: 25 **FORM TITLE:** CERTIFICATE OF LIABILITY INSURANCE

On Excess Layer # 2 of Umbrella with Columbia Casualty:
Umbrella this layer excludes Garage keepers Legal Liability

EXCLUDED OFFICERS: James M. Huger and Benjamin Montgomery

Additional Insured form #CG2010 (10/01) and CG2037 (10/01) & CG2038 (12/19) applies to the General Liability policy on a blanket basis.

The General Liability policy includes a blanket additional insured endorsement to the certificate holder only when there is a written contract between the named insured and the certificate holder that requires such status.

Waiver of subrogation form #CG2404 (12/19) applies to the General Liability policy.

The General Liability policy contains a blanket waiver of subrogation endorsement that may apply only when there is a written contract between the named insured and the certificate holder that requires such wording.

Notice of Cancellation-Certificate Holders 00ML0087(11/10) applies to the General Liability policy.

Primary & Non-Contributory CG2001 (04/13) applies to the General Liability policy.

Additional Insured form #00CA0088 (06/08) applies to the Automobile Liability policy.

The Arch Automobile Liability (including GKLL) policy contains language that provides additional insured status to the certificate holder only when there is a written contract between the named insured and the certificate holder that requires such status.

Waiver of subrogation form #CA0444 (10/13) applies to the Automobile Liability policy.

The Arch Automobile Liability (including GKLL) policy contains language that provides additional insured status to the certificate holder only when there is a written contract between the named insured and the certificate holder that requires such status.

Notice of Cancellation-Certificate Holders 00ML0087(11/10) applies to the Automobile Liability policy.

Blanket Alternate Employer Endt. WC000301 (04/84), WC000313 (11/03); (CA) WC040306 (04/84) & (TX) WC420304B (06/14) applies to the Workers Compensation policy.

The Worker's Compensation policy includes a waiver of subrogation endorsement that may apply only when there is a written contract between the named insured and the certificate holder that requires such wording.

Additional Insured with Primary & Contributory form #XSW029 12/14 applies to the Primary Umbrella/Excess Liability policy.

The Umbrella/Excess Liability policy includes a blanket additional insured endorsement to the certificate holder only when there is a written contract between the named insured and the certificate holder that requires such status.

Waiver of subrogation form # CXSC-27405 applies to the Primary Umbrella/Excess Liability policy

The Umbrella/Excess Liability policy contains a blanket waiver of subrogation endorsement that may apply only when there is a written contract between the named insured and the certificate holder that requires such wording.

The General Liability, Automobile/ GKLL & Workers' Compensation policies include a blanket notice of cancellation to the certificate holder providing for (90) days' advance written notice if the policy is canceled by the company, or 10 days' written notice before the policy is canceled for nonpayment of premium. Notice is sent to certificate holders with mailing addresses on file with the agent or the company. The endorsement does not provide for notice of cancellation to the certificate holder if the named insured requests cancellation.

NOTE: If the location state is one of the monopolistic states: Ohio, North Dakota, Washington or Wyoming the Worker's Compensation policy listed on this certificate only affords Employer's Liability. For Worker's Compensation coverage you must ask the insured to provide a certificate as they have to file directly with those states.

Crime Deductible: $10,000

© 2008 ACORD CORPORATION. All rights reserved.

The ACORD name and logo are registered marks of ACORD

POLICY NUMBER: ZAGLB1827603

COMMERCIAL GENERAL LIABILITY
CG 20 10 10 01

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – SCHEDULED PERSON OR ORGANIZATION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name of Person or Organization:
ALL PARTIES WHERE REQUIRED BY A WRITTEN CONTRACT OR WRITTEN AGREEMENT THAT REQUIRE THIS EDITION DATE.

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

A. **Section II – Who Is An Insured** is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of your ongoing operations performed for that insured.

B. With respect to the insurance afforded to these additional insureds, the following exclusion is added:

2. Exclusions

This insurance does not apply to "bodily injury" or "property damage" occurring after:

(1) All work, including materials, parts or equipment furnished in connection with such work, on the project (other than service, maintenance or repairs) to be performed by or on behalf of the additional insured(s) at the site of the covered operations has been completed; or

(2) That portion of "your work" out of which the injury or damage arises has been put to its intended use by any person or organization other than another contractor or subcontractor engaged in performing operations for a principal as a part of the same project.

© ISO Properties, Inc., 2000

POLICY NUMBER: ZAGLB182760 3

COMMERCIAL GENERAL LIABILITY
CG 20 37 10 01

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED – OWNERS, LESSEES OR CONTRACTORS – COMPLETED OPERATIONS

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

SCHEDULE

Name of Person or Organization: ALL PARTIES WHERE REQUIRED BY A WRITTEN CONTRACT OR WRITTEN AGREEMENT THAT REQUIRE THIS EDITION DATE.
Location And Description of Completed Operations:
Additional Premium: INCL

(If no entry appears above, information required to complete this endorsement will be shown in the Declarations as applicable to this endorsement.)

Section II – Who Is An Insured is amended to include as an insured the person or organization shown in the Schedule, but only with respect to liability arising out of "your work" at the location designated and described in the schedule of this endorsement performed for that insured and included in the "products-completed operations hazard".

© ISO Properties, Inc., 2000

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PRIMARY AND NONCONTRIBUTORY – OTHER INSURANCE CONDITION

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART

The following is added to the **Other Insurance** Condition and supersedes any provision to the contrary:

Primary And Noncontributory Insurance

This insurance is primary to and will not seek contribution from any other insurance available to an additional insured under your policy provided that:

(1) The additional insured is a Named Insured under such other insurance; and

(2) You have agreed in writing in a contract or agreement that this insurance would be primary and would not seek contribution from any other insurance available to the additional insured.

© Insurance Services Office, Inc., 2018

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US (WAIVER OF SUBROGATION)

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART
ELECTRONIC DATA LIABILITY COVERAGE PART
LIQUOR LIABILITY COVERAGE PART
POLLUTION LIABILITY COVERAGE PART DESIGNATED SITES
POLLUTION LIABILITY LIMITED COVERAGE PART DESIGNATED SITES
PRODUCTS/COMPLETED OPERATIONS LIABILITY COVERAGE PART
RAILROAD PROTECTIVE LIABILITY COVERAGE PART
UNDERGROUND STORAGE TANK POLICY DESIGNATED TANKS

SCHEDULE

Name Of Person(s) Or Organization(s):
ANY PERSON OR ORGANIZATION WHERE WAIVER OF OUR RIGHT TO RECOVER IS PERMITTED BY LAW AND IS REQUIRED BY WRITTEN CONTRACT PROVIDED SUCH CONTRACT WAS EXECUTED PRIOR TO THE LOSS.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The following is added to Paragraph **8. Transfer Of Rights Of Recovery Against Others To Us** of **Section IV – Conditions:**

We waive any right of recovery against the person(s) or organization(s) shown in the Schedule above because of payments we make under this Coverage Part. Such waiver by us applies only to the extent that the insured has waived its right of recovery against such person(s) or organization(s) prior to loss. This endorsement applies only to the person(s) or organization(s) shown in the Schedule above.

© Insurance Services Office, Inc., 2018

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NOTICE OF CANCELLATION – CERTIFICATE HOLDERS (SPECIFIED DAYS)

The person(s) or organization(s) listed or described in the Schedule below have requested that they receive written notice of cancellation when this policy is cancelled by us. We will mail or deliver to the Person(s) or Organization(s) listed or described in the Schedule a copy of the written notice of cancellation that we sent to you. If possible, such copies of the notice will be mailed at least **90** days, except for cancellation for non-payment of premium which will be mailed 10 days, prior to the effective date of the cancellation, to the address or addresses of certificate holders as provided by your broker or agent.

Schedule

Person(s) or Organization(s) including mailing address:

All certificate holders where written notice of the cancellation of this policy is required by written contract, permit or agreement with the Named Insured and whose names and addresses will be provided by the broker or agent listed in the Declarations Page of this policy for the purposes of complying with such request.

This notification of cancellation of the policy is intended as a courtesy only. Our failure to provide such notification to the person(s) or organization(s) shown in the Schedule will not extend any policy cancellation date nor impact or negate any cancellation of the policy. This endorsement does not entitle the person(s) or organization(s) listed or described in the Schedule above to any benefit, rights or protection under this policy.

Any provision of this endorsement that is in conflict with a statute or rule is hereby amended to conform to that statute or rule.

All other terms and conditions of this policy remain unchanged.
Endorsement Number:

Policy Number: ZAGLB1827603

Named Insured: PREMIUM PARKING SERVICE, LLC

This endorsement is effective on the inception date of this Policy unless otherwise stated herein:

Endorsement Effective Date: 07-01-23

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PER LOCATION OR PER PROJECT AGGREGATE LIMIT AND POLICY AGGREGATE LIMIT ENDORSEMENT

This endorsement modifies insurance provided under the following:

COMMERCIAL GENERAL LIABILITY COVERAGE PART

Schedule

☒	Per Location Aggregate Limit:	$4,000,000
☐	Per Project Aggregate Limit:	
Policy Aggregate Limit:		$10,000,000

A. For all sums which the insured becomes legally obligated to pay as damages caused by an "occurrence" under **SECTION I – COVERAGE A**, and for all medical expenses caused by accidents under **SECTION I – COVERAGE C**, which can be attributed only to ongoing operations at a single "location" or "project":

1. A separate Per Location Aggregate Limit applies to each "location" you own or rent if there is an "X" in the Per Location box of the **Schedule**, and that limit is equal to the corresponding amount shown in the **Schedule**.

2. A separate Per Project Aggregate Limit applies to each "project" at which you perform operations if there is an "X" in the Per Project box of the **Schedule**, and that limit is equal to the corresponding amount shown in the **Schedule**.

3. The Per Location Aggregate Limit or Per Project Aggregate Limit (whichever is applicable) is the most we will pay for the sum of all such damages under **COVERAGE A**, except damages because of "bodily injury" or "property damage" included in the "products-completed operations hazard", and for medical expenses under **COVERAGE C** regardless of the number of:

a. Insureds;

b. Claims made or "suits" brought; or

c. Persons or organizations making claims or bringing "suits".

4. Any payments made under **COVERAGE A** for damages or under **COVERAGE C** for medical expenses shall reduce the Per Location or Per Project Aggregate Limit (whichever is applicable) for that "location" or "project". Such payments shall not reduce the General Aggregate Limit shown in the Declarations nor shall they reduce any other Per Location or Per Project Aggregate Limit for any other "location" or "project".

5. The limits shown in the Declarations for Each Occurrence and for Damage To Premises Rented To You continue to apply. However, instead of being subject to the General

Aggregate Limit shown in the Declarations, such limits will be subject to the applicable Per Location or Per Project Aggregate Limit.

B. For all sums which the insured becomes legally obligated to pay as damages because of "bodily injury" or "property damage" to which this insurance applies and which cannot be attributed only to ongoing operations at a single "location" or "project":

1. Any payments made for such damages shall reduce the amount available under the General Aggregate Limit or the Products-Completed Operations Aggregate Limit, whichever is applicable; and

2. Such payments shall not reduce any Per Location or Per Project Aggregate Limit.

C. When coverage for liability arising out of the "products-completed operations hazard" is provided, any payments for damages because of "bodily injury" or "property damage" included in the "products-completed operations hazard" will be subject to and reduce the Products-Completed Operations Aggregate Limit, and not reduce the General Aggregate Limit nor any Per Location Aggregate Limit or Per Project Aggregate Limit.

D. The Policy Aggregate Limit shown in the **Schedule** is the most we will pay under this policy for the sum of all damages under Coverage **A.** and Coverage **B.**, and Medical Expenses under Coverage **C.** The General Aggregate Limit, the Products-Completed Operations Aggregate Limit, and the Per Location Aggregate Limit(s) or Per Project Aggregate Limit(s) (whichever is applicable) are all subject to the Policy Aggregate Limit.

E. The provisions of **SECTION III – LIMITS OF INSURANCE** not otherwise modified by this endorsement shall continue to apply as stipulated.

F. For the purposes of this endorsement, **SECTION V – DEFINITIONS** is amended to include the following additional definitions:

"Location" means premises involving the same or connecting lots, or premises whose connection is interrupted only by a street, roadway, waterway or right-of-way of a railroad.

"Project" means construction project. If the applicable construction project has been abandoned, delayed, or abandoned and then restarted, or if the authorized contracting parties deviate from plans, blueprints, designs, specifications or timetables, the project will still be deemed to be the same construction project.

All other terms and conditions of this Policy remain unchanged.

Endorsement Number:

This endorsement is effective on the inception date of this policy unless otherwise stated herein.

The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Policy Number: ZAGLB1827603

Named Insured: PREMIUM PARKING SERVICE, LLC

Endorsement Effective Date: 07/01/2023

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

ADDITIONAL INSURED - BLANKET

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

Under **Covered Autos Liability Coverage**, the **Who is An Insured** provision is amended to include as an "insured" the person or organization who is required under a written contract to be included as an "insured" under this policy, but only with respect to their legal liability for your acts or omissions or the act or omissions of a person for whom **Covered Autos Liability Coverage** is afforded under this policy.

All other terms and conditions of this policy remain unchanged.

Endorsement Number:

Policy Number: ZACAT181830 3

Named Insured: PREMIUM PARKING SERVICE, LLC

This endorsement is effective on the inception date of this Policy unless otherwise stated herein:

Endorsement Effective Date: 7/1/202 3

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

WAIVER OF TRANSFER OF RIGHTS OF RECOVERY AGAINST OTHERS TO US (WAIVER OF SUBROGATION)

This endorsement modifies insurance provided under the following:

AUTO DEALERS COVERAGE FORM
BUSINESS AUTO COVERAGE FORM
MOTOR CARRIER COVERAGE FORM

With respect to coverage provided by this endorsement, the provisions of the Coverage Form apply unless modified by the endorsement.

This endorsement changes the policy effective on the inception date of the policy unless another date is indicated below.

Named Insured:
Endorsement Effective Date:

SCHEDULE

Name(s) Of Person(s) Or Organization(s):
ANY PERSON OR ORGANIZATION WHERE WAIVER OF OUR RIGHT TO RECOVER IS PERMITTED BY LAW AND IS REQUIRED BY WRITTEN CONTRACT PROVIDED SUCH CONTRACT WAS EXECUTED PRIOR TO THE LOSS.
Information required to complete this Schedule, if not shown above, will be shown in the Declarations.

The **Transfer Of Rights Of Recovery Against Others To Us** condition does not apply to the person(s) or organization(s) shown in the Schedule, but only to the extent that subrogation is waived prior to the "accident" or the "loss" under a contract with that person or organization.

© Insurance Services Office, Inc., 2011

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

PRIMARY AND NON-CONTRIBUTING INSURANCE ENDORSEMENT - DESIGNATED CONTRACT(S)

This endorsement modifies insurance provided under the following:

BUSINESS AUTO COVERAGE FORM
GARAGE COVERAGE FORM

SCHEDULE

Designated Contract(s): ALL PARTIES WHERE REQUIRED IN A WRITTEN CONTRACT

With respect to the contract(s) designated in the Schedule above, it is agreed that the following subparagraph **e.** is added to **SECTION IV - BUSINESS AUTO CONDITIONS**, Paragraph **B. 5.** and **SECTION V – GARAGE CONDITIONS,** Paragraph **B. 5.**

5. Other Insurance

e. With respect to **SECTION II - LIABILITY COVERAGE**, where you are specifically required by a written contract designated in the Schedule above to provide insurance that is primary and non-contributory, and the written contract designated in the Schedule above so requiring is executed by you before any "accident", this insurance will be primary and the other insurance will not contribute with this insurance, but only to the extent required by that written contract.

All other terms and conditions of this Policy remain unchanged.

Endorsement Number:

This endorsement is effective on the inception date of this policy unless otherwise stated herein.

(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Policy Number: ZACAT181830**3**

Named Insured: PREMIUM PARKING SERVICE, LLC

Endorsement Effective Date: 07/01/202**3**

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NOTICE OF CANCELLATION – CERTIFICATE HOLDERS (SPECIFIED DAYS)

The person(s) or organization(s) listed or described in the Schedule below have requested that they receive written notice of cancellation when this policy is cancelled by us. We will mail or deliver to the Person(s) or Organization(s) listed or described in the Schedule a copy of the written notice of cancellation that we sent to you. If possible, such copies of the notice will be mailed at least **90** days, except for cancellation for non-payment of premium which will be mailed 10 days, prior to the effective date of the cancellation, to the address or addresses of certificate holders as provided by your broker or agent.

Schedule

Person(s) or Organization(s) including mailing address:

All certificate holders where written notice of the cancellation of this policy is required by written contract, permit or agreement with the Named Insured and whose names and addresses will be provided by the broker or agent listed in the Declarations Page of this policy for the purposes of complying with such request.

This notification of cancellation of the policy is intended as a courtesy only. Our failure to provide such notification to the person(s) or organization(s) shown in the Schedule will not extend any policy cancellation date nor impact or negate any cancellation of the policy. This endorsement does not entitle the person(s) or organization(s) listed or described in the Schedule above to any benefit, rights or protection under this policy.

Any provision of this endorsement that is in conflict with a statute or rule is hereby amended to conform to that statute or rule.

All other terms and conditions of this policy remain unchanged.
Endorsement Number:

Policy Number: ZACAT181830 **3**

Named Insured: PREMIUM PARKING SERVICE, LLC

This endorsement is effective on the inception date of this Policy unless otherwise stated herein:

Endorsement Effective Date: 07-01-2 **3**

POLICY NUMBER: ZAWCI1807303

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

This agreement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

Schedule

ANY PERSON OR ORGANIZATION WHERE WAIVER OF OUR RIGHT TO RECOVER IS PERMITTED BY LAW AND IS REQUIRED BY WRITTEN CONTRACT PROVIDED SUCH CONTRACT WAS EXECUTED PRIOR TO DATE OF LOSS.

For policies or exposure in Missouri:

Any person or organization for which the employer has agreed by written contract, executed prior to loss, may execute a waiver of subrogation. However, for purposes of work performed by the employer in Missouri, this waiver of subrogation does not apply to any construction group of classifications as designated by the waiver of right to recover from others (subrogation) rule in our manual.

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated. **(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)**

Endorsement Effective 07/01/2023 Policy No. ZAWCI1807303 Endorsement No.

Insured PREMIUM PARKING SERVICE, LLC Premium INCL.

Insurance Company ARCH INSURANCE COMPANY

DATE OF ISSUE: 07-1 -23 Countersigned By _____

© 1983 National Council on Compensation Insurance.

WORKERS COMPENSATION AND EMPLOYERS LIABILITY INSURANCE POLICY

WC 04 03 06
(Ed. 04-84)

POLICY NUMBER: **ZAWCI1807303**

WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT - CALIFORNIA

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule. (This agreement applies only to the extent that you perform work under a written contract that requires you to obtain this agreement from us.)

You must maintain payroll records accurately segregating the remuneration of your employees while engaged in the work described in the Schedule.

The additional premium for this endorsement shall be 2 % of the California workers' compensation premium otherwise due on such remuneration.

SCHEDULE

PERSON OR ORGANIZATION	**JOB DESCRIPTION**
ANY PERSON OR ORGANIZATION WHERE WAIVER OF OUR RIGHT TO RECOVER IS PERMITTED BY LAW AND IS REQUIRED BY WRITTEN CONTRACT PROVIDED SUCH CONTRACT WAS EXECUTED PRIOR TO DATE OF LOSS.	

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.
(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective **07-01-23** Policy No. **ZAWCI1807303** Endorsement No.

Insured **PREMIUM PARKING SERVICE, LLC** Premium $ **INCL.**

Insurance Company **ARCH INSURANCE COMPANY**

Countersigned By _____

DATE OF ISSUE: **07-1 -23**

© 1998 by the Workers' Compensation Insurance Rating Bureau of California. All rights reserved.
From the WCIRB's California Workers' Compensation Insurance Forms Manual © 1999.

POLICY NUMBER: ZAWCI1807303

TEXAS WAIVER OF OUR RIGHT TO RECOVER FROM OTHERS ENDORSEMENT

This endorsement applies only to the insurance provided by the policy because Texas is shown in Item 3.A. of the Information Page.

We have the right to recover our payments from anyone liable for an injury covered by this policy. We will not enforce our right against the person or organization named in the Schedule, but this waiver applies only with respect to bodily injury arising out of the operations described in the Schedule where you are required by a written contract to obtain this waiver from us.

This endorsement shall not operate directly or indirectly to benefit anyone not named in the Schedule.

The premium for this endorsement is shown in the Schedule.

Schedule

1. (☐) Specific Waiver
   Name of person or organization

   (☒) Blanket Waiver
   Any person or organization for whom the Named Insured has agreed by written contract to furnish this waiver.

2. Operations:
   ALL TEXAS LOCATIONS

3. Premium:
   The premium charge for this endorsement shall be .02 percent of the premium developed on payroll in connection with work performed for the above person(s) or organization(s) arising out of the operations described.

4. Advance Premium: **INCLUDED**

This endorsement changes the policy to which it is attached and is effective on the date issued unless otherwise stated.
(The information below is required only when this endorsement is issued subsequent to preparation of the policy.)

Endorsement Effective 07/01/2023 Policy No. ZAWCI1807303 Endorsement No.
Insured PREMIUM PARKING SERVICE, LLC Premium INCL.
Insurance Company ARCH INSURANCE COMPANY

DATE OF ISSUE: 07-1 -23 Countersigned By _____

© Copyright 2014 National Council on Compensation Insurance, Inc. All Rights Reserved.

THIS ENDORSEMENT CHANGES THE POLICY. PLEASE READ IT CAREFULLY.

NOTICE OF CANCELLATION – CERTIFICATE HOLDERS (SPECIFIED DAYS)

The person(s) or organization(s) listed or described in the Schedule below have requested that they receive written notice of cancellation when this policy is cancelled by us. We will mail or deliver to the Person(s) or Organization(s) listed or described in the Schedule a copy of the written notice of cancellation that we sent to you. If possible, such copies of the notice will be mailed at least **90** days, except for cancellation for non-payment of premium which will be mailed 10 days, prior to the effective date of the cancellation, to the address or addresses of certificate holders as provided by your broker or agent.

Schedule

Person(s) or Organization(s) including mailing address:

All certificate holders where written notice of the cancellation of this policy is required by written contract, permit or agreement with the Named Insured and whose names and addresses will be provided by the broker or agent listed in the Declarations Page of this policy for the purposes of complying with such request.

This notification of cancellation of the policy is intended as a courtesy only. Our failure to provide such notification to the person(s) or organization(s) shown in the Schedule will not extend any policy cancellation date nor impact or negate any cancellation of the policy. This endorsement does not entitle the person(s) or organization(s) listed or described in the Schedule above to any benefit, rights or protection under this policy.

Any provision of this endorsement that is in conflict with a statute or rule is hereby amended to conform to that statute or rule.

All other terms and conditions of this policy remain unchanged.

Endorsement Number:

Policy Number: ZAWCI180730**3**

Named Insured: PREMIUM PARKING SERVICE, LLC

This endorsement is effective on the inception date of this Policy unless otherwise stated herein:

Endorsement Effective Date: 07-01-2**3**

Proof of Licensing and Certifications

Bidder Initial: BBA

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

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

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
Premium Parking Service LLC

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☑ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ S

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
601 Poydras Street, Suite 1500

Requester's name and address (optional)

6 City, state, and ZIP code
New Orleans, LA 0130

7 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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

			-			-				

or

Employer identification number

2	0	-	2	7	9	4	6	0	5

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here Signature of U.S. person ▶ [signature] Date ▶ 1/1/23

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

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, *later.*

BB

M17000005179

(Requestor's Name)

(Address)

(Address)

(City/State/Zip/Phone #)

☐ PICK-UP ☐ WAIT ☐ MAIL

(Business Entity Name)

(Document Number)

Certified Copies _____ Certificates of Status _____

Special Instructions to Filing Officer:

W17-46863

Office Use Only

600299415276

05/30/17--01047--022 **160.00

FILED
17 JUN 16 PM 5:00
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

S. WARREN

JUN 19 2017

FLORIDA DEPARTMENT OF STATE
Division of Corporations

June 2, 2017

BRIAN SHOWALTER
1010 COMMON STREET, SUITE 2950
NEW ORLEANS, LA 70112

SUBJECT: PREMIUM PARKING SERVICE, L.L.C.
Ref. Number: W17000046863

We have received your document for PREMIUM PARKING SERVICE, L.L.C. and your check(s) totaling $160.00. However, the enclosed document has not been filed and is being returned for the following correction(s):

The name listed in number one of the application must be identical to the name listed in the certificate of existence.

Please return your document, along with a copy of this letter, within 60 days or your filing will be considered abandoned.

If you have any questions concerning the filing of your document, please call (850) 245-6051.

Stacey M Warren
Regulatory Specialist II

Letter Number: 617A00011142

COVER LETTER

TO: **Registration Section**
Division of Corporations

SUBJECT: Premium Parking Service LLC
Name of Limited Liability Company

The enclosed "Application by Foreign Limited Liability Company for Authorization to Transact Business in Florida," Certificate of Existence, and check are submitted to register the above referenced foreign limited liability company to transact business in Florida..

Please return all correspondence concerning this matter to the following:

Brian Showalter
Name of Person

Premium Parking Service LLC
Firm/Company

1010 Common St, Ste 2950
Address

New Orleans, LA 70112
City/State and Zip Code

bshowalter@premiumparking.com
E-mail address: (to be used for future annual report notification)

For further information concerning this matter, please call:

Brian Showalter at (504) 274-1614
Name of Contact Person — Area Code — Daytime Telephone Number

MAILING ADDRESS:
Division of Corporations
Registration Section
P.O. Box 6327
Tallahassee, FL 32314

STREET ADDRESS:
Division of Corporations
Registration Section
Clifton Building
2661 Executive Center Circle
Tallahassee, FL 32301

Enclosed is a check for the following amount:

☐ $125.00 Filing Fee ☐ $130.00 Filing Fee & Certificate of Status ☐ $155.00 Filing Fee & Certified Copy ☑ $160.00 Filing Fee, Certificate of Status & Certified Copy

BB

APPLICATION BY FOREIGN LIMITED LIABILITY COMPANY FOR AUTHORIZATION TO TRANSACT BUSINESS IN FLORIDA

IN COMPLIANCE WITH SECTION 605.0902, FLORIDA STATUTES, THE FOLLOWING IS SUBMITTED TO REGISTER A FOREIGN LIMITED LIABILITY COMPANY TO TRANSACT BUSINESS IN THE STATE OF FLORIDA:

1. Premium Parking Service LLC
(Name of Foreign Limited Liability Company: must include "Limited Liability Company," "L.L.C.," or "LLC.")

P Parking LLC
(If name unavailable, enter alternate name adopted for the purpose of transacting business in Florida. The alternate name must include "Limited Liability Company," "L.L.C," or "LLC.")

2. Louisiana
(Jurisdiction under the law of which foreign limited liability company is organized)

3. 20-4794605
(FEI number, if applicable)

4. N/A
(Date first transacted business in Florida, if prior to registration.)
(See sections 605.0904 & 605.0905, F.S. to determine penalty liability)

5. 1010 Common St, Ste 2950
New Orleans, LA 70112
(Street Address of Principal Office)

6. 1010 Common St, Ste 2950
New Orleans, LA 70112
(Mailing Address)

FILED
17 JUN 16 PM 5:00
SECRETARY OF STATE
TALLAHASSEE, FLORIDA

7. Name and street address of Florida registered agent: (P.O. Box NOT acceptable)

Name: Registered Agents Inc.

Office Address: 3030 N. Rocky Point Dr. STE 150A

Tampa (City), Florida 33607 (Zip code)

Registered agent's acceptance:
Having been named as registered agent and to accept service of process for the above stated limited liability company at the place designated in this application, I hereby accept the appointment as registered agent and agree to act in this capacity. I further agree to complywith the provisions of all statutes relative to the proper and complete performance of my duties, and I am familiar with and accept the obligations of my position as registered agent.

Bill Hamm
(Registered agent's signature)

8. The name, title or capacity and address of the person(s) who has/have authority to manage is/are:

James Huger, CEO, 1207 Webster St, New Orleans, LA 70118

Benjamin Montgomery, President, 6202 Catina St, New Orleans, LA 70124

9. Attached is a certificate of existence, no more than 90 days old, duly authenticated by the official having custody of records in the jurisdiction under the law of which it is organized. (If the certificate is in a foreign language, a translation of the certificate under oath of the translator must be submitted)

Signature of an authorized person

This document is executed in accordance with section 605.0203 (1) (b), Florida Statutes. I am aware that any false information submitted in a document to the Department of State constitutes a third degree felony as provided for in s.817.155, F.S.

Benjamin Montgomery
Typed or printed name of signee

UNITED STATES OF AMERICA

State of Louisiana

Tom Schedler

SECRETARY OF STATE

As Secretary of State of the State of Louisiana I do hereby Certify that

the Articles of Organization of

PREMIUM PARKING SERVICE, L.L.C.

Domiciled at NEW ORLEANS, LOUISIANA,

Were filed in this Office and a Certificate of Organization was issued on May 05, 2005,

I further certify that no Certificate of Dissolution or Termination has been issued.

In testimony whereof, I have hereunto set my hand and caused the Seal of my Office to be affixed at the City of Baton Rouge on,

May 23, 2017

Secretary of State

Web 35933777K

STATE OF LOUISIANA · UNION · JUSTICE · CONFIDENCE · SECRETARY OF STATE

Certificate ID: 10831391#8EG62

To validate this certificate, visit the following web site, go to **Business Services**, **Search for Louisiana Business Filings**, **Validate a Certificate**, then follow the instructions displayed.
www.sos.la.gov

Addendums

ADDENDUM #1

CITY OF DESTIN, FLORIDA
REQUEST FOR BID (RFB) NO. 23-13-PW PAID
PARKING SOLUTION

November 17, 2023

This addendum forms a part of the Contract Documents and modifies the original bid documents. Acknowledge receipt of this addendum in the space provided on the Bid Form. **Failure to do so may subject the Bidder to disqualification.** The following items shall become a part of the construction documents for the above referenced project.

Correction:

1. The last date for questions concerning this RFP is **December 7, 2023**, not December 14, 2023, as stated in the RFP.

The bid opening date remains as Thursday, December 14, 2023, at 2 pm.

END OF ADDENDUM #1

A copy of this Addendum #1 signed and acknowledged shall precede the mandatory information required in the subject RFB.

Receipt of Addendum #1 is hereby acknowledged:

Ben Montgomery
Print Name

Signature

12/12/23
Date

Mobile Smart City

REQUEST FOR PROPOSAL

PAID PARKING SOLUTION

Prepared for:

CITY OF DESTIN

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

Submitted By
John Incandela, Chief Executive Officer
P: 985-237-4593 E: Jincandela@mobilesmart.city

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: Mobile Smart City Corp

Address: 100 SE 3rd Ave, 10th Fl

City & State: Ft. Lauderdale, FL 33394 Zip Code: _____

Telephone: ((844))726-4644 Fax: ( ) _____

E-mail: Jincandela@mobilesmart.city

Number of Years in Business: 16 Contact Name John Incandela

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	**UNIT PRICE or %**
1.	Fees	
	1) Merchant Fee (flat)	None
	2) Merchant Fee Percentage	None
	3) Transaction Fee	16%
	4) Merchant Processing Fee	None
	5) Other Fees (List), list additional items on a separate sheet	
	a. _____	_____
	b. _____	_____
	c. _____	_____
	d. _____	_____
	e. _____	_____

2. Materials

   Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	_____	_____
b.	_____	_____
c.	_____	_____
d.	_____	_____
e.	_____	_____

3. Please list any additional items not previously addressed above: (use additional sheets as required)

_____ $_____

_____ $_____

_____ $_____

_____ $_____

_____ $_____

_____ $_____

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

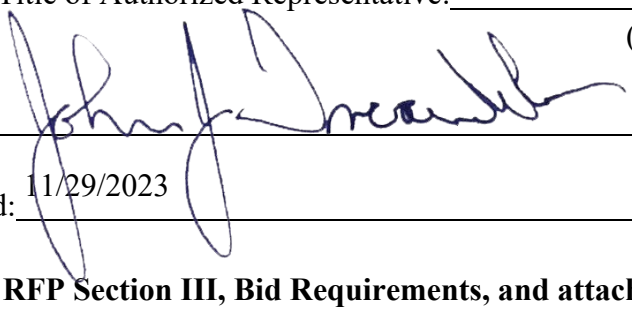
In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Name and Title of Authorized Representative: John Incandela, CEO

(Print or Type)

Signature: 

Date of Bid: 11/29/2023

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: Mobile Smart City Corp
Address: 100 SE 3rd Ave, 10th Fl
City, State, Zip: Ft. Lauderdale, FL 33394
Telephone No.: (844) 726-4644
Fax No.: _____

Check One
Corporation X
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

   The correct name of the responsive bidder is:
   Mobile Smart City Corp

   The address of the principal place of business is:
   100 SE 3rd Ave, 10th Fl Ft. Lauderdale, FL 33394

2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: 02/16/2017
   b. State of Incorporation: Florida
   c. President's name: Luis Garma
   d. Vice President's name: _____
   e. Secretary's name: _____
   f. Treasurer's name: _____
   g. Name and address of Resident Agent: GARMA, LUIS 9110 SW 69th Terrace Miami, FL 33173

3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:
   c. State whether general or limited partnership: _____

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.

6. How many years has your organization been in business under its present business name?
6 Years

Under what other former names has your organization operated?
Pango USA

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.
N/A

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:
No

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)
See pages 28 - 39 of the proposal

10. State the name of the individual who will have personal supervision of the work:
John Incandela, CEO

11. State the name and address of attorney, if any, for the business of the responsive bidder:
None

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:
None

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:
None

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	6
b.	Non-Governmental Related Work	5
	Total Work (a +b):	11

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank **Address** **Telephone**

16. What will be your turnaround time for written responses to City inquires?
1 - 24 Hours

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.
None

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.

None

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.

None

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.

None

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed)_____

(Title) CEO

Subscribed and sworn to before me

This 29 day of November, 20 23

FINLEY DIXON
MY COMMISSION #FF157590
EXPIRES: SEP 07, 2017
Bonded Thru Notary Public Underwriters

_____

Notary Public (Signature)

My Commission Expires: _____

END OF SECTION

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract _____
RFP NO. 23-13-PW PAID PARKING SOLUTION

2. This sworn statement is submitted by John Incandela whose business address is _____
100 Southeast Third Avenue, 10th Floor Fort Lauderdale, FL 33394
and (if applicable) Federal Employer Identification Number (FEIN) is 81-0786651 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____

3. My name is John Incandela , CEO and my relationship to the entity named above is Mobile Smart City Corp

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____ The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

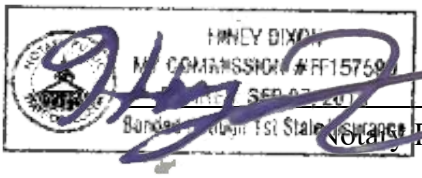
_____ Date: 11/29/2023

(Signature)

STATE OF FLORIDA

COUNTY OF Miami Dade

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this 29 day of November, 2023, and is personally known to me, or has provided as identification.



Notary Public

My Commission expires:

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY: Mobile Smart City Corp
ADDRESS: 100 Southeast Third Avenue 10th Floor
CITY: Fort Lauderdale, STATE: FL ZIP CODE: 33394
TELEPHONE NUMBER: (844) 726-4644
SIGNATURE: _____ DATE: 11/29/2023
NAME (TYPED OR PRINTED): John Incandela
TITLE: CEO

QUALIFICATION AND EXPERIENCE NARRATIVE

Discription of Proposing Firm

Mobile Smart City is a leading international company specializing in the development and implementation of innovative mobile payment solutions for smart cities. With a decade of experience and a proven track record, we are well-equipped to handle complex payment and parking management systems. Our expertise extends to the design, development, implementation, and maintenance of payments, citations, and collections solutions.

With headquarters in Fort Lauderdale, FL and a local office in Maryland, our operations extend to multiple countries including Argentina, Brazil, Colombia, Chile, Spain, Mexico, Peru, Puerto Rico, Canada, and the United States. We have successfully delivered over 150 projects in the last 5 years, earning a reputation for delivering unique technology solutions that improve revenue and user experience for our clients.

Our company holds extensive experience in the industry, having accumulated a vast number of references from our work with cities around the world. We look forward to the opportunity to demonstrate our expertise and bring value to your organization through our cutting-edge solutions.

Name and Headquarters Location

Florida Headquarters	Mobile Smart City Corp 100 Southeast Third Avenue 10Th Floor Fort Lauderdale, FL 33394 P 1-844-726-4644 | F 1-410-809-2701
Branch Offices	Maryland Tampa

Other Participating Firms:

We are pleased to inform you that our firm will be the sole participant in the completion of the proposed project. We have decided to handle all aspects of the project in-house, without utilizing any subcontracts. This approach aligns with our commitment to ensuring seamless communication, efficient execution, and uncompromised quality throughout the project lifecycle.

Lawsuits and Litigation:

There are no outstanding lawsuits or pending litigation currently involving us. Additionally, there have been no cases related to public projects or any projects where claims or settlements were paid by us or our insurers within the last five years.

Implementation Team

At Mobile Smart City Corp, we are proud to have assembled a highly skilled team of experts who have a proven track record of delivering successful implementations across the US. Each team member brings their unique strengths and experience to their assigned roles, ensuring the highest level of performance and results.

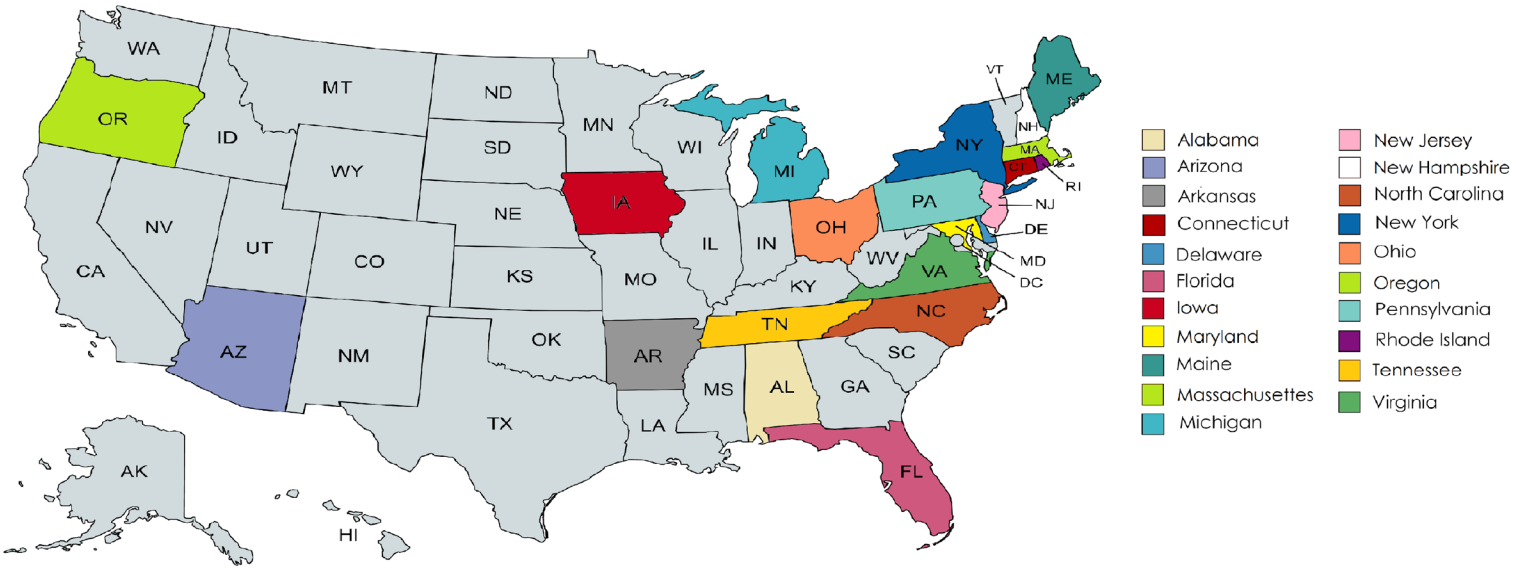
To ensure a smooth and seamless transition, John will serve as the project manager for the project. In this role, he will not only provide strategic leadership as the CEO of Mobile Smart City Corp, but will also oversee every aspect of the project and act as your dedicated single point of contact. With John at the helm, you can rest assured that your project is in capable hands.

The organizational chart and team members shall remain available during the entirety of the project throughout the term of the contract and will work collaboratively with Authority staff, with each staff aligning to a specific role that will support the team effort. The personnel described in our proposal are the professionals who will provide the services for this project.

Organizational Chart

Our Experience

Our headquarters is strategically located in Florida, with a regional office in Maryland, allowing us to effectively serve clients across the United States and internationally. Please find a comprehensive list of our current locations and extensive portfolio of successful projects. Our track record of delivering projects within or ahead of deadline speaks to our commitment to excellence and unwavering focus on meeting our clients' needs. This list represents only a fraction of our extensive experience, and serves as a testament to our ability to bring innovative solutions to cities and communities of all sizes. Every project listed Mobile Smart City Corp was 100% responsible for the complete implementation



US Pango locations by State and Cities

Alabama
- City of Birmingham
- North Birmingham

Arizona
- City of Phoenix

Arkansas
- City of Little Rock

Connecticut
- New Canaan
- City of Waterbury
- Town of Stratford

Delaware
- Bethany Beach

Florida
- City of Miami
- City of Orlando
- 151 E Washington St.
- The Mid, Ft. Lauderdale
- City of Melbourne

Iowa
- City of Des Moines

Maryland
- Adams Court
- Admiral Place apartments
- Briarwood Place
- Columbia Pointe
- Congressional Village
- Core Apartments
- Harbor Place
- Henson Creek
- Lighthouse at Twin Lakes
- Monument Village
- Mt. Rainier
- Park Laurel
- Perry Apartments
- Preserves Owings Crossing
- Princeton Estates
- St. Mary's Landing Apartments
- Stratford Terrace
- Tuscan Park
- Villages of Montpelier
- Willow Lake

Maine
- Town of York

Massachusettes
- New Bedford
- Town of Swansea

Michigan
- Traverse City
- Central Michigan Univ.
- Mt. Pleasant City

New Jersey
- Parkview

New Hampshire
- City of Portsmouth

North Carolina
- Greenville
- Village at Brierfield
- City of Wilson

New York
- City of Auburn
- Mount Vernon
- City of Eastchester
- Bronxville
- North Hempstead
- University of Rochester
- Village of Tuckahoe
- Village of Pleasantville
- Village of Scarsdale
- Village of Liverpool
- Town of East Hampton

Ohio
- City of Findlay

Oregon
- City of Bend

Pennsylvania
- City of Wilkes-Barre
- City of Pittston
- City of Butler
- City of Latrobe
- City of Harrisburg
- City of Scranton
- City of Hazleton
- City of Chester
- Town of Bloomsburg
- Bridgeville
- Wellsboro
- Landsdale
- Town of Gettysburg
- City of Philadelphia
- Town of Phoenixville
- Towanda

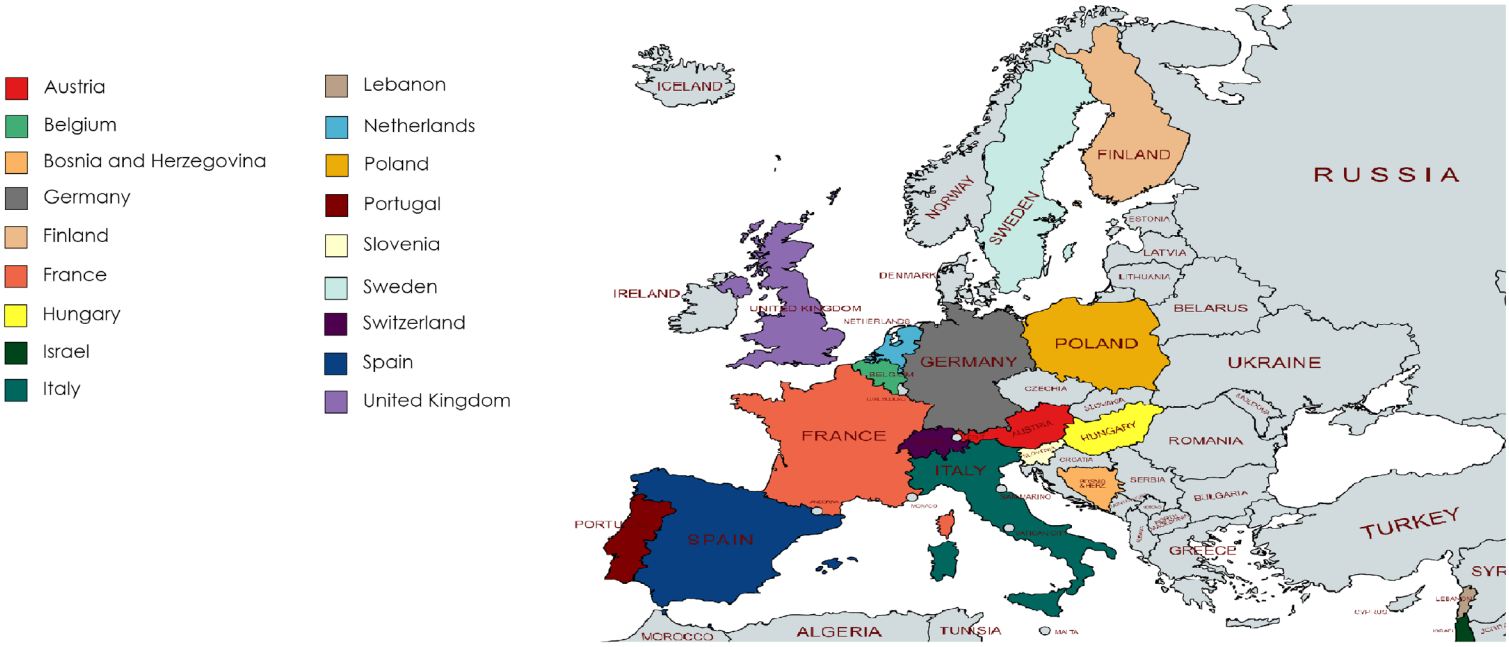
Rhode Island
- City of Newport
- City of Providence

Tennessee
- City of Galinburg

Virginia
- Alexandria
- Avery Park
- Berrington Crossing
- East Meadow
- High Pointe
- Mark Center
- Mason at Van Dorn
- Monarch Crossing
- Mt. Vernon Square
- Sky Towers
- Southern Tower
- Thornton Apartments
- Village of Potomac Falls
- Woodbridge Apartments
- Virginia Beach

www.mypango

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



EUROPE PANGO LOCATIONS AND CITIES

Austria
- Town of Ienzing
- City of Graz
- Town of Gleisdorf

Belgium
- City of Bruxelles
- Citv of Charleroi
- Forest
- Town of Nieuwpoort
- City of Hasselt
- Etterbeek

Bosnia and Herzegovina
- City of Tuzla

Germany
- City of Carolinensiel
- City of Dusseldorf
- City of Aachen
- City of Oldenburg
- City of Hagen
- City of Hamburg
- Town of Dessau
- Charlottenburg
- Municipality of Alsdorf
- Freiburg
- City of Darmsdadt
- City of Chemnitz
- Fürstenfeldbruck
- City of Karlsruhe
- Stuttgart
- City of Frankfurt

Finland
- Tampere

France
- Aubervilliers

Hungary
- City of Cegled

Israel
- City of Beit Shemesh

Italy
- Town of Montagnana
- Gazzaniga
- Canonica

Lebanon
- Furn El Chebback

Netherlands
- City of Hilversum

Poland
- Town of Walcz
- Europark, Warsaw
- Krynica-Zdroj
- Town of Częstochowa

Portugal
- Matosinhos
- Town of Fatima
- Emel

Slovenia
- Town of Grosuplje

Sweden
- City of Sundsvall

Switzerland
- City of Monthey
- Village of Andermatt
- City of Bellinzona

Spain
- City of Pamplona
- Barakaldo municipality
- City of Leon
- City of Madrid
- City of Toledo
- City of Valencia
- City of Palma

United Kingdom
- Town of Chesterfield

REFERENCE INFORMATION

Company Name
City of Virginia Beach

Point Of Contact
Robert Fries

Contact Info
RFries@vbgov.com

Annual Sales Volume
$36,000.00 Plus

SINCE 2022 | 1,200 SPACES

HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

The City of Virginia Beach Parking Department expertly operates, manages, and maintains the comprehensive parking system during certain seasons throughout the year. MSC helps to ensure a seamless turnover of parking spaces.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED

PANGO MOBILE PAY

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

RESERVATIONS

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

DIGITAL PERMITS

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

ZEUS PARKING ENFORCEMENT

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

REFERENCE INFORMATION

York Maine

Company Name
Town of York

Point Of Contact
Dean Lessard

Contact Info
Dlessard@yorkmaine.org

Installation Date
2017

PROJECT VALUE / METERS INSTALLED

$491,000.00 / 44 METERS

During the fourth quarter of 2016, the Town of York granted Hectronic the contract to implement their cutting-edge parking management system, scheduled to commence in May 2017. This solution offers parkers the convenience of multiple payment options, an intuitive color touch screen interface, seamless integration with their citation management system, and a comprehensive back office parking management software to monitor and generate reports on all parking activities.

MOBILE SMART CITY SOLUTIONS IMPLEMENTED

PANGO MOBILE PAY

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

RESERVATIONS

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

DIGITAL PERMITS

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

HECTRONIC MULTI-SPACE METER

Citea with solar panel allows for energy-saving operation. Parking fees can easily be paid in cash or with your debit card or Pango mobile app.

REFERENCE INFORMATION

Company Name
City of Scranton

Point Of Contact
Vito Del Vescovo

Contact Info
Vito.DelVescovo@abm.com

Address
140 Adams Avenue Scranton, PA 18503

SINCE 2013 | 3,038 SPACES

HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

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

PROJECT COST | $0.00 COST TO THE CITY

MOBILE SMART CITY SOLUTIONS IMPLEMENTED

PANGO MOBILE PAY

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

RESERVATIONS

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

DIGITAL PERMITS

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

REFERENCE INFORMATION

Company Name
City of Bend

Point Of Contact
Tobias Marx

Contact Info
tmarx@bendoregon.gov

Address
750 Nw Lava Rd, Bend, Or 97701

SINCE 2020 | 1,000 SPACES

HOW DOES MOBILE SMART CITY HELP THE PARKING OPERATION

The City's Parking Department efficiently oversees the entire parking system, comprising of parking garages, on-street meters, and designated time-restricted areas on local streets. With the use of the convenient Pango app, accessing and paying for both on-street and off-street parking, as well as gated areas using license plate recognition and QR technology, has never been easier.

PROJECT COST | $0.00 COST TO THE CITY

MOBILE SMART CITY SOLUTIONS IMPLEMENTED

PANGO MOBILE PAY

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

DIGITAL PERMITS

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

RESERVATIONS

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

QR / TICKETLESS ACCESS

Customers can use their mobile applications to make parking reservations at parking garages and gain easy access via scanning their personal QR code from the application.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 04/27/2022

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

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

PRODUCER	CONTACT NAME:		
Hiscox Inc. 520 Madison Avenue 32nd Floor New York, NY 10022	PHONE (A/C, No, Ext): (888) 202-3007	FAX (A/C, No):	
	E-MAIL ADDRESS: contact@hiscox.com		
	INSURER(S) AFFORDING COVERAGE		NAIC #
	INSURER A : Hiscox Insurance Company Inc		10200
INSURED Mobile Smart City Corp 100 Southeast Third Avenue, 10th Floor Fort Lauderdale, FL 33394	INSURER B :		
	INSURER C :		
	INSURER D :		
	INSURER E :		
	INSURER F :		

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:			UDC-4817753-CGL-21	04/27/2021	04/27/2022	EACH OCCURRENCE	$ 1,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 100,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 1,000,000
							GENERAL AGGREGATE	$ 2,000,000
							PRODUCTS - COMP/OP AGG	$ S/T Gen. Agg.
								$
	AUTOMOBILE LIABILITY [ ] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [ ] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	[ ] UMBRELLA LIAB [ ] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [ ] RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANYPROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] N / A (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below						[ ] PER STATUTE [ ] OTH-ER	
							E.L. EACH ACCIDENT	$
							E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$

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

CERTIFICATE HOLDER

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

© 1988-2015 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) **The ACORD name and logo are registered marks of ACORD**

PROOF OF LICENSING AND CERTIFICATIONS

We are pleased to submit our response to your Request for Proposal (RFP) for the paid parking solution. Regarding the licensing requirements, we would like to clarify the following:

1. State Licensing Requirements:

No State License Required: After thorough evaluation, we have determined that there are no specific state licenses required to provide the paid parking solution as outlined in your RFP. This conclusion is based on the current state regulations and industry standards for parking solutions.

UNDERSTANDING OF PROJECT AND IMPLEMENTATION

At Pango, our approach and methodology are centered around delivering a user-friendly, reliable, and efficient parking solution that meets the needs of our customers. Our methodology consists of several key steps, including:

Requirements gathering:

We work closely with our clients to understand their parking needs and requirements. This includes identifying their current parking challenges and pain points, as well as their desired outcomes.

Solution design:

Once we have a clear understanding of our client's requirements, we design a customized parking solution that meets their specific needs. Our team of experienced developers and engineers work to create a system that is intuitive, user-friendly, and efficient.

Implementation:

We work closely with our clients to implement the parking solution, ensuring a smooth and seamless transition from their existing parking system to our platform. Our team provides training and support to ensure that our clients are comfortable using the system and that it meets their expectations.

Maintenance and updates:

Our team provides ongoing maintenance and support to ensure that our parking system remains up-to-date and reliable. We regularly update our system to include the latest features and functionality, as well as to address any issues or bugs that may arise.

We believe that our approach and methodology are key to delivering a high-quality parking solution to our clients. Our team is dedicated to providing exceptional customer service, and we work closely with our clients to ensure that their parking needs are met in a timely and efficient manner.

Project Planning and Implementation Information

Our team of experts will work closely with your organization to ensure a smooth and successful implementation of our parking application. Our project planning and implementation process includes the following steps:

Initial Consultation: We will meet with your team to discuss your parking needs and goals, as well as any technical requirements that need to be addressed.

Needs Assessment: Based on the information gathered during the initial consultation, we will conduct a thorough needs assessment to determine the best solution for your parking needs.

Solution Design: Once we have completed the needs assessment, we will design a customized solution that meets your specific requirements.

Testing and Deployment: We will conduct thorough testing of the solution before deployment to ensure that it meets your needs and is fully functional.

Training and Support: Our team will provide comprehensive training and support to ensure that your staff is fully equipped to use the application.

Project Plan

Our team has carefully reviewed Appendix A, Scope of Work and Specifications, and we are pleased to provide a detailed response to your question about how our proposed solution will achieve each portion of the scope of services and technical requirements outlined.

Project Planning and Implementation:

Our approach to project planning and implementation is to work closely with our clients to ensure that we understand their needs, timelines, and priorities. We will assign a dedicated project manager who will be responsible for overseeing the project from start to finish, communicating with all stakeholders, and ensuring that the project is completed on time and within budget.

Sample Project Plan:

Please find attached a sample project plan that outlines our approach to the implementation of the Pango Parking Application. This plan includes detailed timelines, milestones, and deliverables, and we are happy to work with your team to customize this plan to meet your specific needs.

Project Management:

Our project management approach is designed to ensure that all stakeholders are informed and engaged throughout the project. We will provide regular updates on progress and any issues that arise, and we will work collaboratively with your team to address any concerns.

Implementation and Migration:

Our team has extensive experience in implementing and migrating applications, and we will follow a structured and comprehensive approach to ensure a smooth transition from your current system to the Pango Parking Application. We will work with your team to define the data migration strategy, ensure data integrity, and test the application thoroughly before it goes live.

Training:

We understand the importance of providing comprehensive training to ensure the successful adoption of the Pango Parking Application. Our training approach includes a combination of onsite and online training, user documentation, and support resources to ensure that your team is fully equipped to use the application effectively.

Implementation Strategy:

Our implementation strategy is designed to ensure that we meet your requirements within the required timeline. We will follow a phased approach, starting with a detailed requirements analysis, followed by development, testing, implementation, and training. We will work closely with your team to ensure that all milestones are met and that the project is completed on time and within budget.

Sample Project Schedule

TASK TITLE	DURATION
Contract	**15**
Contract	0
Internal Sales Operations Handoff Meeting	0
Meter/Lot/Locations Overview Map	5
Zone and Rate Information	5
Merchant Processor Information	5
Project Planning	**41**
Marketing Plan	5
Merchant Account Integration Planning	5
Enforcement Integration Planning	5
Meter Integration Planning	5
Review and Finalize Zone and Rate Structure	5
Zone and Rate Client Formal Sign Off	0
Phased Development Planning	5
Review Enforcement Integration Requirements	1
Update Sticker/Sign Design	10
Signage/Sticker Released for Fabrication	0
Communications	**45**
Weekly Status Meetings	45
System Environment Configuration and Development	**50**
Rate and Zone Set Up	10
Payment Processor Set Up	10
GPS Coordinates With Zone Numbers	10
Integration with Meters Set Up	10
Integration with Enforcement Set Up	10
Business Review and Application Configuration/Validation	**2**
Review Rate and Zone Set Up based on Client's expectations	1
Review Enforcement Interface based on Client's expectations	1
Stabilization and Testing	**8**
Zone and Rate Configuration Testing	2
Integrations Verification	2
Client Acceptance Testing	3
Supplier Reporting Verification	1
Deployment	**55**
Training and Documentation	6
Help Desk Trained	6
Parking Administration Trained	1
Configure Enforcement Integration	**4**
Web Access active on Handhelds	2
Update Handhelds with Pango Integration	2
Enforcement Officer Training	5
Implementation	12
Meter Sticker Installation	5
Signage Installation	12
GO LIVE FIRST LOCATION	**1**
GO LIVE FIRST ALL LOCATIONS	**1**
Ribbon Cutting/Launch Party	**1**

PERTINENT EXPERIENCE OF THE KEY INDIVIDUALS

Our team for the City's project consists of Mr. John Incandela, Chief Executive Officer, who will serve as the Project Manager. Jose Cano, Chief Technical Officer will serve as the Project IT liaison for the system backend setup, integration, and transition. Our Project Manager, Mr. John Incandela, will be the day-to-day contact person for the City and will have primary responsibility for the duration of the project. For the City mobile parking payment system implementation, we are proposing a team whose combined skillset and experience align with the scope of services desired and have extensive experience in implementing mobile parking system for similar Universities. They understand the parking implications of transitioning systems to the City and its community. Our team is shown in the organizational chart below.

Primary Contact Person

OFFICIAL CONTACT PERSON **(Single Point of Contact For The Entire Project)**	Mr. John Incandela, Chief Executive Officer, 100 Southeast Third Avenue 10th Floor | Fort Lauderdale, FL 33394 P 1-844-726-4644 | Jincandela@mobilesmart.city

Other Roles & Responsibilities

Role Assigned	Responsibilities
PROJECT MANAGER John Incandela, CEO	• Communicate with the City to understand their needs and requirements. • Develop a project plan and timeline for the new system setup. • Provide regular updates on project progress and timelines. • Ensure the new system is implemented on time and within budget. • Coordinate with the IT Manager, Equipment Manager, Account Manager, and Accounting liaison to ensure the new system setup meets the City's needs.
IT INTEGRATION MANAGER Jose Cano, CTO	• Install and configure the new system to meet the City requirements.Ie Rates, Rules etc • Ensure the new system is secure and reliable. • Test the new system to ensure it is functioning correctly. • Provide support for the customer to address any technical issues that arise during the new system setup. • Train the customer on how to use the new system.

Role Assigned	Responsibilities
EQUIPMENT TECHNICAL MANAGER Kris Slipek	• Install and configure the equipment needed for the new system. • Ensure the equipment is functioning correctly. • Test the equipment to ensure it is compatible with the new system. • Provide support for the customer to address any equipment-related issues that arise during the new system setup. • Train the customer on how to use the equipment.
ACCOUNT | CUSTOMER MANAGER Mark Tulloch	• Work with the City to support their needs and requirements. • Ensure the customer is satisfied with the new system setup. • Provide training to the customer on how to use the mobile parking payment application. • Provide ongoing support to the customer after the new system setup is completed.
ACCOUNTING LIAISON Silvia Orozco, CFO	• Ensure the customer is invoiced correctly for the new system setup. • Work with the customer to address any billing or financial issues that arise. • Ensure compliance with accounting policies and procedures. • Provide financial reporting to the customer related to the new system setup. • Coordinate with the Project Manager to ensure the new system setup is completed on time and within budget.

JOHN INCANDELA

CHIEF EXECUTIVE OFFICER

PROFILE

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

EDUCATION

SUNY BROCKPORT

BACHELOR'S DEGREE | 1980 - 1982

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

FARMINGDALE STATE COLLEGE (SUNY)

ASSOCIATE'S DEGREE | JAN 2003 – APR 2007

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

EXPERIENCE

MOBILE SMART CITY CORP | OCT 2016 - PRESENT

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

ADDITIONAL WORK HISTORY AVIALABLE UPON REQUEST

CONTACTS

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

JOSE M. CANO

CHIEF TECHNOLOGY OFFICER (CTO)

PROFILE

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

EDUCATION

TECHNICAL KNOWLEDGE

- Programming languages: C, Perl, and Java.
- RDBMS: Oracle 8.1.x and Informix 7.24, MySQL, SQL SERVER
- Operating systems: Unix I-IP-UX 10.20-11.0, Linux, Windows R2 Servers
- Software: CVS, TRUEChange and Microsoft Office, Activelv1Q ASAP, Comptel SAS/iviDS, Vitria, TIBCO, BSS, Siebel, CORBA, TCP/IP, GSIvi/GPRS y 32EE

TRAINING COURSES & EDUCATIONAL AFFILIATION

- 2011: Course of motivation. Madrid.
- 2006: Internal QA auditing course.
- 2005: Course of motivation. Madrid.
- 2005: Project Management. Madrid.
- 2004: Introduction to TIBCO portfolio products. Madrid.
- 2003: Internal seminars on mobile value added services: Voice applications, Mobile Internet, Intranet

EXPERIENCE

MOBILE SMART CITY CORP | NOVEMBER 2016 - PRESENT

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

ADDITIONAL WORK HISTORY AVIALABLE UPON REQUEST

CONTACTS

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

KRIS SLIPEK

SENIOR TECHNICIAN

PROFILE

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

EDUCATION

TECHNICAL KNOWLEDGE

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

LANGUAGES

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

EXPERIENCE

SERVICE & SALES ENGINEER, PROJECT MANAGER

MOBILE SMART CITY CORP | MAY 2011 - PRESENT

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

ADDITIONAL WORK HISTORY AVIALABLE UPON

CONTACTS

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

MARCANTHONY TULLOCH

CUSTOMER SERVICE DIRECTOR

PROFILE

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

EDUCATION

AMERICAN INTERCONTINENTAL UNIVERSITY

BACHELOR'S DEGREE |

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

EXPERIENCE

CUSTOMER SERVICE DIRECTOR

MOBILE SMART CITY CORP | JANUARY 2016 - PRESENT

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

ADDITIONAL WORK HISTORY AVIALABLE UPON RE-

CONTACTS

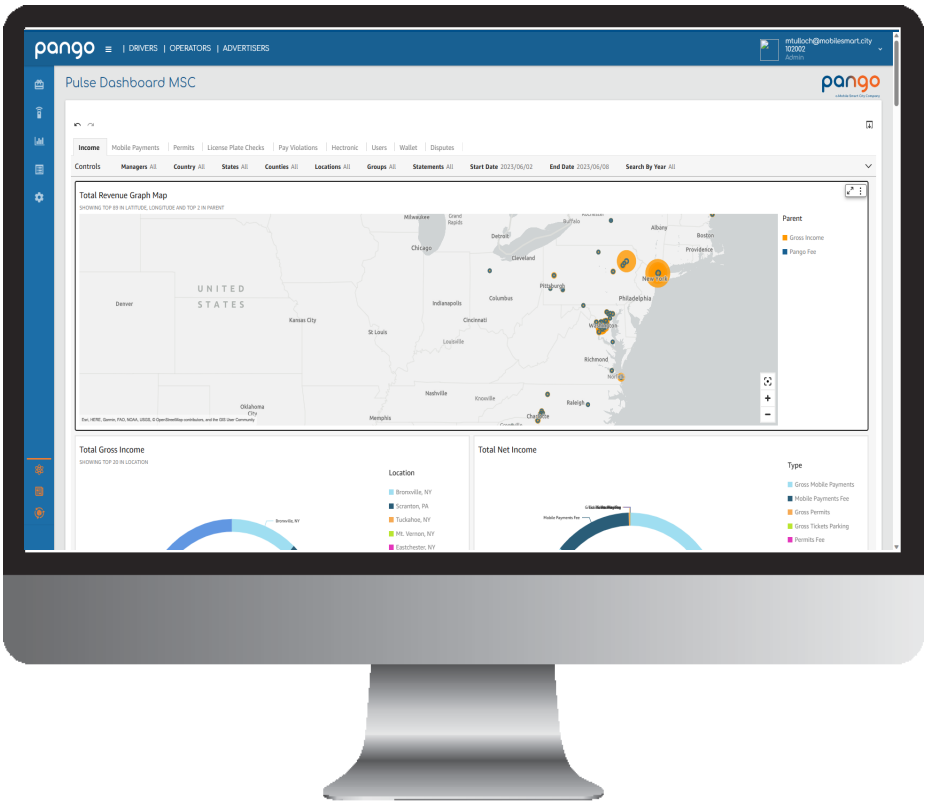
W: www.mobilesmart.city
E: Mtulloch@mobilesmart.city
P: 1-844-726-4644
L: 100 Southeast Third Avenue
Fort Lauderdale, FL 33394

SYSTEM OPERATION SOLUTION AND MANAGEMENT

Backend: Audit and Back-End Use / Reporting

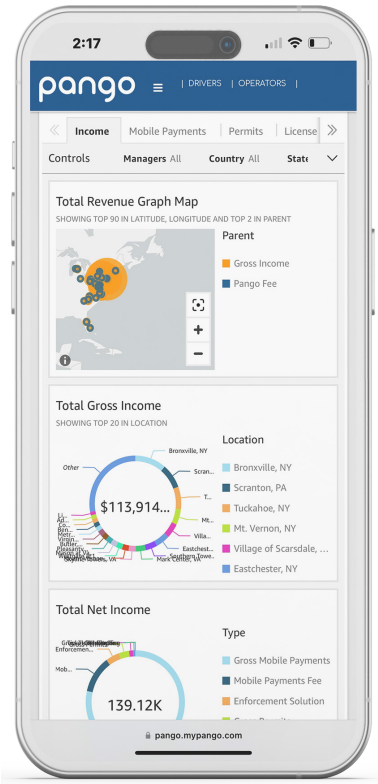
To address the crucial requirements specified in Section 40.5 regarding audit and back-end use/reporting. We recognize the significance of robust audit and reporting capabilities in ensuring transparency, financial accountability, and efficient management of parking systems.

We understand that seamless revenue and activity reporting is vital for the Authority's staff to efficiently monitor parking operations, analyze revenue trends, and make data-driven decisions. Our proposal focuses on the Pango system, a cutting-edge platform designed to meet the Authority unique needs.



Backend Access Thru The Web

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



In App

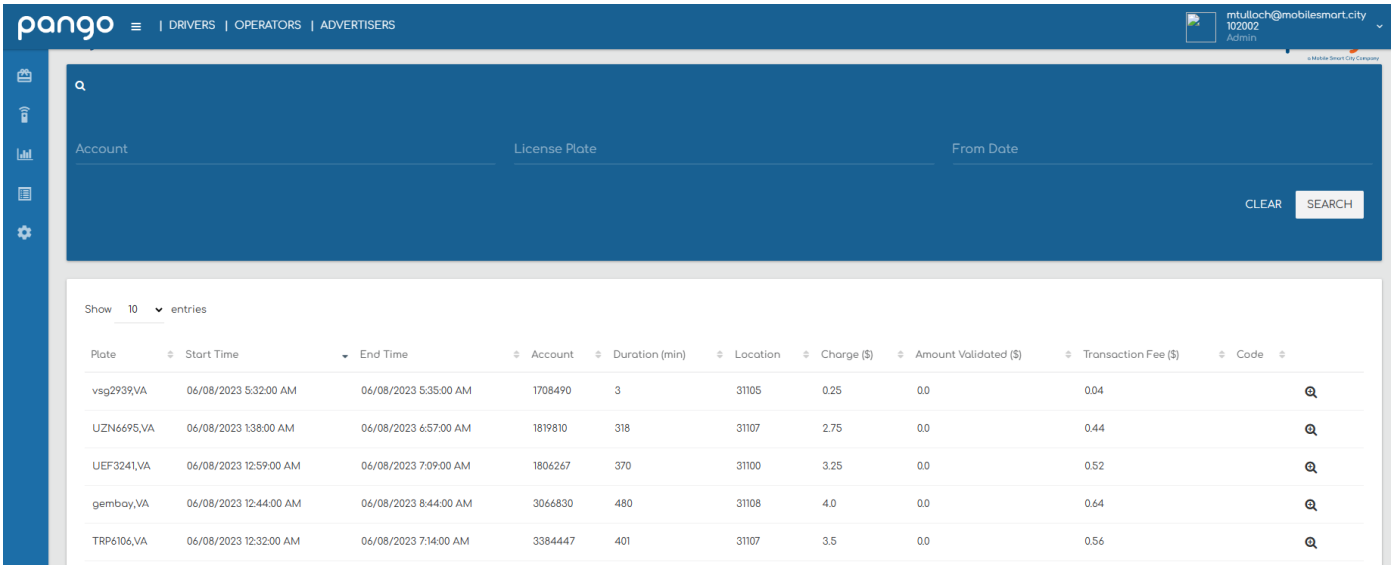
Users can access the account manager directly through the application, making it easy to manage their account details and parking services on the go.

With the Pango system, we offer a robust set of features and capabilities to document parking revenue and activity while generating comprehensive reports. This system tracks and records all parking transactions, capturing crucial information such as transaction amounts, payment methods, parking durations, and timestamps. The reports, accessible online and available on demand, provide authorized Authority staff with real-time insights for effective monitoring and financial accountability.

Demand Based Pricing:

As the Authority collects Data and its analyzed every six months to determine the average occupancy rate on each block. They will be able to adjust the rates in real time incrementally as these rates are adjusted the application will be up-

Additionally, our Pango system has robust capabilities to capture, record, and report exception transactions separately. These include instances such as swapper, unreadable tickets, lost tickets, foreign currency payments, and disputed fees. By flagging and documenting these exceptions, the Pango system ensures transparency, accuracy, and a comprehensive view of parking activity.

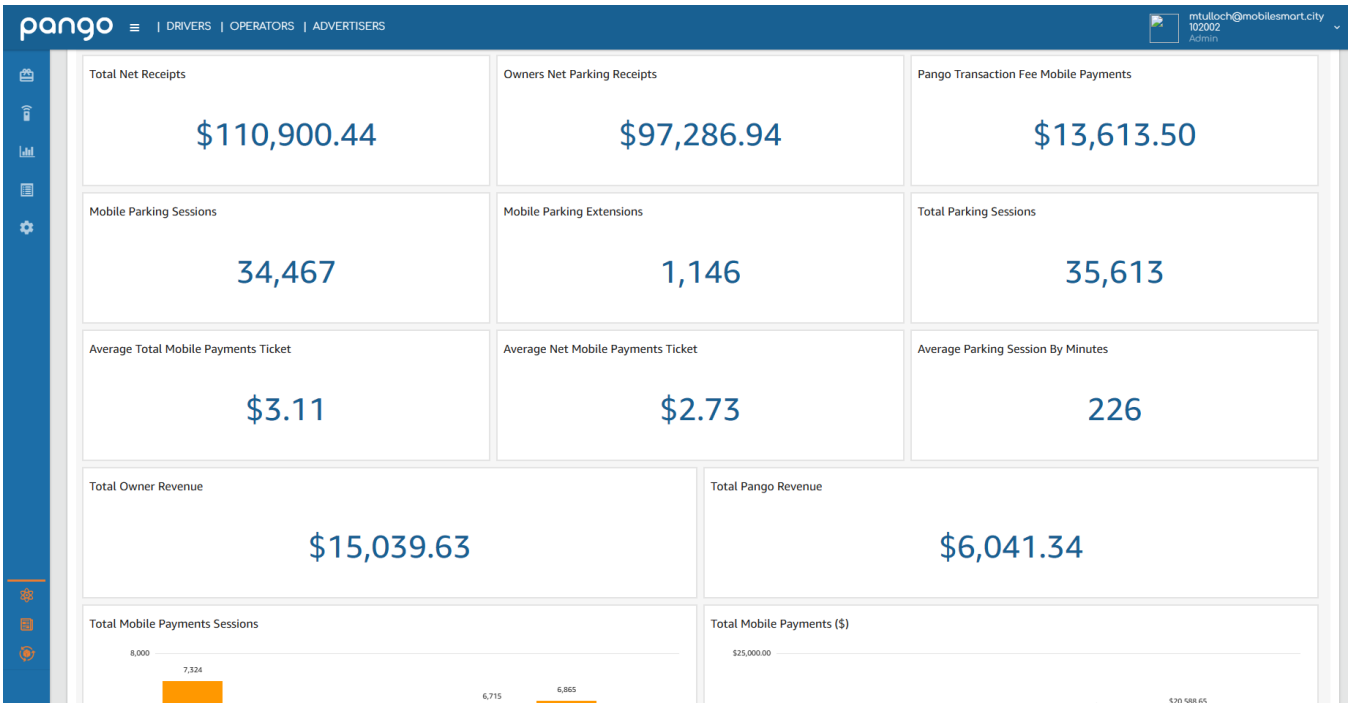


As a Merchant of Record, Mobile Smart City Corp utilizes its own gateway and processor, assuming responsibility for all costs related to credit card processing. Our expertise in handling payment transactions and financial management ensures a seamless and hassle-free experience for both the Authority and its parkers.

We are confident that our web-based reporting application, integrated into the Pango system, will provide secure access for authorized Authority personnel to facilitate financial accountability, reporting, ad hoc querying, revenue reconciliation, and summons adjudication. Rest assured, the accessed data will comply with stringent security standards, ensuring the utmost protection of sensitive cardholder information.

Revenue and Activity Reporting:

The Pango system provides comprehensive documentation of parking revenue and activity and generates detailed reports. It effectively tracks and records all parking transactions, ensuring accurate revenue data is captured. This includes information such as transaction amounts, payment methods, parking duration, and timestamps.



Payment Dashboard

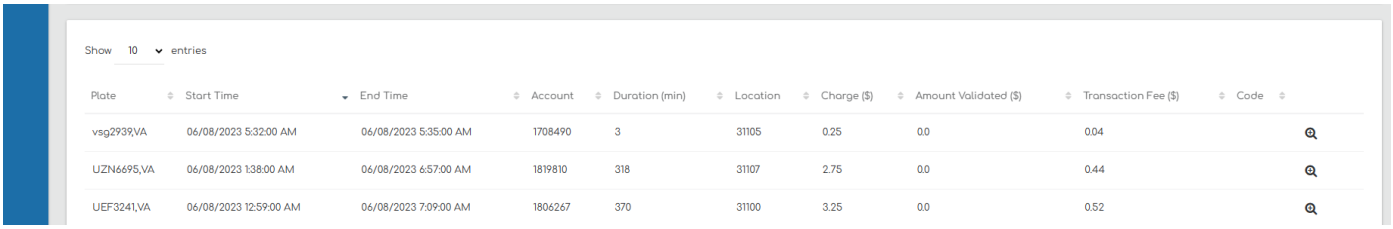
The Pango system provides an insightful and comprehensive summary of payment transactions, allowing Authority staff to gain a clear understanding of revenue generated and payment trends at a glance.

B. Virtual Midnight and Report Cutoff Times:

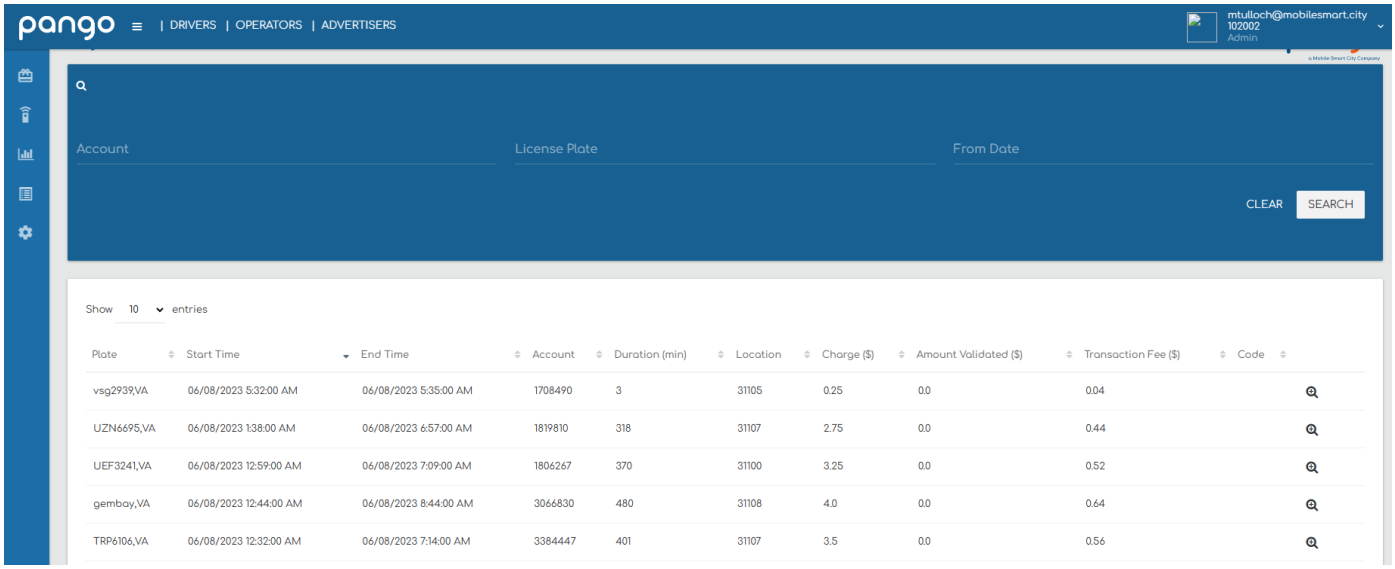
In terms of establishing virtual midnight and report cutoff times, Mobile Smart City Corp recognizes that the responsibility lies with the Authority. We will provide comprehensive instruction and training to Authority staff, ensuring they have the necessary knowledge to determine virtual midnight and enforce report cutoff times effectively.

C. Exception transactions

c. Exception transactions, which cannot be processed automatically, are of utmost importance to ensure transparency and accuracy in reporting. The Pango system has robust capabilities to capture, record, and report these exception transactions separately. Examples of exception transactions include swapper, unreadable tickets, lost tickets, foreign currency payments, and disputed fees.



Additionally, our Pango system has robust capabilities to capture, record, and report exception transactions separately. These include instances such as swapper, unreadable tickets, lost tickets, foreign currency payments, and disputed fees. By flagging and documenting these exceptions, the Pango system ensures transparency, accuracy, and a comprehensive view of parking activity.



As a Merchant of Record, Mobile Smart City Corp utilizes its own gateway and processor, assuming responsibility for all costs related to credit card processing. Our expertise in handling payment transactions and financial management ensures a seamless and hassle-free experience for both the Authority and its parkers.

We are confident that our web-based reporting application, integrated into the Pango system, will provide secure access for authorized Authority personnel to facilitate financial accountability, reporting, ad hoc querying, revenue reconciliation, and summons adjudication. Rest assured, the accessed data will comply with stringent security standards, ensuring the utmost protection of sensitive cardholder information.

Authority have access to the system database

The Authority will have access to the system database through our secure web-based portal. This access allows Authority staff to view and analyze parking data in real-time, including occupancy, revenue, and violation information. Our system is designed to provide our clients with the data they need to make informed decisions about their parking operations.

As for data ownership, Pango owns the data generated by our system, but we are committed to protecting the privacy and security of our clients' data. We comply with all applicable data privacy laws and regulations and take all necessary precautions to ensure the confidentiality and integrity of our clients' data.

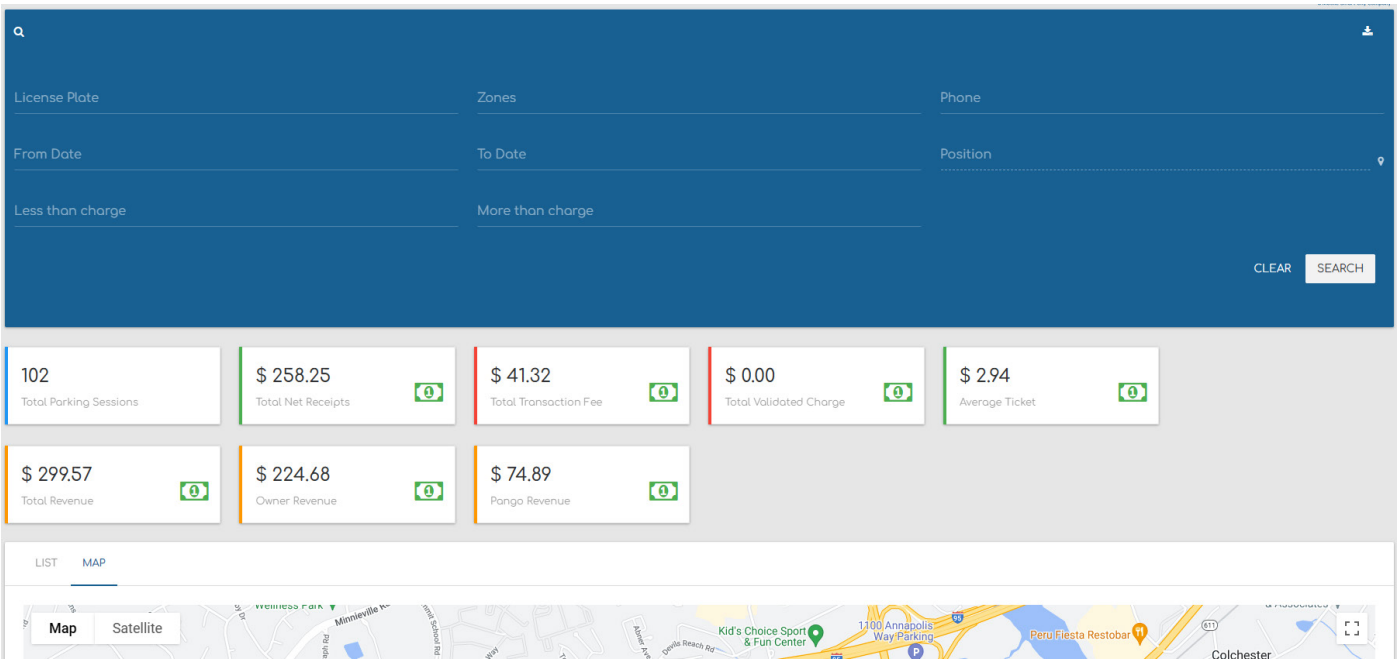
We provide our clients with secure, password-protected access to their data, and we do not share or sell our clients' data to third parties. We also provide our clients with the ability to export their data in a variety of formats, so they can use it for their own analysis and reporting.

Report writing/generating tool

Our system does provide a powerful report writing and generating tool. Our reporting functionality is designed to be user-friendly and flexible, allowing our clients to generate customized reports quickly and easily.

Our report writing tool enables users to create custom reports based on a wide range of criteria, including date range, location, parking type, and payment method. Users can choose from a variety of report types, such as transaction summaries, revenue reports, and occupancy reports, and customize the layout and format of their reports.

Our reporting functionality also includes the ability to schedule and automate report generation, so our clients can receive the data they need at regular intervals without having to manually run reports.



Our Cloud Hosting Platform

At the client-side, Pango Parking Application requires any nternet connected device,

Our application utilizes various AWS services such as Elastic Compute Cloud (EC2), Elastic Load Balancing, and Amazon Relational Database Service (RDS) for reliable and efficient server performance. Our AWS infrastructure is designed to ensure high availability, scalability, and security of the application.

aws partner network
ADVANCED TECHNOLOGY PARTNER

To ensure optimal performance, we recommend a minimum internet speed of 3G or 4G for users. In addition, our application requires access to GPS services to accurately determine a user's location for parking validation purposes.

Our hosting requirements include the use of AWS infrastructure, specifically EC2 instances and RDS for our database, which are fully managed and maintained by AWS. We also utilize AWS CloudFront for content delivery and Amazon S3 for storage. Our hosting configuration includes a multi-availability zone setup for redundancy and fault tolerance.

In conclusion, Pango Parking Application is a cloud-based platform hosted on Amazon Web Services, which provides reliable and scalable infrastructure for our application. Our client-side technical specifications require a mobile device with internet connectivity, GPS capabilities, and a compatible operating system. Our hosting requirements include the use of AWS infrastructure with a multi-availability zone setup for redundancy and fault tolerance.

CUSTOMER/USER INTERFACE AND EXPERIENCE

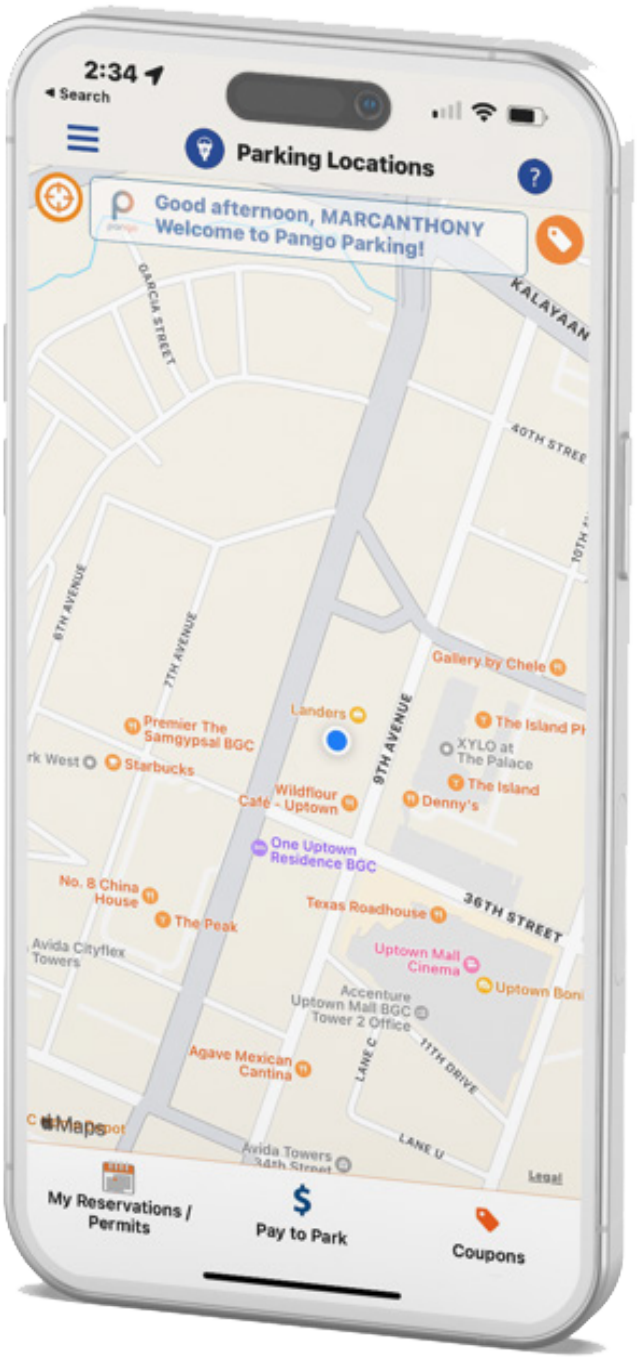
Pango Overview

With Pango's mobile payment app, you can improve your parking experience and streamline your operations, all while ensuring the security and privacy of your data. Don't wait – contact us today to learn more about how Pango can revolutionize your parking payments.

At Pango, we prioritize security and privacy. Our app features cutting-edge encryption and user authentication technology, ensuring that all transactions are safe and secure. Plus, our user data is kept private and confidential, so you can rest assured that your personal information is protected.

A Few Key Features

Extend Your Parking	With our app, you can extend your parking session effortlessly while on-the-go, without fretting about your meter. Parkers have multiple extension options and can receive notifications through various channels such as email, text, or in-app alerts.
Park Multiple Vehicles	Introducing a new feature, where users can park up to four vehicles simultaneously through their account. Keep track of each parking session effortlessly as the app meticulously logs and displays all activities on your dashboard.
Special Event Rates / Parking Reservations	Pango empowers you to set up customized parking rates for special events, enabling parkers to conveniently prepay and reserve their parking spaces ahead of time.



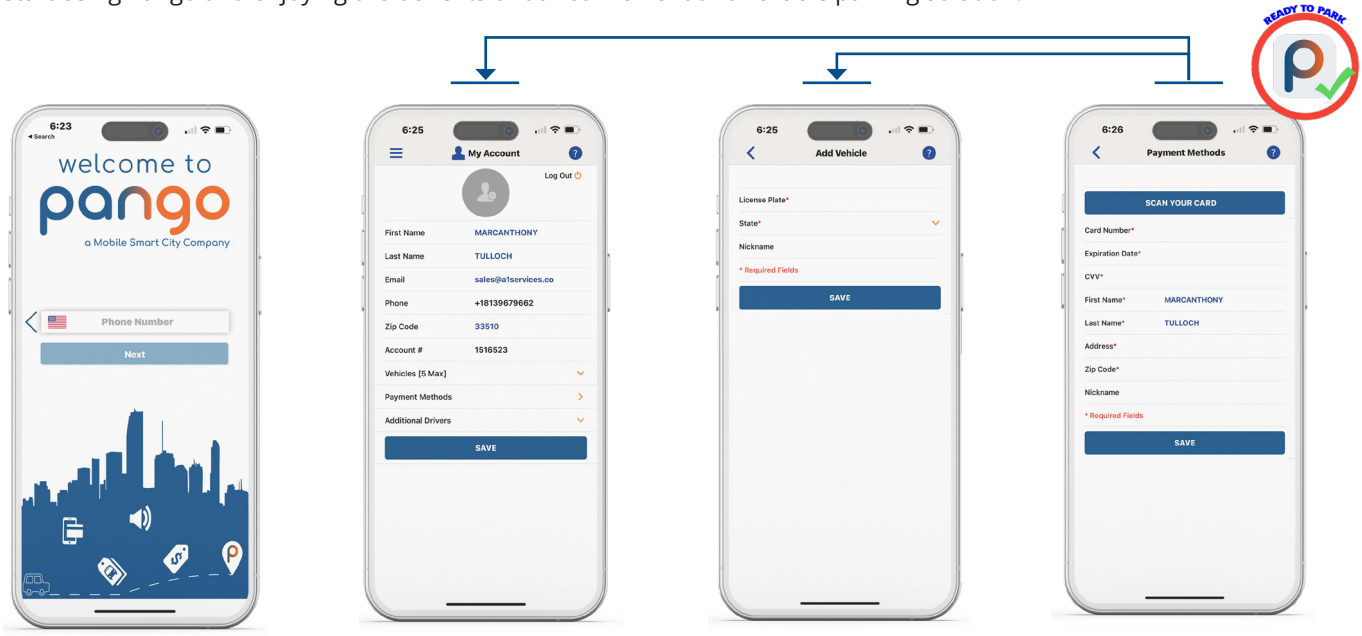
Available on the App Store | Get it on Google play | Download with Windows Store

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

Registering For Pango The First Time Thru The App

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

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



Home Screen
To begin the account registration process, simply enter your mobile number. You'll Recieve a 4 digital verification code.

Account Information
Simply provide your contact information, including your name and email addres where we will send your receipts.

Vehicle Information
Enter your vehicle's license plate information. You can easily add up to five vehicles to your account.

Payment Information
Enter your preferred payment information, which can be a credit card, Pango Wallet, or Student card.

OTHER WAYS TO REGISTER FOR PANGO

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

Website

Follow The Same Process Through The Website

Call Center

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

Digital Parking Permits

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

Permit Type

Select how long you want to purchase the permit for.

Permit Period

Select how long you want to purchase the permit for.

Vehicle Information

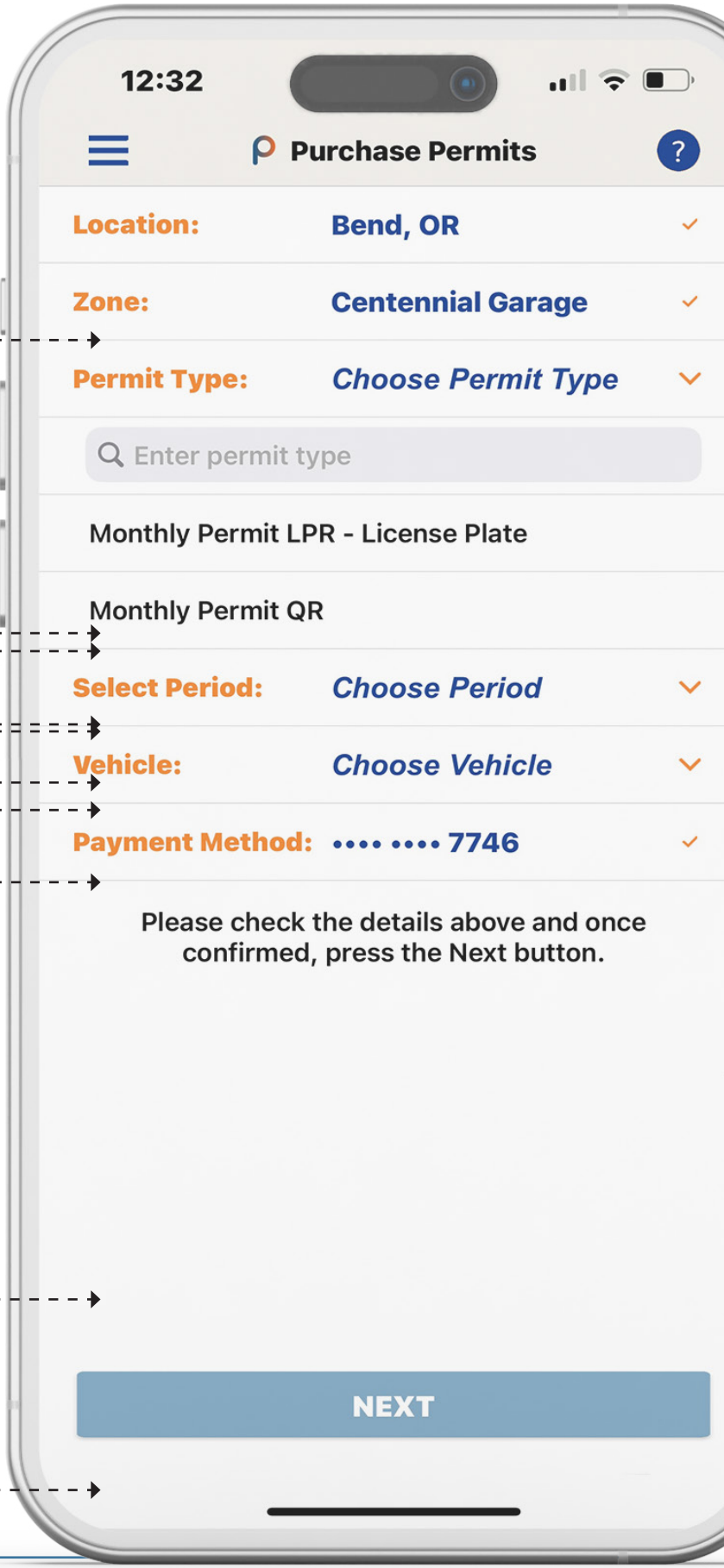
Select one of your up to five vehicles.

Payment Method

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

Click Next To Purchase

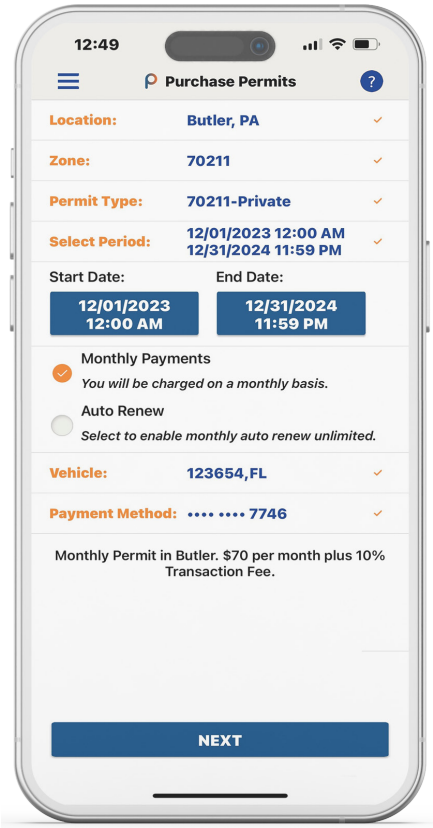
Simple click next to purchase your permit



Purchase Process

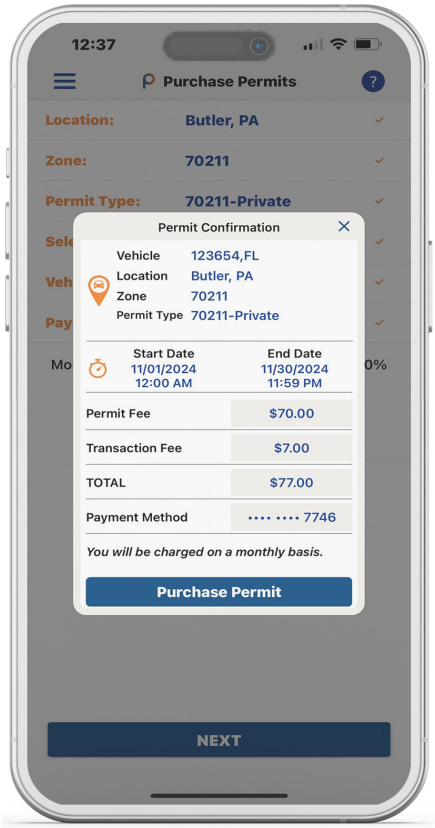
PANGO PERMITS

Experience the effortless convenience of obtaining your permit with the Pango application. Our user-friendly interface allows you to effortlessly select your permit location, specify the desired time frame, choose your vehicle, and complete your payment using your preferred Pango payment method.



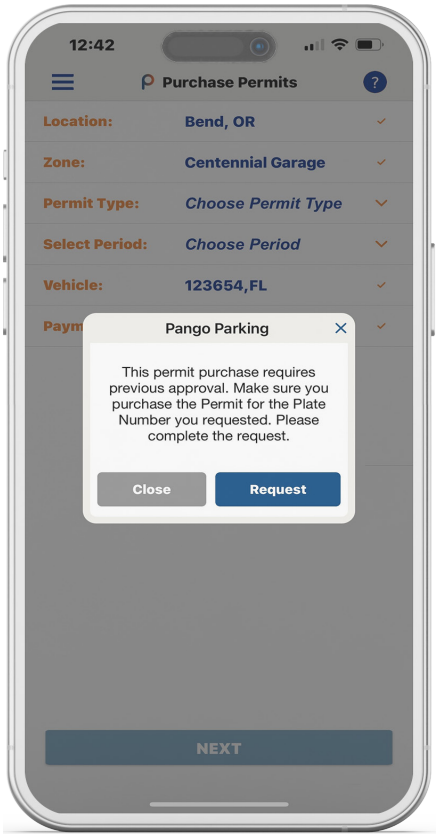
Permit Selection

With Pangos' user-friendly one-page interface, customers can effortlessly choose their preferred vehicle permit duration and location.



Permit Payment

Payment is seamlessly and immediately processed through the user's preferred Pango payment method

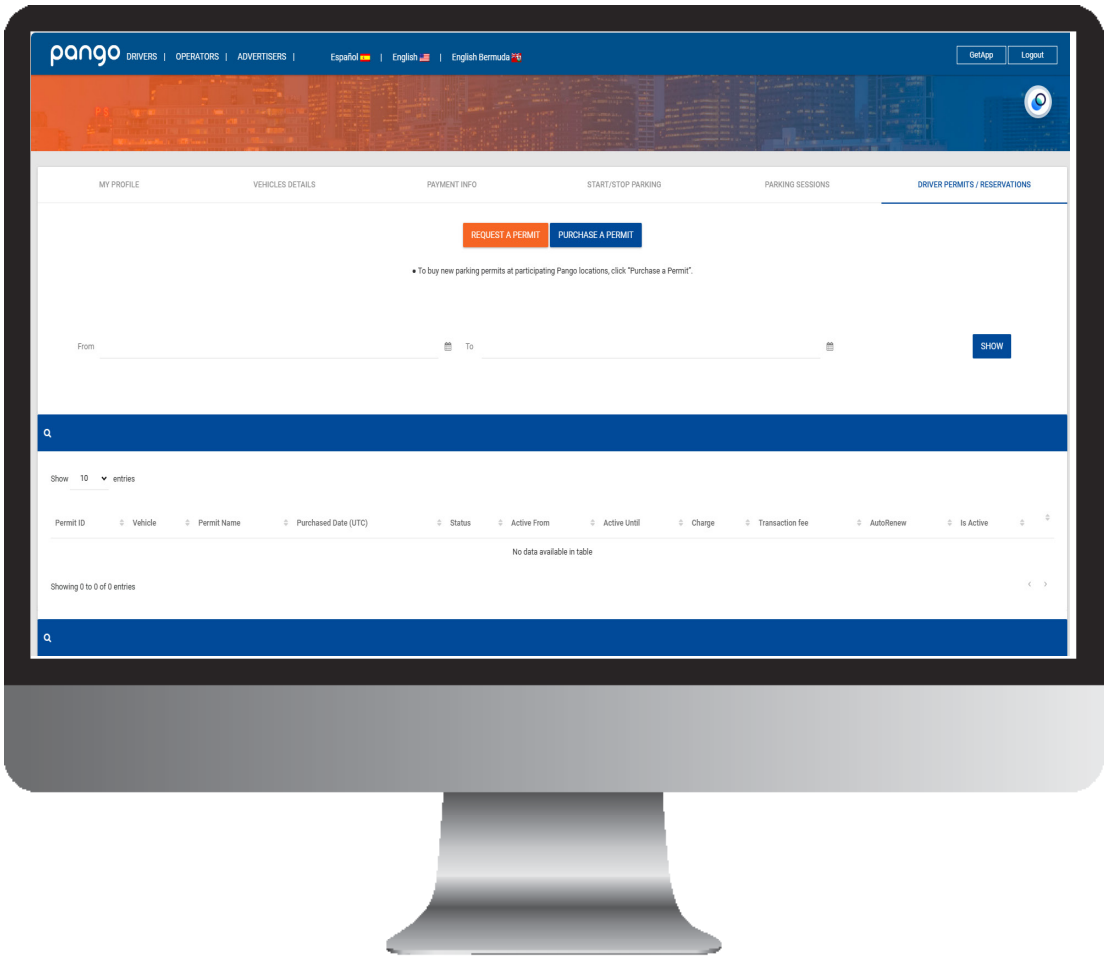


Operator Approvals

Should the operator opt to grant approval for a permit before its purchase, the Pango application will initiate the approval process before enabling the user to complete their purchase once approval has been granted.

Purchase Thru The Web

Users can conveniently acquire their permits by visiting our website at www.mypango.com. By logging into their Pango account, they can effortlessly complete their permit purchase or application using the same user-friendly process available within the mobile application.



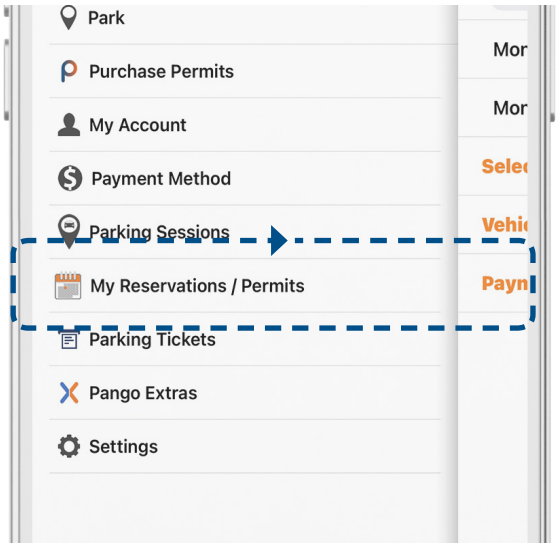
Emailed Receipts

The parking receipts are delivered to the email address that the user has registered with us.

Parking Reservations

With Pango's parking reservation feature, users can easily secure their parking spot in advance, eliminating the hassle of searching for available parking on the go. Through the Pango app, users can browse available parking options, select their preferred location, and reserve their spot with just a few taps. This feature is particularly useful for busy events or high-traffic areas, where finding a parking spot can be a challenge.

Once a user has reserved their parking spot through the Pango application, they can take advantage of another convenient feature - the Pango Pass QR code. This code is generated within the app and serves as a digital ticket, providing users with quick and easy access to their reserved parking garage.



Home Screen Menu

Should the option to extend be available, users will notice the presence of an "Extend" button adjacent to their current parking session within the Pango application.

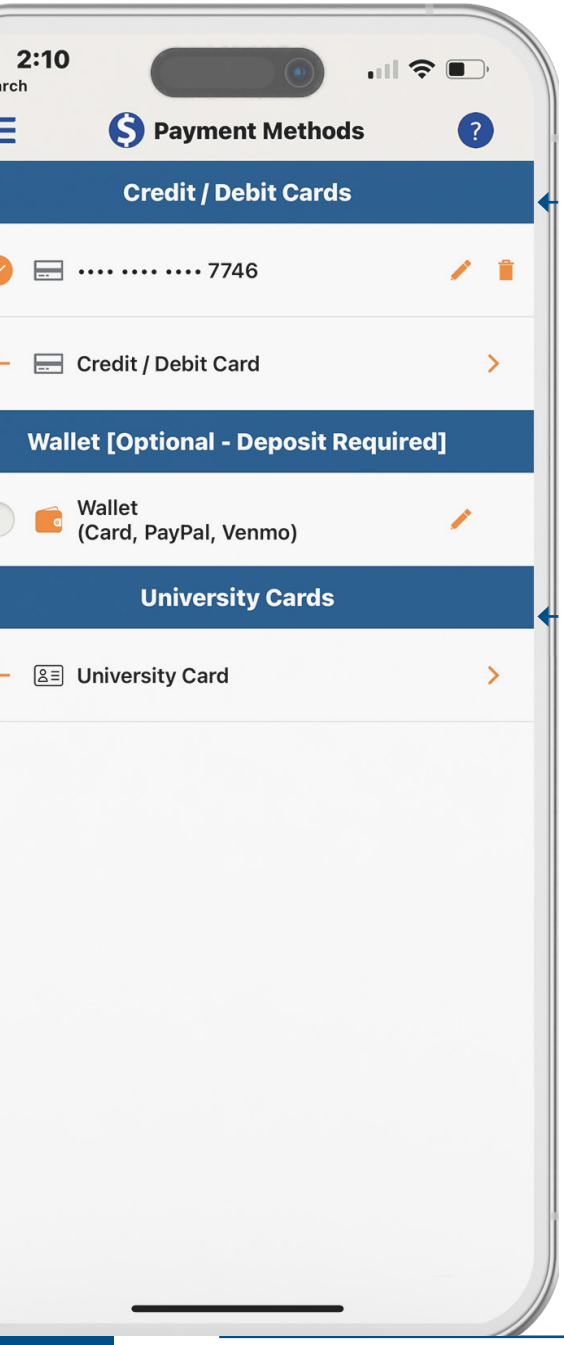
OTHER WAYS TO RESERVE PARKING

At Pango, we are committed to providing a user-friendly experience, and our reservation process is just one example of our dedication to delivering exceptional service. So we offer serveral other ways to extend with Pango including going thru our Website www.mypango.com , calling our 24 / 7 Call Center.

Payment Options

OVERVIEW

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



Credit Card / Debit Cards

We accept all major credit cards

Wallet Payments

We accept all major credit cards, and Paypal, Venmo

University Cards

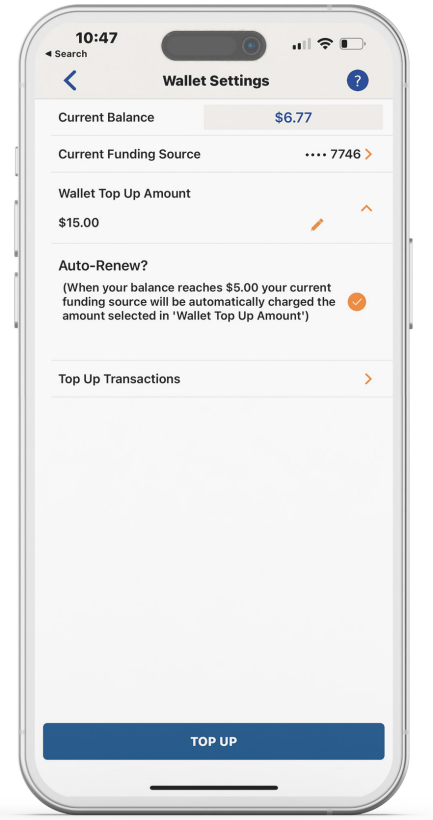
Students can connect their university student accout cards to pay for parking.

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

Payment Options

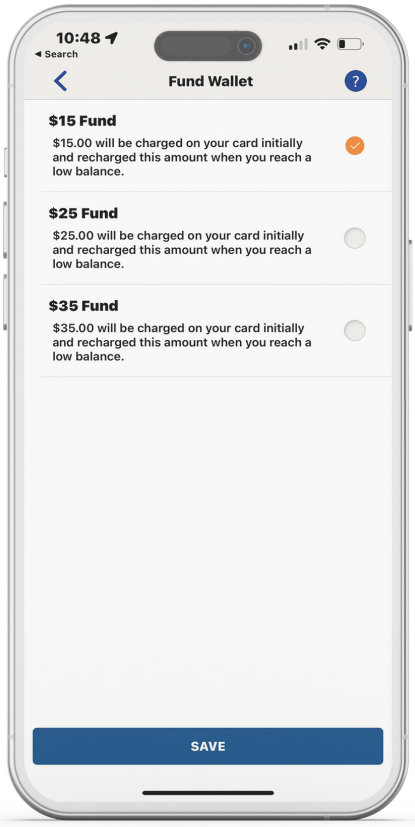
PANGO WALLET

Introducing Pango Wallet – the hassle-free way to manage your parking transactions. With Pango Wallet, you have the power to choose your auto-replenishment balance and amount for a truly customizable parking experience. Simply load your account balance with the desired amount, and the system will deduct future parking charges from that balance. Once your Pango Wallet balance reaches $5.00, your primary credit card on file will be charged the amount you selected as your funding amount to replenish the balance.



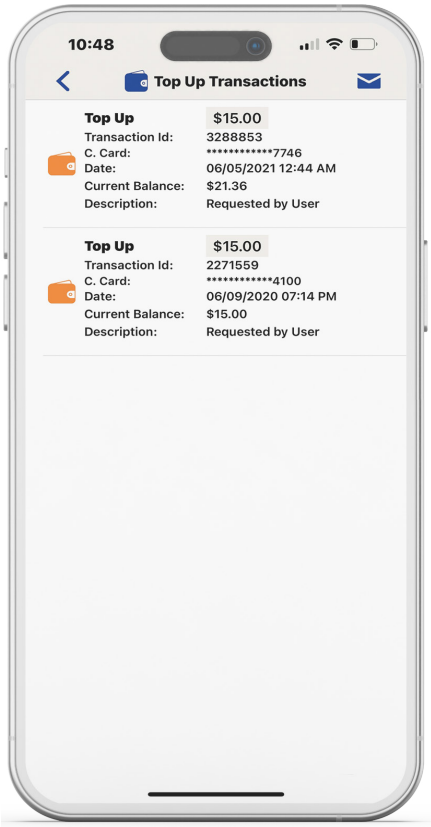
Wallet Settings

Take charge of your Pango Wallet by selecting or modifying your funding source, setting your desired amount, and even enabling auto.



Choose How Much To Fund

Select the desired amount to load into your wallet from this menu.



Transaction History

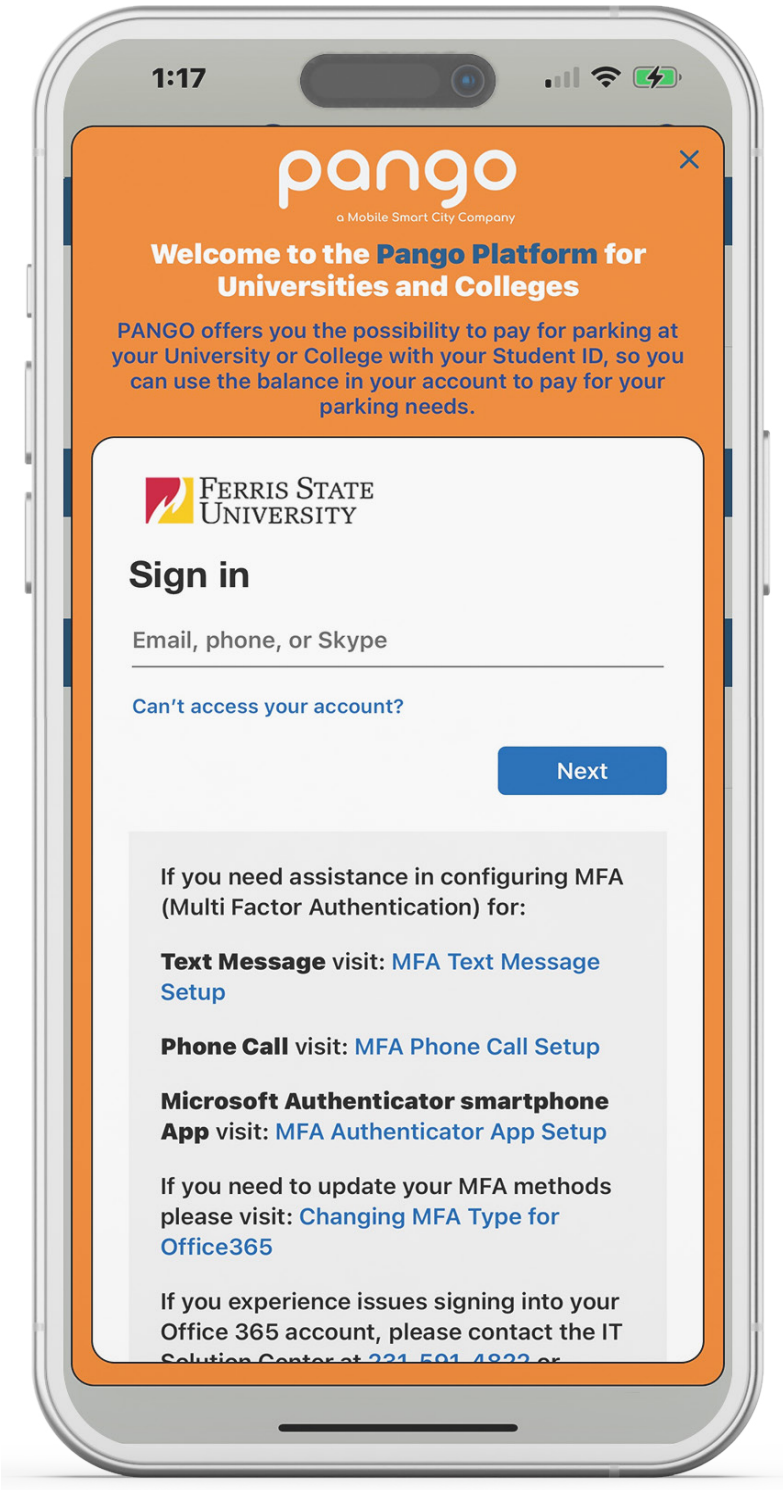
View and manage all of your transaction history in one convenient location with our app's Transaction History menu. Keep track of your purchases, payments, and receipts with ease..

Payment Options

UNIVERSITY | COLLEGE STUDENT CAMPUS CARDS

Pango makes it simple for students to link their payment cards to their Pango account, allowing them to conveniently pay for their parking, purchase permits, and more through the Pango app. With our user-friendly app, students can seamlessly connect their payment cards to their Pango account, streamlining the payment process for all their parking-related needs.

With Pango, students can also take advantage of helpful features such as auto top-up, which automatically replenishes your account balance when it falls below a certain threshold, ensuring that you always have sufficient funds for your parking needs.

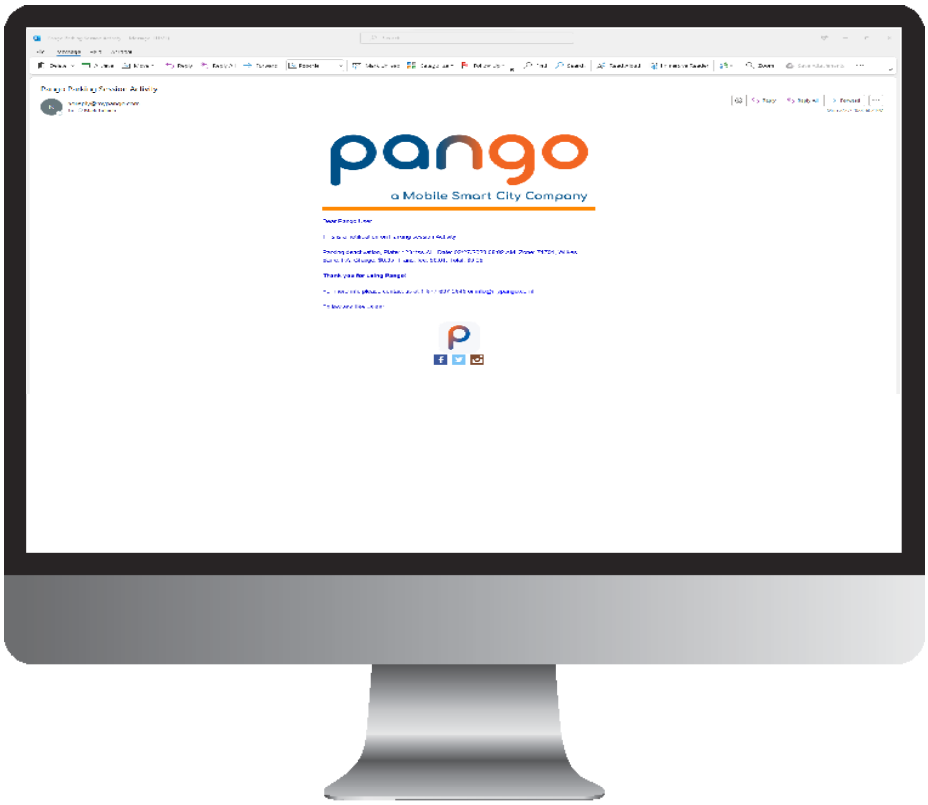


Connect with your school payment card services provider within seconds.

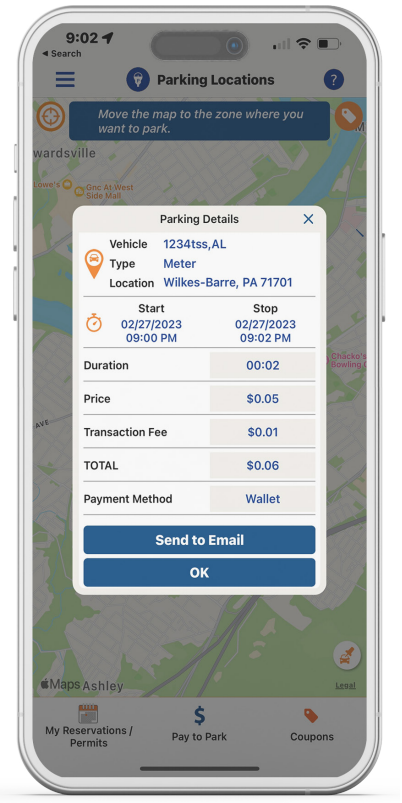
Parking Receipts

Users to receive parking receipts directly within the application and via their registered email. This means that users no longer need to worry about lost or misplaced receipts, as they will always have a digital copy accessible from their mobile device or email inbox.

Additionally, by providing receipts in multiple formats, we ensure that users can easily track their parking expenses and submit them for reimbursement if necessary. This not only benefits the end user, but also helps to simplify the accounting process for your organization.



Emailed Receipts
The parking receipts are delivered to the email address that the user has registered with us.



In App Receipts
As soon as your parking session ends, we provide you with your parking receipt instantly.

Parking Receipt History | Transactions

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

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

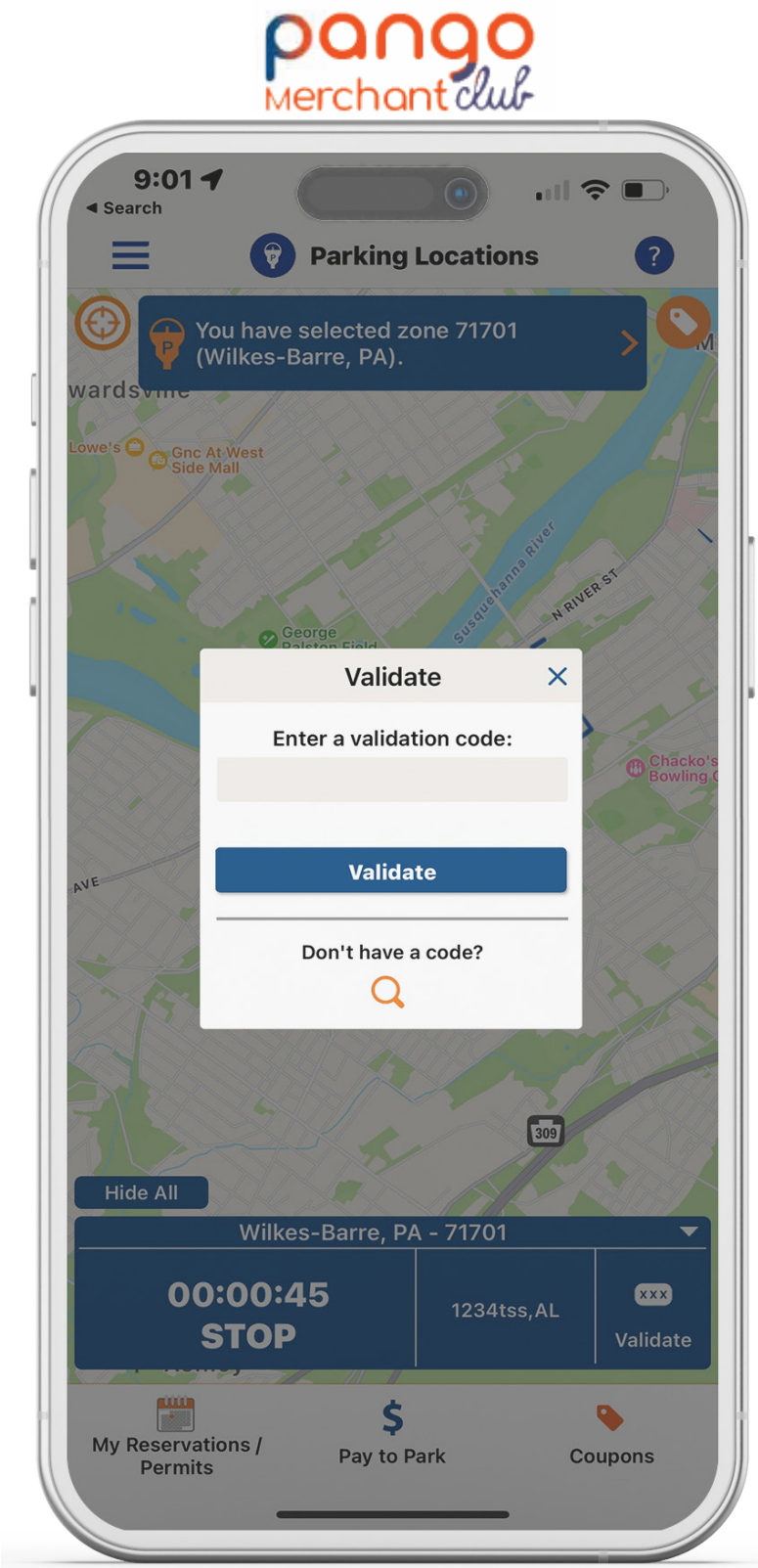
Parking Validations

By utilizing parking validation codes, users can easily avail of special rates and other promotional offers.

When a user parks their vehicle and opens the Pango app, they will be prompted to enter a validation code prior to ending their parking session. This code can be obtained from participating businesses, such as restaurants, retailers, or entertainment venues, and will provide users with access to exclusive discounts on parking fees.

Other Way To Use Validations

Offer Parking Discounts	Participating Pango Merchant Club businesses, such as restaurants, retailers, or entertainment venues, and will provide users with access to exclusive discounts on parking fees.
Parking Vouchers	These vouchers can be used to cover the cost of parking at a specific location or for a specific duration of time. For special visitors, vendors etc
Special Promotions & Events	Using parking validations for special promotions and events is a great way to make the most of your experience while saving money. Off quest special onetime discount per question with one discount code.

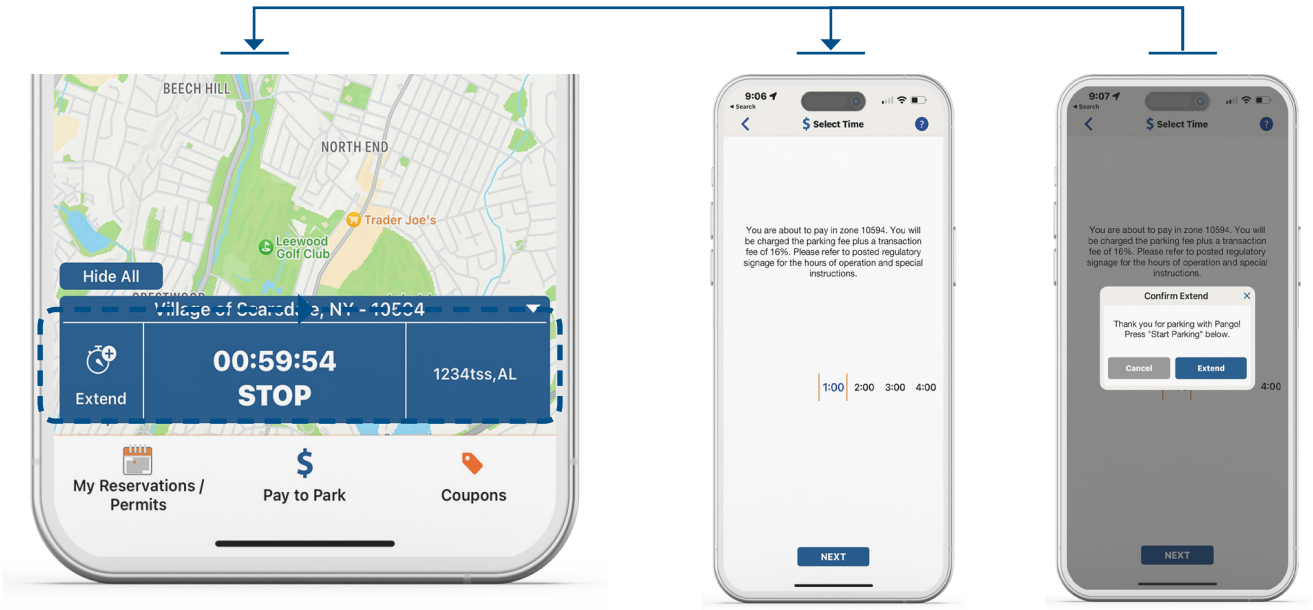


To avail of the applicable discount, users are required to enter a four-digit validation code prior to concluding their parking session.

Extending Your Parking

With the Pango application, extending your parking session is quick and easy. Simply open the app, select the active parking session, and tap the “Extend” button. From there, you can choose the desired amount of additional time and confirm the extension. No need to run back to your vehicle or worry about parking fines - with Pango, you can extend your parking session from the comfort of your phone.

The ability for users to extend their parking, as well as the time limit for such extensions, is entirely at the discretion of the parking operator. Through the Pango backend, custom rules can be programmed based on a variety of factors, including user groups, parking zones, individual spaces, and specific time periods. This allows for a high degree of flexibility and customization to meet the needs of any parking operation.



Home Screen Map
Should the option to extend be available, users will notice the presence of an “Extend” button adjacent to their current parking session within the Pango application.

Amount of Time To Park
Pick the amount of time you want to extend for.

Confirmation
Confirm your parking extension

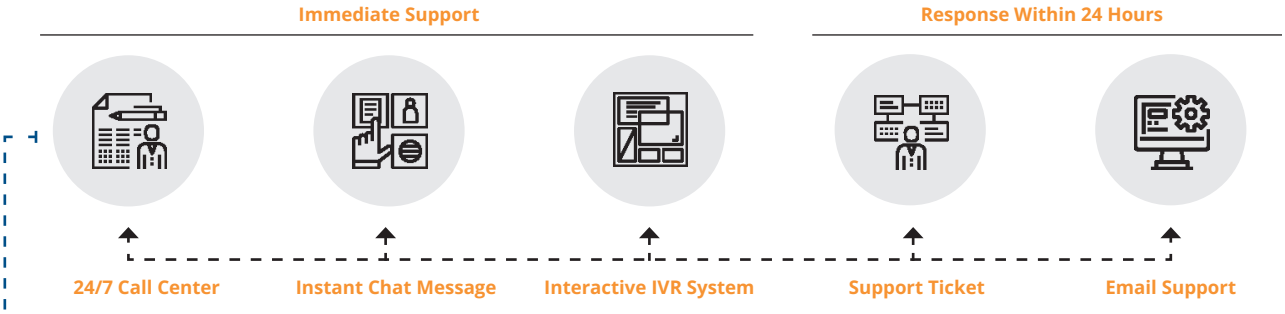
OTHER WAYS TO EXTEND YOUR PARKING

At Pango, we are committed to providing a user-friendly experience, and our extending process is just one example of our dedication to delivering exceptional service. So we offer serveral other ways to extend with Pango including going thru our Website www.mypango.com , calling our 24 / 7 Call Center or our IVR

- Website
  - Follow The Same Process Through The Website
- Call Center
  - Call Our Call Center and We Will Register You In Minutes.
  - Call Our Call Center and use our IVR System

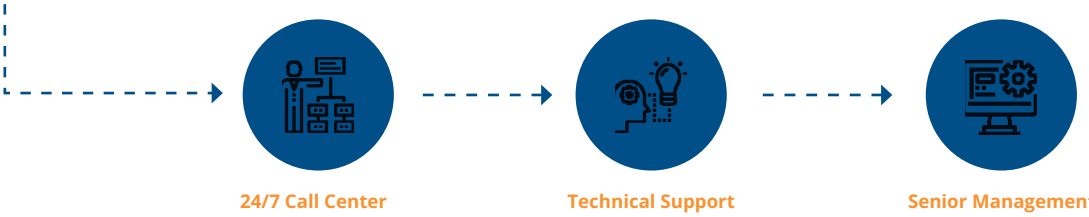
Customer Support

At MSC, we take pride in our 24/7 bilingual customer support call center, which serves as the epicenter of our comprehensive customer support services. Our skilled agents are equipped with the knowledge and resources necessary to handle nearly every customer inquiry, and are dedicated to resolving issues swiftly and efficiently. In fact, our team is able to successfully address the majority of customer requests during the initial phone call, demonstrating our commitment to providing exceptional service and customer satisfaction.



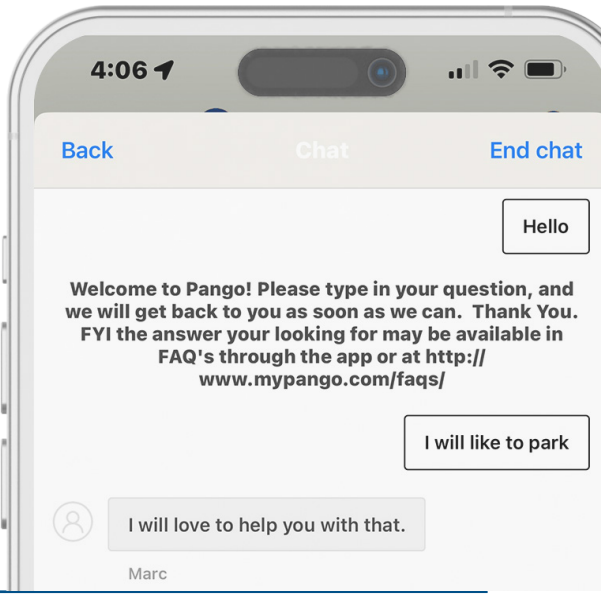
Multiple Channels of Communication & Support

As a customer-centric organization, our topmost priority is to ensure that our customers can connect with us at any time, regardless of the circumstances. To this end, we are proud to offer active monitoring across more than six channels of communication. This means that our customers can reach us through their preferred mode of communication, and we will be readily available to provide the support and assistance they need.



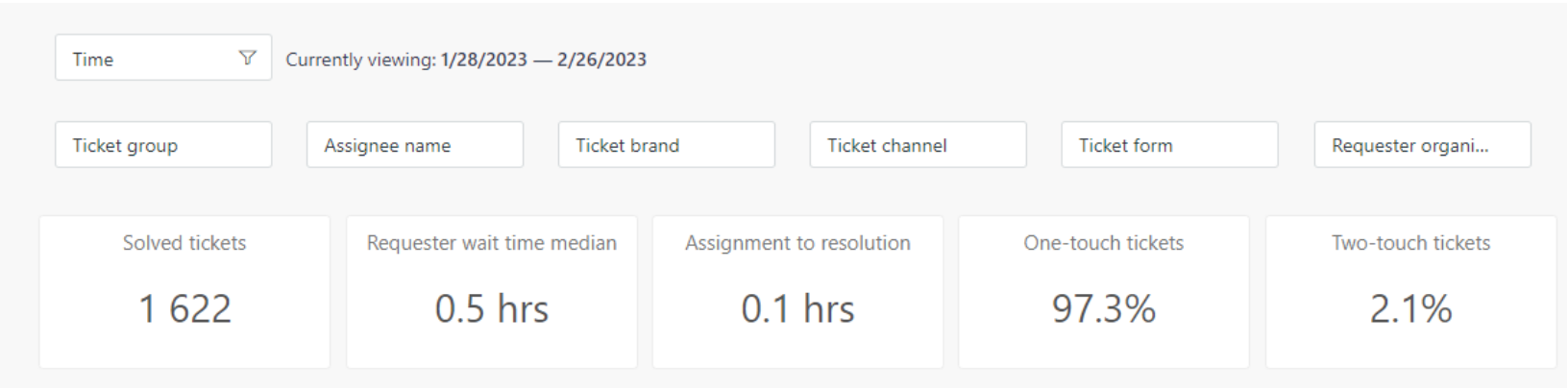
INSTANT CHAT

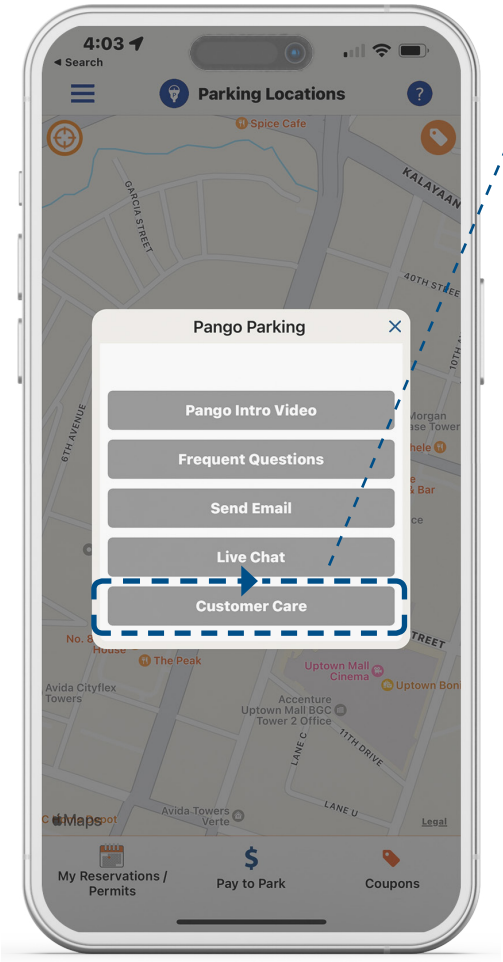
Pango distinguishes itself from other competitors by offering a unique feature that enables you to engage in instant chat with our customer support team from both the application and the website. Our live agents are readily available to assist you with any issues or concerns that you may have. Whether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



OUR NUMBERS SAYS IT ALL

We prioritize providing exceptional support to our valued clients, and our track record with Metrex speaks for itself. We meticulously monitor every interaction through our top-of-the-line customer support system, resulting in over 97% of our cases being resolved during the initial engagement. Rest assured, we are committed to swift resolutions, with support tickets being addressed within 30 minutes of receipt.





In App Support Options

OUR 24/7 CALL CENTER

At MSC, we pride ourselves on delivering outstanding customer service. Our bilingual customer support team is available 24/7 to provide exceptional assistance with any account-related needs. From registering new accounts to starting and stopping parking sessions and everything in between, our knowledgeable and friendly team is always ready to help.

Our in-house call center is a crucial component of our support system, serving as the first point of contact for our customers. We understand the importance of providing quick and effective solutions to our users' needs, and our call center team is equipped with the latest tools, training, and systems to ensure that they can deliver world-class support.

We take great care to ensure that our team is fully prepared to provide the highest level of service possible. Our call center representatives undergo extensive training and are equipped with the necessary knowledge to handle a wide range of user requests. Additionally, we continuously evaluate our training and systems to ensure that our team is always up-to-date with the latest developments in our industry. We are dedicated to providing our customers with the best possible experience, and our in-house call center is a testament to that commitment. You can trust our experienced and dedicated team to provide the highest level of support to your users, ensuring that they receive the attention and assistance they deserve..

Client Support

At MSC, we are dedicated to providing exceptional support to our clients and parking operator partners. That's why we offer a personalized account management service, with a dedicated account manager assigned to each of our clients. Our account managers act as a single point of contact for our clients, providing a streamlined and efficient support experience.

Our account managers work closely with our clients to understand their unique needs and requirements. They are responsible for overseeing and managing our clients' accounts, and are equipped with the knowledge and expertise to provide guidance and support on a wide range of issues, from technical challenges to general account management inquiries.

If an issue arises, our account managers work with other MSC staff to resolve the issue in a timely and effective manner. They act as the primary point of contact for our clients, ensuring that communication is clear and concise, and that the issue is addressed promptly. Our account managers coordinate with our technical support team, ensuring that the right people are involved in the resolution process.

Our personalized account management service ensures that our clients have a direct line of communication with MSC. It eliminates the need to navigate complex support structures, providing a simpler and more efficient support experience. With an experienced account manager as their single point of contact, our clients can rest assured that their issues will be resolved quickly and effectively, with minimal disruption to their operations.

ACCOUNT MANAGER

At MSC, we are committed to providing ongoing support and guidance to our clients beyond the initial project implementation. That's why, after the implementation, the account manager who was involved will continue to work with our clients throughout the contract period, providing personalized support and guidance. Our account managers act as a single point of contact, equipped with the knowledge and expertise to help our clients optimize their use of our parking solutions, improve their operations, and enhance the user experience.

Public Service Announcements

Our public service announcements empower the Authority to deliver notifications, whether in the form of images or text, directly to its local patrons. Upon a user's initial login, their screen will be commandeered momentarily, presenting the intended message. Subsequently, users retain the liberty to dismiss the message at their convenience and seamlessly continue with their parking session

Take Over Screen

Captivate the Screen on First Daily Login.

Disaster Recovery

Through our partnership with Amazon Web Services Disaster Recovery enables us to offer cross-region disaster recovery in AWS. Pango's Disaster Recovery utilizes block-level, Continuous Data Replication, which ensures that target machines are spun up in their most up-to-date state during a disaster or drill. This allows us to achieve sub-second Recovery Point Objectives (RPOs).

The Continuous Data Replication takes place in a "staging area" in AWS, which reduces compute and storage footprint to a minimum. In the event of a disaster, our system triggers a highly automated machine conversion process (p2c/v2c/c2c) and a scalable orchestration engine that can spin up thousands of machines in the target AWS Region within minutes. This enables us to achieve Recovery Time Objectives (RTOs) of minutes. Accordingly, our disaster recovery solution provides the resilience of a warm standby solution.

Point-in-Time Recovery

In many disaster recovery use cases, the goal is to spin up the most up-to-date state of the source machines and continue operations as before. However, in cases of database corruptions, accidental system changes, ransomware, or other malicious attacks, customers may need to recover environments to previous consistent points in time. Our Disaster Recovery offers granular point-in-time recovery, which protects and recovers data and IT environments that have been corrupted.

Automated Failback

Once a disaster is over, Pango provides automated failback to the source infrastructure. Because Pango failback technology utilizes the same agent-based block level Continuous Data Replication engine, failback to source machines is rapid and data is continuously synched in real time from AWS until failback. The systems automated failback supports both full as well as incremental restores.

Signage

Effective signage is a crucial aspect of the Pango Parking Application. By prominently displaying Pango signage in high-traffic areas, we can increase awareness and usage of the app among drivers. The Pango signage is designed to be eye-catching and informative, with clear calls-to-action that encourage drivers to download and use the app. The signage can be customized to include unique branding elements, such as the Authority's logo, color schemes, or other design elements. Additionally, the Pango signage can be updated or replaced as needed to reflect changes in the app's features or functionality.

Signs are Constructed of:

Heavy-duty 0.080 gauge, Alodine treated aluminum for maximum exterior life.

Sign Header
Sign header information

Parking Space or Zone Number
Parking space and or zone number

Directional Arrow
Direction of parking area.

Scan2park QR Code
Scan to park with out having to create an account. Perfect if you only plan on parking once at this location.

Alterative Contact Information
Other ways to contact Pango

Download QR Code
Scan this QR code to download the pango applicaiton

Decals

Pango decal stickers are a simple yet effective way to promote the Pango Parking Application and encourage user adoption. These stickers can be placed on a variety of surfaces, such as parking meters, and other high-traffic areas, to increase awareness of the app among drivers. The Pango decal stickers feature a clear and recognizable design, with the app's logo and a call-to-action to download the app. By placing these stickers in strategic locations, such as in high-traffic areas, parking garages, and other popular parking destinations, we can increase the visibility of the Pango app and encourage more drivers to download and use the app. Additionally, the Pango decal stickers can be customized with unique branding elements, such as the Authority's logo or color scheme, to further promote brand awareness and recognition. Overall, Pango decal stickers are a simple and cost-effective way to promote the app and increase user adoption, helping to streamline the parking experience for drivers..

Custom Design Decals

At Pango, we understand that every Authority's parking meter infrastructure is unique, which is why we offer customized decal stickers that can fit any meter type. Our team can work closely with the Authority to determine the exact dimensions and specifications of its parking meters, and create decal stickers that are tailored to fit seamlessly onto each meter. Our team of experts can also work with the Authority to create custom branding elements, such as logos, color schemes, or other design elements, to be included on the decal stickers. By creating custom decal stickers that fit each meter type, we can ensure that the Pango app is accessible and user-friendly for all drivers, regardless of the type of meter they encounter.

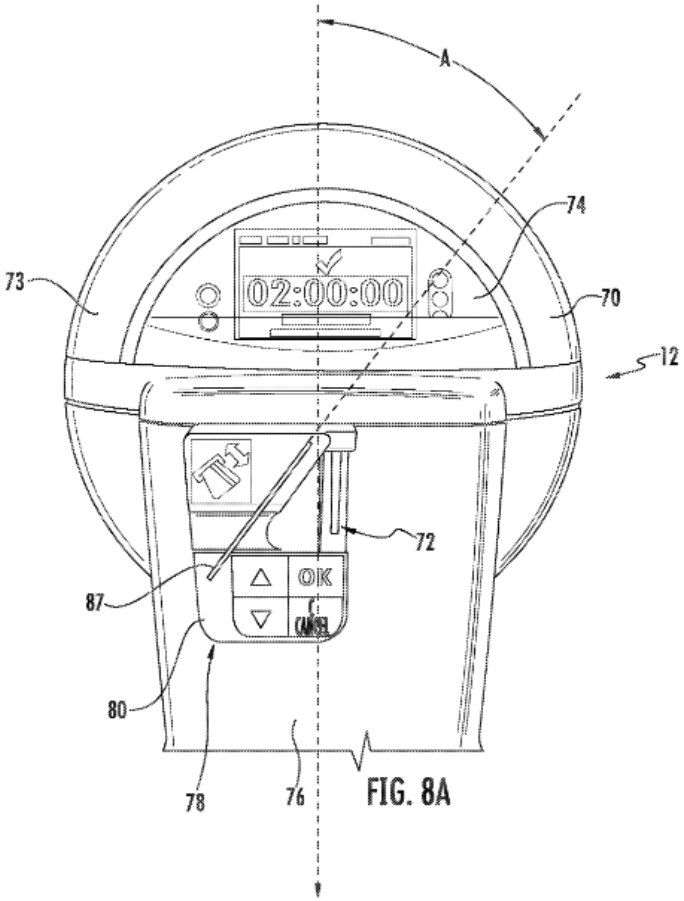


FIG. 8A

PCI compliant

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

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

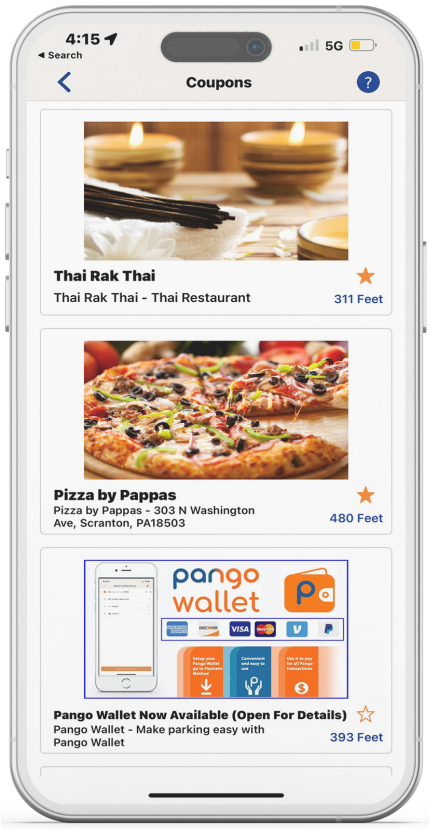
In addition to our PCI compliance, we employ a multi-layered security approach that includes industry-standard encryption technologies, user authentication and access controls, and a dedicated security team that continuously monitors and updates our system.

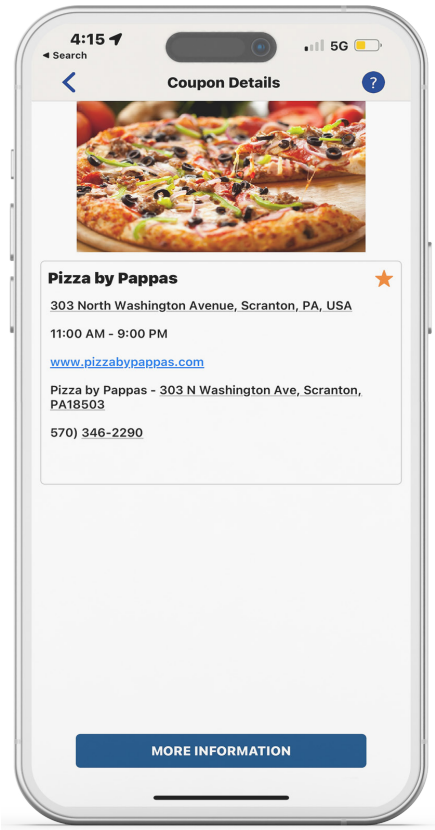
VALUE ADDED ITEMS

Pango Merchant Club

Pango Merchant Club—an ingenious fusion of advertising and validations seamlessly integrated into a single platform. This innovative system empowers local businesses to strategically engage parkers located within a radius of a few miles from their establishment.

When a parker utilizes Pango's services, they will experience the convenience of a Pin or Coupon appearing on their screen. This presents a unique opportunity for businesses to showcase their offerings, be it enticing advertisements, valuable coupons, or irresistible discounts for their parking sessions.





The Coupon

Empowering local businesses with a unique advertising avenue. Enhance your visibility by showcasing your location and exclusive offers, including enticing discounts and convenient parking validations, directly on users' applications as they initiate their parking sessions. This innovative feature ensures that users are informed about the fantastic opportunities available to them, from discounts to complimentary parking, fostering increased patronage for your business.

OUR NUMBERS SAYS IT ALL

With our data-driven backend, accessible to our merchants, they gain the power to make well-informed decisions regarding their advertising strategies. This empowers them to target high-traffic parking areas, where customers frequently choose to park.

Create Ads and Coupons
Easily create ads and coupons to drive awareness and in store visits

Offer Validations
Extend your hospitality by validating guest's parking

Analytics
Make data driven marketing decisions in real time

Geo-Target
Hyper target potential guests that are parked within a walkable distance

local business use pango to reach customers
When customers park at the meter using pango

PARTNERSHIP

The Pango Merchant Club stands as an exceptional avenue for businesses to harness the benefits of seamless and efficient parking management. By offering a comprehensive suite of tools and insights through its user-friendly interface, the club empowers merchants to optimize their parking spaces, streamline customer experiences, and boost revenue streams.

HEADQUARTERS
100 SOUTHEAST THIRD AVENUE, 10TH FLOOR
FORT LAUDERDALE, FL 33394
PHONE: +1-844-726-4644

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

► **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

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

Print or type. See **Specific Instructions** on page 3.

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

MOBILE SMART CITY CORP

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ► _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ►

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

100 Southeast Third Avenue 10th Floor

Requester's name and address (optional)

6 City, state, and ZIP code

Fort Lauderdale, FL 33394

7 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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

			–			–				

or

Employer identification number

8	1	–	0	7	8	6	6	5	1

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here **Signature of U.S. person** ► [signature] **Date** ► 04/15/2020

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

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, *later.*

SmartCitiesCouncil

December 13, 2023

Mobile Smart City Corp
One Financial Plaza
100 SE 3rd Ave, 10th Fl.
Ft. Lauderdale, FL 33394

RE: City of Destin - RFP No. 23-13-PW Paid Parking Solution

Dear Sir or Madam,

I hope this finds you well. I'm delighted to be writing in confirming Mobile Smart City Corp active membership and participation with the Smart Cities Council as current members since March 1st, 2022.

The Smart Cities Council is a social impact organization that works to meet with city leaders and help them accelerate their projects in partnership with private sector entities that are members of the council. We work to promote three core values in livability, workability, and sustainability with the cities that we work with.

Mobile Smart City Corp is an active participant and invaluable member of the Smart Cities Council in providing thought leadership and active engagement with our events structure. Mobile Smart City Corp has exemplified strong leadership and engagement in their area of practice.

This letter confirms Mobile Smart City Corp as members in good standing with Smart Cities Council. The Smart Cities Council welcomes and values Mobile Smart City Corp in continued partnership support for the future.

If you have any questions or require further details, please feel to contact me for any further information.

Best regards,

Smart Cities Council

Connie Heath | Executive Director of City Engagement
Smart Cities Council, Inc
connie.heath@smartctiescouncil.com
908-309-1484

CITY OF DESTIN, FLORIDA

REQUEST FOR BIDS
RFP NO. 23-13-PW

PAID PARKING SOLUTION

City of Destin, Florida
November 2, 2023

Lance A. Johnson, City Manager
Phone (850) 837-4242
4200 Indian Bayou Trail
Destin, Florida 32541

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

NOTICE TO BIDDERS

The City of Destin, Florida, is currently receiving sealed competitive proposals for a Paid Parking Solution Contract for City parking lots for **three years with the option for two additional one-year renewals, not to exceed five years**. Interested parties should contact the City Clerk's office to obtain copies of the bid documents by calling them at 850-837-4242. The Scope of Work will include, but not be limited to, software, hardware, and customer services to support an existing Paid Parking Program. The successful Bidder shall be required to supply the City with copies of current Liability Insurance and Worker's Compensation coverages. Bids must be received by the City Clerk's Office at the City of Destin, 4200 Indian Bayou Trail, Destin, Florida 32541, in a sealed envelope clearly marked "**RFP No. 23-13-PW, PAID PARKING SOLUTION**", along with the name, return address and telephone number of the bidder, no later than **2:00 p.m. CST, on Thursday, December 14, 2023**. The City reserves the right to reject any and all Bids or portions thereof, to waive minor defects and informalities in the process, to accept the Bid(s) or take any other actions deemed by the City to be in the City's best interest.

Lance A. Johnson
City Manager

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

CHECKLIST

The following items must be provided for your bid to be considered responsive.

1. **Completed bid form (Exhibit A)**
2. **Responsive Bidder Qualifications Statement (Exhibit B)**
3. **Proof of required Workman's Compensation Insurance documents**
4. **Proof of adequate Liability Insurance**
5. **Completed W-9 [available at http://www.irs.gov/pub/irs-pdf/fw9.pdf]**
6. **Bid Packet initialed on all pages**
7. **Copy of General Liability Insurance Documents (Worker's Compensation)**
8. **Copy of State license (if required for job)**
9. **Copy of City License (if business office is in Destin)**
10. **Completed Public Entity Crimes Form (Exhibit C)**
11. **Completed Drug Free Form (Exhibit D)**
12. **Addenda (if applicable)**
13. **Three References (minimum) to include Contact Name, organization, project names and dates, Contact's telephone and email.** ***References should be from other municipalities, county governments, airports, event centers, etc.***

Other documents as requested in bid package.

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

1.0 INTRODUCTION

The City of Destin is issuing a Request for Proposal (RFP) to secure proposals from qualified contractors for **PAID PARKING SOLUTION**.

It is the responsive proposer's responsibility to read and understand the requirements of this request for proposal. Responsive proposers are required to state exactly what they intend to furnish the City of Destin via this solicitation and must indicate any variances to the terms, conditions and specifications of this proposal, no matter how slight. If variations are not stated in the proposal, it shall be construed that the bid fully complies with all conditions identified.

Before submitting a bid, each responsive bidder will, at bidder's own expenses, make or obtain any additional examinations, investigations and studies, and obtain any additional information and data that may affect costs, permitting, progress, performance of furnishing of the project and that the responsive bidder's deems necessary to determine its proposal.

Responsive bidder will examine all documents included in this Request for Proposals (RFP) carefully and shall make a written request to the City's authorized representative for interpretation or correction of any ambiguity, inconsistently, or error herein.

Any interpretation or correction will be issued as an Addendum by the City. Only a written interpretation or correction by Addendum shall be binding. Responsive bidders are cautioned against relying on any interpretation or correction given by any other method.

The submission of a proposal shall not be deemed an agreement between the responsive bidder and the City. The proposal is a contractual offer by the responsive bidder to perform services in accordance with this RFP Solicitation. The City shall not be obligated to respond to any bid submitted nor be bound in any manner by the submission.

2.0 INSTRUCTION TO RESPONDENTS

A. All RFP's will be publicly opened and recorded for acknowledgement of receipt in the City Hall Boardroom on **December 14, 2023** no later than 2:00 P.M. (CST). All responsive bidders or their representatives are invited to be present. The City Hall Boardroom is located at Destin City Hall, 4200 Indian Bayou Trail Destin, FL 32541.
B. Any responses received after the stated time and date will NOT be considered. It shall be the sole responsibility of the responsive bidder to have their RFP submittal **delivered to City Clerk's Office** for receipt on or before the above stated time and date. RFP responses which arrive after the above stated deadline as a result of delay by the mail service shall not be considered, and arrangements shall be made for their return at the responsive bidder's request and expense. The City reserves the right to consider

submittals that have been determined by the City to be received late due solely to mishandling by the City after receipt of the RFP and prior to the award being made.

C. Respondents may request information regarding the RFP in writing from City Clerk Rey Bailey, clerk@cityofdestin.com. Such a request shall be received in writing at least seven (7) days prior to the submittal deadline.

D. If any addendum(s) are issued to this Request for Bid, the City will attempt to notify all prospective respondents. It shall be the responsibility of each respondent, prior to submitting the RFP response, to contact the City Clerk's Office, at (850) 837-4242 to determine if any addendum(s) were issued and to complete any addendum acknowledgements as part of their RFP response.

E. Complete and submit Responsive Bidder Qualification Statement, form herein as Exhibit B. Clearly indicate the legal name, address and telephone number of the responsive bidder. Responses shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the responsive bidder to the submitted RFP. Responsive bidders must note their Federal I.D. number on their RFP submittal.

F. *One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy* of the RFP responses (on USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

G. All expenses for making RFP submittals to the city are to be borne by the responsive bidder.

H. Responses shall be evaluated by the Bid Committee based on all information submitted and the lowest, most responsive and responsible bidder will be recommended to the City Council for approval.

I. The Bid Committee shall consist of City of Destin staff members.

J. Each responsive bidder, by submission of an RFP submission, acknowledges that in the event of any legal action challenging the award of the RFP; damages, if any, shall be limited to the actual cost of the preparation of the RFP.

K.

PROCUREMENT SCHEDULE	
Tasks	**Date**
RFP Advertised	Week of November 13th, 2023
Last Day for Questions to be Submitted	December 7, 2023
Due Date/Bid Opening	December 14, 2023
Tentative Date - Bid Committee Evaluation	December 21, 2023
Tentative Date - City Council Meeting	January 2, 2024
Tentative Date - Notice of Award	Week of January 2, 2024
Tentative Date - Execution of Contract	January 2024

3.0 PROJECT CONTRACTOR REQUIREMENTS

The City of Destin is seeking an independent contractor, to include all necessary independent subcontractors, with all applicable licenses to supply the services described in this advertisement.

3.1 Licensing Requirements

Provide all applicable licenses: include license name, license numbers and contact information. Contractor must be Florida Certified or Okaloosa Registered and provide a license of qualifier.

3.2 Insurance Requirements

a. Respondents shall be required to provide proof of General Liability Insurance with a minimum liability insurance requirement of $1,000,000 for combined single limit and Worker's Compensation Insurance in accordance with the laws of the State of Florida and in amounts sufficient to secure the benefits of the Florida Workmen's Compensation Law for all types of employees, including those of subcontractors.

b. Respondent shall produce proof of insurance in the types and amounts required by the City, including the foregoing and any additional coverages, including Automobile Liability and or Builder's Risk Insurance, as may be defined at the time of contract. The City shall be named as an additional insured party and all binders, policies or certificates of insurance shall include a provision that such insurance coverage shall not be cancelled or amended without at least thirty days' notice to the City. All coverage shall be with carriers admitted doing business in the State of Florida. Carriers shall be A rated (or better) by A M Best Company. City reserves the right to modify its insurance requirements with 60 days' notice.

3.3 Bonding Requirements

Performance and Payment Bond – No Performance and/or Payment bonds are anticipated with this contract.

3.4 Permitting Requirements

The contractor is required to obtain all required permits prior to the start of any work.

3.5 Codes and Standards

All project work shall be done in accordance with all applicable Federal, State and local codes and standards which include, but not limited to State Building Codes, City Codes and Ordinances, etc.

4.0 PROJECT OBJECTIVES AND BACKGROUND

The City is looking for an integrated, turnkey solution that can be managed and operated by the City with vendor maintenance and support. Services are to include a product that provides for phone/app-based payments, revenue and data management, real-time parking availability information (preferred), robust reporting, intuitive customer service tools, and software and equipment to support parking enforcement and collections.

Proposals must provide for the design, integration, installation, testing, training and support needed to implement the solution, including the provision and placement of parking and wayfinding signage. City recognizes that there will be a need for pay stations to ensure equity amongst users, but desires to minimize the number that are needed and to avoid handling of cash/coins. Proposers should identify the type and number of pay stations they would deploy and how the stations would be integrated with their software solution.

The City's principal objective is to reduce congestion and improve the availability of parking in both our Harbor and Beach Parking Districts by influencing user parking preferences, increasing parking turnover rates, and improving the overall user experiences. Another objective is to allow patrons to pay by
mobile device for parking beyond the initial period and to receive notifications when their time is about to expire so they can remotely add time. With that in mind, the parking management solution must satisfy the following:

a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.
b. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.
c. Offers an easy-to-use data management interface that minimizes manual data entry.
d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.
e. Allows for reservation of spaces for events, including the ability to prepay for parking.
f. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.
g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).
h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

The City's preference is that proposers furnish labor, materials, and equipment necessary to implement the parking management solution in line with the objectives outlined above, including installation of signage and other requisite materials. Any role the City is to perform in this regard must be clearly identified in the proposal.

BACKGROUND

Destin's Harbor District is a working waterfront with a mix of tourist-oriented retail, restaurants, recreational opportunities (pontoon boat and jet-ski rentals, dolphin tours, etc.), and infrastructure to support the City's commercial fishing fleet. The City of Destin is a major property owner with a boardwalk and parks that provide public access to Destin Harbor and Choctawhatchee Bay.

Tourist-oriented businesses are the predominant form of development on the south side of US98 along with the commercial fishing industry. On the north side of US98, restaurants and tourist-oriented uses.

Paid parking lots along the Harbor are mixed, with both public and private parking opportunities available. The City maintains three parking areas within this District:

Marler Street Parking Lot – approximately 150 spaces (paved)
Destin Community Center – approximately 90 spaces (paved)
Zerbe Street Parking Lot – approximately 80 spaces (unpaved)

Current daily parking rates for the Harbor District are $20. Destin residents can also receive a "Resident Pass/decal that allows unlimited use of these lots. In addition, a non-residential Harbor Parking Pass is available for $205 per calendar year.

Destin's Beach Parking District provides parking opportunities for those wishing to enjoy the wonders of the Emerald Coast. Land Uses adjacent to these areas are primarily short-term residential (condos, townhomes, single-family homes, etc.). The City maintains both beach parks and beach accesses within this area. Parking rates for this District are currently $20 for 4 hours.

Paid Parking lots within this area are currently 100% publicly owned with the vast majority of spaces as off-street parking spaces within the Right-of-Way. The City maintains seven parking areas within this District:

Gulf Shore Drive – approximately 45 spaces (parallel along street)

Hutchinson – approximately 13 spaces (off street lot)
Barracuda – approximately 8 spaces (off street lot)
Pompano – approximately 29 spaces (off street lot)
Terra Cotta – approximately 13 spaces (off street lot)
Norriego Point – approximately 25 spaces (off street lot)
Shirah – approximately 11 spaces (off street lot)

5.0 DISCLOSURES

5.1 No Contact Clause

All prospective bidders are hereby instructed to not contact any member of the City of Destin City Council, City Manager, or City of Destin staff member other than the authorized city contact person identified below, regarding this solicitation or the bidder's submittal package. In order to ensure a fair, competitive, and open process, once a project is advertised, all communications between interested bidders and the City must be directed to:

City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

Any such contact with anyone but the Clerk may be cause for rejection of your submittal.

5.2 Inquiries

The City will not respond to oral inquiries. Proposers may submit written, e-mailed or faxed, inquiries regarding this RFP. The City will respond to written, e-mailed or faxed; inquiries received at least five (5) working days prior to the RFP due date. The last day for inquiries is **December 14, 2023 at 2:00 p.m. (CST).** Questions or requests for Bid documents, plans and specifications regarding this RFP may be directed to the City Clerk, 4200 Indian Bayou Trail 32541 (850) 837-4242 or rbailey@cityofdestin.com

5.3 Addenda

Submitter acknowledges that it is the submitter's responsibility to determine whether an Addendum has been issued; and if so, to obtain copies of such Addendum from the City Clerk of Destin, and agrees to be bound by all addenda that have been issued for this Request for Proposal. If addendum is issued, responsive bidder shall sign and return each

addendum with the submittal package. Failure to return signed any and all addenda may disqualify the submittal.

5.4 Conflict of Interest Disclosure

Each proposal is subject to the provisions of Florida Statutes, Chapter 112, providing that all responsive bidders must disclose with the RFP submittal the name of any officer, director, or agent who is also a public officer or an employee of the City of Destin. Further, all responsive bidder must disclose the name of any City officer or employee who owns, directly or indirectly, an interest of five percent or more in the Bidding firm.

5.5 Drug-Free Workplace Program

Preference may be given by the City of Destin to companies demonstrating a Drug-Free Workplace Program whenever two or more proposals, which are equal in respect to quality and service, are received and rated by the City. Responsive bidders intending to demonstrate a Drug-Free Workplace Program shall provide certification form with the RFP submittal.

5.6 Public Entity Crime Disclosure

Each submittal shall contain a completed Public Entity Crime Form (Attachment #1) pursuant to Florida Statutes, Section 287.132-133, providing that no public entity shall accept any proposal from or award any contract to, or transact any business in excess of the threshold amount for Category Two ($25,000) for a period of thirty-six months from the date placed on the convicted vendor list.

5.7 Reservation of Rights

The City reserves the right to reject any and all proposals or portions thereof, to waive minor defects and informalities in the process, to re-advertise, to accept the proposal or award multiple proposals or take any other actions deemed by the City to be in the City's best interest.

5.8 Public Records

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 837-4242, CITY CLERK, 4200 INDIAN BAYOU TRAIL, DESTIN, FL.

The successful responsive bidder shall:

1. Keep and maintain public records required by the CITY to perform the service.
2. Upon request from the City's custodian of public records, provide the CITY with a copy of the requested records or allow the records to be inspected or copied within a

reasonable time at a cost that does not exceed the cost provided in this FS Chapter 119 or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the CONTRACTOR does not transfer the records to the public agency.

4. Upon completion of the contract, transfer, at no cost, to the CITY all public records in possession of the contractor or keep and maintain public records required by the CITY agency to perform the service. If the GROUP transfers all public records to the CITY upon completion of the contract, the CONTRACTOR shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the CONTRACTOR keeps and maintains public records upon completion of the contract, the GROUP shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the CITY, upon request from the City's custodian of public records, in a format that is compatible with the information technology systems of the CITY.

6.0 BID & SUBMITTAL REQUIREMENTS

All bids to be considered must be in the possession of the Destin City Clerk no later than 2:00 p.m. CST, on **December 14, 2023**. Submittals may be mailed or delivered to the Office of the City Clerk at the address below and shall be submitted in a sealed envelope clearly marked shall be submitted in a sealed package clearly marked on the outside **"RFP NO. 23-11-PW, PAID PARKING SOLUTION"** and note the time and date of the opening. Regardless of method of delivery, each responsive bidder shall be responsible for their Bid being delivered on time, as the City of Destin assumes no responsibility for same. Proposals offered or received after the time set for the Bid Opening will be rejected and returned unopened to the submitter.

Mailing and Hand Delivery Address:
City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

6.1 Submittal Preparation

Submittals should be prepared in the following order:

1. **Submittal Coversheet:** provide a submittal cover sheet that includes project number, project name, bid opening date and responsive bidder contact information.
2. **Bid Form,** Exhibit A
3. **Responsive Bidder Qualification Statement,** Exhibit B
4. **Completed Public Entity Crime Form**, Exhibit C
5. **Completed Drug Free Workplace Certification Form**, Exhibit D
6. **Qualification and Experience Narrative (no more than 2 pages, single-spaced, one-sided)**
7. **Three (3) Municipal/Airport/Etc. References (will contain the following at a minimum)**
    a. Name
    b. Organization
    c. Types of Services Provided
    d. Telephone Number
    e. E-mail
8. **Proof of Insurance:** provide proof of insurance meeting minimum insurance requirements as outlined in section 3.2 Insurance Requirements.
9. **Proof of licensing and certifications:** provide proof of licensing and certifications meeting minimum requirements as outlined in section 3.1 License Requirements.
10. **Addendums** (if applicable)

One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy of the RFP responses (on CD or USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

Failure to provide any of the above listed mandatory information shall result in the elimination of the submittal package from consideration.

6.2 Criteria for Determining Lowest, Most Responsive and Responsible Bidder

The City of Destin's Bid Committee will recommend the lowest, most responsive and responsible bidder to the City Council for their approval. The criteria to be used for this determination is listed below by relative order of importance.

EVALUATION CRITERIA	POINTS
Price Proposal	40
Qualifications/Experience	20

Project Approach/Proposed Timeline	20
Past Performance/References	20
TOTAL	**100**

1. **Price Proposal (Lump Sum)**
   a) Costs will be evaluated based on the prices/charges provided.
   b) Are costs reasonable?
   c) Did responsive bidder provide all the requested cost information?
   d) How competitive is the price proposal compared to the others received?

2. **Qualifications and Experience**
   a) Does the contractor have the experience necessary to carry out the specific work for this project? Does the contractor have experience with similar projects?
   b) Does the background and qualifications of individual key team members provide proven technical, operational, and managerial experience needed to handle the proposed project? Are the company structure and the relation of the project team clearly shown?

3. **Project Approach and Performance Differentiators**
   a) Does the submittal include detailed information that demonstrates the responsive bidder's understanding of the scope of work and how they intend to meet the objectives of the project?
   b) Does submittal demonstrate the firm's ability to manage existing budgets and implement cost controls throughout a project?
   c) Has responsive bidder demonstrated knowledge of local site conditions and applicable requirements? Does submittal contain approach to receiving permitting and maintaining the original construction scheduled as provided for in the scope of work?
   d) Is project approach specific, describing the means and methods of accomplishing the work. Does it identify any key issues on the project and/or propose some potential solutions?
   e) Is the contractor's schedule and availability practical and meet project requirements?

4. **Past Performance**
   a) Do past performance evaluations and/or past performance information provided reflect a trend of satisfactory performance?
      Basis of evaluation:
      (i) A pattern of successful completion of work
      (ii) A pattern of work identical to, similar to, or related to the work the project requires.
      (iii) Ability shown, through workmanship provided on other projects.
   (b) Do references demonstrate the company's quality of work?

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: RISETEK Global, LLC

Address: 1140 Franklin Avenue, Ste. 206

City & State: Garden City, NY Zip Code: 11530

Telephone: (888)665-8485 Fax: ( ) _____

E-mail: ghofeld@risetekglobal.com

Number of Years in Business: 5 years Contact Name: Garrett P Hofeld

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	UNIT PRICE or %
1.	Fees	
	1) Merchant Fee (flat)	N/A
	2) Merchant Fee Percentage (ParkLync & ParkLoyalty)	4.25%
	3) Transaction Fee (ParkLync & ParkLoyalty)	$3.95 per transaction
	4) Merchant Processing Fee	N/A
	5) Other Fees (List), list additional items on a separate sheet	
	a. Oobeo	$0.35 per transaction
	b. _____	_____
	c. _____	_____
	d. _____	_____
	e. _____	_____

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	_____	_____
b.	_____	_____
c.	_____	_____
d.	_____	_____
e.	_____	_____

3. Please list any additional items not previously addressed above: (use additional sheets as required)

_____ $ _____

_____ $ _____

_____ $ _____

_____ $ _____

_____ $ _____

_____ $ _____

PART III The RFP Section 6.2, #1 Price Proposal (Lump Sum)

RISETEK is proposing an all-inclusive turnkey smart city paid parking, enforcement and wayfinding solution to the City of Destin, FL based on the details/requirements of the RFP for a 3-year term with two additional one-year renewals.

The turnkey solution includes hardware, installation, software and warranty. Where applicable, the specific hardware is included in the proposal under the ParkLoyalty & IpDisplays sections, in RISETEK Green bolded font.

Year 1 - $205,850
Years 2-5 - $126,600 annually.

Total 5 Year Turnkey Project Cost - $712,250

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART IV Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Name and Title of Authorized Representative: **Garrett P Hofeld, Vice-President of Sales**

Signature:

Date of Bid: **12/14/2023**

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: Garrett P Hofeld
Address: 1140 Franklin Avenue, Ste. 206
City, State, Zip: Garden City, NY 11530
Telephone No.: 651-600-0631
Fax No.: _____

Check One
Corporation X
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

   The correct name of the responsive bidder is:
   RISETEK Global, LLC

   The address of the principal place of business is:
   1140 Franklin Avenue, Ste. 206, Garden City, NY 11530

2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: 2019
   b. State of Incorporation: New York
   c. President's name: Mike Gordon
   d. Chief Commercial Officer name: Jack Skelton
   e. Sr. Vice President's name: Damon Harvey
   f. Vice President's name: Garrett P Hofeld
   g. Secretary's name: _____
   h. Treasurer's name: _____
   i. Name and address of Resident Agent: _____

3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:

c. State whether general or limited partnership: _____

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.
Not Applicable

6. How many years has your organization been in business under its present business name?
3 years

Under what other former names has your organization operated?
KenBen NYC, LLC and RISNYC, LLC

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:
No

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)
Please see RISETEK Project Team Structure, Organizational List of Key Staff Section of our submission materials. Thank you.

10. State the name of the individual who will have personal supervision of the work:
Garrett Hofeld

11. State the name and address of attorney, if any, for the business of the responsive bidder:
Not Applicable

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	6
b.	Non-Governmental Related Work	6
	Total Work (a +b):	7

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank	Address	Telephone
TD Bank,	**One Vanderbilt Ave, 21st Fl. New York, NY 10017**	**(646) 834-9608**
Chase Bank,	**270 Park Ave. New York, NY 10172**	**(800) 242-7338**

16. What will be your turnaround time for written responses to City inquires?

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.

Not Applicable

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.

None

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.

None

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed)_____

(Title) Vice President of Sales

Subscribed and sworn to before me
This _____ day of _____, 20 _____

_____

Notary Public (Signature)

My Commission Expires: _____

END OF SECTION

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract
RISETEK Proposal for City of Destin RFP No. 23-11-PW

2. This sworn statement is submitted by **RISETEK Global, LLC** whose business address is **1140 Franklin Avenue, Ste. 206, Garden City, NY 11530** and (if applicable) Federal Employer Identification Number (FEIN) is **85-2320889**. If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

3. My name is **Garrett P Hofeld** and my relationship to the entity named above is Vice President of Sales.

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: 12/12/2023

(Signature)

STATE OF FLORIDA

COUNTY OF _____

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this _____day of_____, 2023, and is personally known to me, or has provided
as identification.

_____

Notary Public

My Commission expires:

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign this statement, I certify that this firm complies fully with the above drug-free workplace requirements.
COMPANY: **RISETEK Global**
ADDRESS: **1140 Franklin Avenue, Ste. 206** CITY: **Garden City**
STATE: **New York** ZIP CODE: **11530**
TELEPHONE NUMBER: **(888) 665-8485**

SIGNATURE: DATE:
NAME; Garrett P Hofeld
TITLE: Vice President of Sales

RFP 23-13-PW

City of Destin, FL
Integrated & Turnkey Paid Parking Solution

December 14, 2023

A Smart City Parking Proposal

RISE GLOBAL TEK

Submitted by:
Garrett P Hofeld, VP
ghofeld@risetekglobal.com
651-600-0631

Table of Contents

Executive Summary of Respondent, A Turnkey Intelligent Parking Solutions Provider 2

RISETEK Qualifications, Experience and Project Capabilities 4

RISETEK Project Team Structure, Organizational List of Key Staff for Destin 4

Project Manager Summary of Qualifications and Responsibilities 5

Project Approach and Design: Destin Integrated Smart Parking System Overview 6

ParkLync – Parking Permit Management 6

Oobeo – Mobile Payment 8

Flowbird – Multi-Space Pay By Plate Kiosk 9

Modii – Parking Finder 11

Solution Scope – For the Destin Community and Visitors: The Destin Parking Finder 12

ParkLoyalty – Enforcement Solution 13

Integrated Enforcement Main Dashboard and Summary Dashboards 16

Enforcement Operations Dashboard 16

Enforcement Productivity Dashboard 17

Enforcement Revenue Report Dashboard 17

Integrations Dashboard 18

Utilization Dashboard 18

VERGE – Parking Management, Data Analytics 19

VERGE Customizable Dashboards 21

VERGE Centralized and Automated Reporting 22

Auto-Scheduling VERGE Reports 23

RISETEK Call Center – Customer Care 23

IpDisplays – Variable Messaging Signage 24

Work Plan, Schedule, and Project Overview 25

Project Management 25

RISETEK Responsibilities 25

City of Destin Responsibilities 25

RISETEK Integrated Destin Smart Parking System Assumptions 26

Change Management Process 26

References 27

Executive Summary of Respondent, A Turnkey Intelligent Parking Solutions Provider

RISETEK's uniqueness in the industry is we are a turnkey smart parking solution provider. **We do not sell just one brand or type of technology. Our mission is to evaluate each partner's needs and business objectives and we design an integrated custom technology package that best fits. We don't do "cookie cutter"!**

RISETEK is a **Technology Consultant**

RISETEK is not in the business of selling widgets either! **Each of our partners receive on-going active consulting. As your business needs change, we will be there to assess and make recommendations.** After you partner with RISETEK we will schedule regular "client satisfaction" calls on a as needed schedule (you tell us how often you want to talk). Partner satisfaction is the only thing we care about! These meetings allow us to address any training or performance issues that your team identifies.

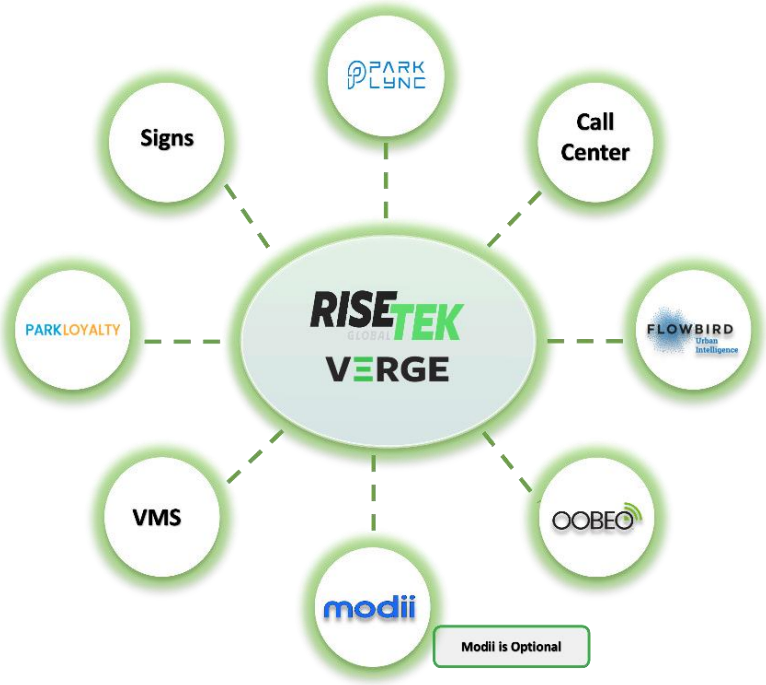
RISETEK is owned and operated by "parking professionals". **Our executive team has over 50 years of actual municipal parking management experience.** One of the values of working with RISETEK is that our executive team is comprized of experienced parking operators who have managed hundreds of municipal parking programs similar to what the City of Destin is seeking to build.

We are **Municipal Parking Experts**

We know municipal on-street and off-street parking operations inside and out. Our team has the experience and knowledge to make sound recommendations on parking technology and operational design. **Our recommendations come from a municipal perspective which allows us to lay out the pros and cons of different technology, operational policies, and practices.**

RISETEK is a **Turnkey Provider**

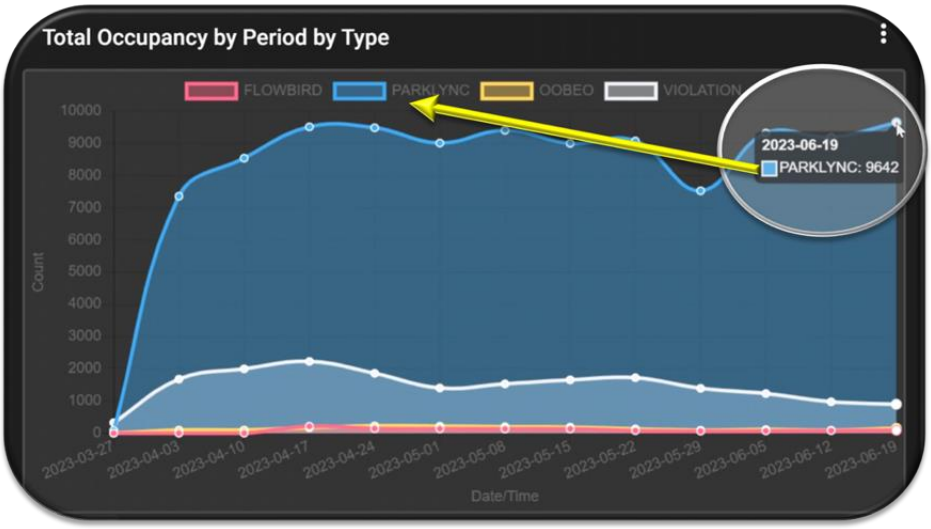
RISETEK is the only technology company that can deliver the City of Destin a true turnkey solution. We give the City one point of contact and clearly defined accountability in the fulfillment of all of the technology and services. **From the parking meters to parking signs we've got you covered!**



VERGE is a true differentiator in our offering as the only agnostic BI offering in the marketplace. VERGE is a one stop solution for all parking data and reporting. **All proposed technology in this submission will be integrated into VERGE providing Destin with real time data, dashboards, and business intelligence.**

VERGE Business Intelligence

VERGE unleashes the power of your data. **The City of Destin will be able to monitor parking occupancy, revenues, and transactions in real time, as well as comparing against historical performance.** VERGE offers the ability to manage a true "demand-based pricing" model in real time, or seasonally based upon historic data. Working together, RISETEK and Destin can optimize the City's revenue potential and achieve parking utilization objectives.



RISETEK is an agnostic technology solutions provider. We work with everyone! **We evaluate our clients parking operation and specific business goals and then select which technology we propose.**

RISETEK Provides Right Sized Tech

Integrated System Expandability

Our proposed solution offers the City of Destin the ability to easily expand your paid parking program in the future. **If the City wants to expand the paid parking area, build another garage or parking lot, or add on new technology, VERGE can easily accommodate!**

RISETEK is Now and Future Flexibility

By selecting RISETEK the City of Destin gives itself great flexibility in the current Smart Parking deployment, as well as five or ten years from now. **As technology changes and improves at faster and faster pace, flexibility is key to optimizing your parking program.**

The City should avoid getting trapped with one technology type of manufacturer. Companies are being bought and sold, and many fail and disappear in a few years. **RISETEK will provide the Destin with the ability to "shift and lift" to stay on the cutting edge of the Smart City wave!**

RISETEK Qualifications, Experience and Project Capabilities

RISETEK Project Team Structure, Organizational List of Key Staff for Destin

Jack Skelton, Chief Commercial Officer
Jack offers 30 years of experience in the parking and transportation industry. Jack has focused most of his career in the municipal space, working with hundreds city parking and transportation programs of all sizes and scope in North America. **His expertise is in designing customized technology solutions that solve the unique problems of his clients. Jack provides leadership in RISETEK's efforts in delivering intelligent solutions for our partners and he recently visited Destin to personally evaluate your operations.**

Kyle Nichols, Chief Product Officer
Kyle manages RISETEK's system integrations and data mapping requirements. **He also manages the software solutions development and serves as the liaison between RISETEK, and our software development partners IBM and Light It.** He comes from the parking management industry with over 15 years of practical operational knowledge of our space. Kyle has managed many large municipal parking programs utilizing start of the art technology. His unique skill sets allow him to effectively communicate between all parties and navigate projects to successful completion.

Damon Harvey, Senior Vice President
Damon Harvey brings over 20 years of public and private sector experience to our team. Damon's expertise includes executive management at several Intelligent Transportation System (ITS) industry leading companies with responsibilities including, project management from identifying municipal transportation projects, leading the bidding process for these opportunities and supervising deployments. **Damon is a public sector ITS subject matter expert specializing in managing relationships with public agencies.**

Garrett Hofeld, Vice President
Garrett joined RISETEK with a history of success in real estate, construction, and manufacturing environments. **His 30 years of experience as a small business owner, a business development executive,**

a manufacturing operations leader, and marketing specialist allows Garrett to deliver a versatile solution to the RISETEK group. Garrett's key attributes are his personal accountability, team player approach, growth minded processes, delivering on his sales promise, integrative thinking, and desire to continually learn!

Brent Paxton, ParkLync Platform Architect and Lead
Brent has 25 years of parking technology management experience. From executive positions in leading smart parking companies to leading deployments for a major regional parking management firm, Brent is an industry veteran. **ParkLync is the brainchild of Brent, and he leads all our municipal deployment's platform work. Brent will play a major role in Hot Spring's parking permit program and will participate in the entire implementation process.**

Ram 'Sri' Somanchi, ParkLoyalty Platform Architect and Lead
Sri is an entrepreneur, innovator, technologist, and information technology veteran with a background in engineering and parking industry. **Sri has had terms with various parking organizations including Conduent (then ACS/Xerox), Duncan Solution and CivicSmart.** Through various stages of his career, he directed and architected the technology backbone for companies in sectors like e-learning, publishing, and Parking. His accomplishment includes architecting and designing PEMS. Sri is executive with proven track record of delivering global solutions to meet organization's goals.

Daniel Massey, Director of Solutions
Daniel has over 20 years of systems consulting, design, and integration experience in electronic security and parking management. **His in-depth knowledge of state-of-the-art solutions allows him to focus on finding the correct technologies for specific customer needs. He has designed and implemented both small and enterprise scale systems for numerous customers across the USA and Canada**. His experience and drive to stay ahead of the industry in new technologies has led him to hold numerous certifications and state licenses throughout his career. **His role in RISETEK is to ensure a functional, tailored solution is deployed and implemented to meet our customer's expectations.**

Project Manager Summary of Qualifications and Responsibilities

Barry Wilt – Destin Project Manager
Barry offers over 12 years of valuable parking and transportation experience to RISETEK. With a Master's degree from West Virginia University and a strong skillset in different facets of the parking industry, including permitting, enforcement, and access and revenue control, he is well-suited to assume the role of pre-sales and Project Manager for this project.

RISETEK understands the importance of this project for the City of Destin and the level of investment being made. **Considering the sure scope of this project RISETEK is providing Destin with Barry Wilt as our Project Manager. Barry will lead our team in identifying and delivering all agreed upon implementation timelines ensuring a successful and timely roll-out of the Destin Integrated Smart Parking System.**

RISETEK also understands that the Hot Spring's team already has full time demanding jobs with multiple projects in flight. **Barry's goal is to provide a high level of support to minimize the stress and burden of this project on your staff.**

Barry will be responsible for the following Technical and Communications responsibilities to the City of Destin:

Communications Responsibilities

- Client primary point of contact
- Project documentation
- Coordinate system and client acceptance testing
- Coordinate system training and support
- Ensure system deliverables are obtained

Technical Responsibilities

- Oversee the system design
- Manage the technology installation process
- Manage system integrations
- Perform system testing

Project Approach and Design: Destin Integrated Smart Parking System Overview

ParkLync – Parking Permit Management

ParkLync's c**loud-based parking permit management platform will deliver a flexible automated self-serve system to manage Destin's smart parking system.** The ParkLync platform is a proven municipal and residential permitting solution that not only delivers on the requested functionality of Destin's solicitation; **ParkLync also effectively positions your operations for future expansion, integrations, and scaling of your smart parking enforcement goals.**

ParkLync's development team stands ready to fulfill the full scope of functionality requested and is ready to work with Destin staff for the entire term of any agreement. **As a turnkey solution ParkLync supports the transfer of current permits to our custom-built parking permit platform.**

At the outset of operations, ParkLync will provide:

- Fully integrated and customizable data fields, permit criteria and customer facing interfaces in coordination with your management team.
- **Self-Administration features that will allow credentialed Destin managers to view reports, modify rules and evaluate staff based on the City's customized parameters.**

RISETEK offers the City of Destin a complete and integrated turnkey solution for the design, integration, installation, testing, support, training, and startup of the City paid parking program.

ParkLync's permitting platform currently performs real time permit parking management allowing easy access to customer and vehicle information plus the capability to accommodate district-based permit pricing.

ParkLync will allow the City of Destin team to manage the entire permit process online. All Destin permits, whether resident, retail customer or employers/employees, will be archived in real time and City staff can view these permits, using role-based credentials, from any secure WiFi connected devices.

Today, ParkLync delivers these services to municipal operations like the Town of Hilton Head, SC, Folly Beach, SC, Satellite Beach, FL, Cedar Rapids, IA, the State of Louisiana (Baton Rouge campus) and Chattanooga, TN (CARTA). Each of these ParkLync municipal deployments meet Destin's system requirements and RISETEK has customized our permitting solution for each of these partners. We are ready to deliver the same level of service to the City of Destin integrated smart parking system.

ParkLync will allow Destin permit holders to manage their account information associated with their pass such as vehicle(s), payment method(s) and mailing addresses. ParkLync's five step Onboarding Wizard allows parkers to quickly apply for and receive their virtual parking permit using the license plate as the credential.

When Destin customers complete ParkLync's five step onboarding process their digital parking permit(s) will NOT become active until City of Destin staff completes a quick internal review and approval process.

Once a permit is approved, the ParkLync platform updates in real time allowing Destin managers and staff to perform all the requirements detailed in your solicitation, including fully integrated operations with our other proposed solutions in this submission.

Example of Satellite Beach, FL easy five-step application process for the residents:

- **Step 1: Destin customers apply for parking permits using ParkLync on any internet connected device, from computers to smart phones.** RISETEK can also link QR Codes to Destin's permitting website.

- **Step 2**: Destin customers create their personal account. **ParkLync strictly follows all Personally Identifiable Information (PII) protocols rigorously protecting our partners permit holder data.**

- **Step 3:** ParkLync allows Destin staff to determine the number of vehicles eligible for parking permits. **Our team will work with your managers to customize these parameters and train your staff on how to make these ParkLync modifications on their own, if needed.**

- **Step 4: ParkLync Terms of Use for parking permits are configurable to require prospective permit holders to upload Destin specific documentation to obtain a**

Oobeo – Mobile Payment

2 OOBEO

Mobile App Solution Allowing Payments on Smartphones

RISETEK offers the City of Destin Oobeo's mobile parking application solution, one of the leading payment platforms in the industry. Oobeo's mobile parking solution **will let RISETEK and Destin staff to easily build, customize and schedule rate options in real time.**

Destin will have access to include, the ability to change daily rates, flat rates, hourly rates, as well as rates down to the minute. Oobeo allows patrons to pay for parking beyond the initial period and to receive notifications when their time is about to expire so they can remotely add time.

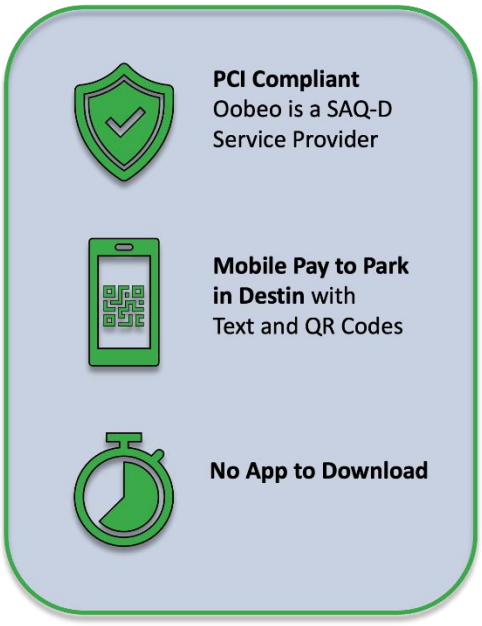
Current Oobeo Partnerships

- City of Satellite Beach, FL
- City of Lexington, KY
- City of Virginia Beach, VA
- Chattanooga, TN (CARTA)
- Lexington, KY (LEXPARK)
- City of Folly Beach, SC

RISETEK currently deploys Oobeo with municipalities for both on and off-street operations, reinforcing why our team chose this solution for Destin' integrated smart parking system. **One of Oobeo's most important differentiators from other mobile payment solutions is that Destin patrons will not have to download an application to immediately use this solution to pay for parking increasing patron satisfaction.**

Oobeo's mobile payment platform will allow Destin parkers to use their license plate as a parking credential to pay transaction charges using any WiFi enabled smart device or smartphone**.**

Destin customers will have the flexibility to begin mobile parking sessions via Text to Pay or QR Codes. **Oobeo also specializes in providing municipalities with 'white label' customized applications.** If Destin desires a customer facing mobile parking application available on Android and iOS, then RISETEK and Oobeo can accommodate this request.



Oobeo's mobile payment application solution is integrated with all the RISETEK solutions offered to Destin in this submission. **Therefore, when a Destin customer uses Oobeo to pay for parking Destin enforcement staff will be able to confirm that payment in real time using ParkLoyalty.**

Allowing Destin parkers to choose how they pay to park delivers greater operational flexibility. Whether patrons choose to pay using texting, QR Codes, or downloading a City of Destin application, RISETEK is ready to deliver the mobile payment solutions you need.

No matter how customers pay, RISETEK's integrated smart parking solutions will allow Destin staff to view and evaluate your on and off-street parking in real time**. Once a vehicle parks your team can use ParkLoyalty to enforce and VERGE to compare mobile payments versus Flowbird multi-space meter usage vs ParkLync permits.**

Flowbird – Multi-Space Pay By Plate Kiosk

RISETEK recommends mobile payments are the primary payment offering to the public. This is the direction municipal parking programs are headed. Some programs are doing away with parking meters in entirety and relying solely on mobile payments. RISETEK does not recommend Destin go totally mobile based upon the nature of your customer base and the demographics you serve. By reducing the number of parking meters, you greatly reduce the overall cost of your paid parking program from a capital standpoint as well as lower ongoing operating expenses.

Often, the value of a parking meter is accomodating a demographic more comfortable paying at a machine rather than using their smartphone. These parking pay stations can provide comfort to some patrons, allowing them to print a paper receipt confirming completion of the payment process. Therefore, our recommendation is Flowbird who we have partnered with multiple other municipal clients.

RISETEK is ready to work in consultation with City staff on Multi-Space Pay by Plate Meter locations to best achieve your overall objectives from your parking program. **However, at first look RISETEK has**

identified locations to deploy six (6) Flowbird CWT Touch to Pay Multi-Space Pay by Plate pay stations which are included in our "Lump Sum" pricing.

Marler Street Parking Lot - (2)
Destin Community Center - (2)
Norriego Point - (1)
Pompano - (1)

The heavier use of mobile phone payments will reduce the number of parking meters; **however, additional signage will be required to help customers locate the nearest meter using directional arrows.** More signs offer more information and more accessible QR codes to scan for payment by the public.

Flowbird works with cities to make pay stations more astectically pleasing. For example, they have experience 'wrapping' meters for local communities and RISETEK is ready to customize your pay stations.

The integrated smart parking solutions RISETEK offers the City of Destin will help your staff become more efficient by delivering a single platform to view all your parking technology using customizable dashboards. **Staff can pull reports from VERGE to track Flowbird multi-space meter payments in real time.**

City staff will have the ability to use ParkLoyalty handheld LPR engine to scan license plates determining parking eligibility and then issue citations for vehicles illegally parked. City managers can generate custom reports to evaluate the entire parking ecosystems program performance.

Since RISETEK will deliver a fully integrated ecosystem, Destin staff can determine in real time if parked vehicles:

- **Paid using Oobeo or Flowbird**
- Have a valid ParkLync permit
- **Use ParkLoyalty for parking enforcement, mobile LPR and issue citations**
- Evaluate each Parking District data using VERGE
- **Provide real time parking finder details through Modii**
- Determine Space Availability by payments pushed to Variable Messaging Signs.

Modii – Parking Finder

Modii is a pioneer in street-level digital infrastructure technology, developing some of the most advanced on and off-street digital parking data collection, interpretation, and visualization tools in its field. Modii's innovative parking platform empowers our customers to improve driver experiences, provide alternative transportation options, foster sustainability, ensure safety, streamline communication, and pave the way for cutting-edge smart parking and mobility solutions.

Modii will provide a connected platform for end-users to easily view real time parking availability at or near desired Destin parking destinations. The City will determine which parking locations and availability are customer facing in the application in real time.

Modii's key offering as it pertains to the stated Destin RFP requirements lies in our ability to elevate the customer experience – offering users personalized, up-to-the-minute parking entitlements and live parking availability directly to their smartphone or desktop.

By informing commuters of all the up-to-minute conditions prior to their departure, the proposed solution will allow users to easily identify (and be guided to) the best place to park specific to their unique criteria, or even recommend the alternative forms of transportation available. **Modii will provide a seamless guidance experience – minimizing circling for parking, cutting down on traffic congestion, and greatly reducing unnecessary frustration in each visit to Destin.**

Modii will be an integral part of the data foundation for parking and mobility guidance in Destin, future-proofing the City to allow for an incremental approach to the further rollout of innovative capabilities meeting your specific requirements. **For example, Destin can display the live availability of parking locations, EV charging station availability, display real-time locations of bus shuttles, and pinpoint micro-mobility hubs such as bicycles across the Central Business District.**

For off-street surface lots Modii simply requires the schematics and parking allocations for each lot within the three (3) parking districts. The team will take ownership of the project from kick-off to completion, with only a low resource requirement from the City-typically only 1 hour is required from the City every second week during implementation to provide advice and guidance on the design.

The project is expected to take approximately 4-6 months from initiation to launch, including QA and user testing.

Solution Scope – For the Destin Community and Visitors: The Destin Parking Finder

Establishing A Digital Inventory of Destin Parking Assets and Deployment of Parking Finder

Features

- **Interactive Destin Parking Finder** offering live and interactive parking guidance to all visitor types.
- **A single centralized interface for all up-to-the-minute parking and mobility information in Destin, including the ability to see the conditions at future times for tourist trip planning purposes.**
- **Tailored Destin parking filters**, permit view and driver subcategories-allowing for a personalized view of parking specific to the permit and entitlements of the user, their destination and time of visit.
- **Live notification ability** from Destin parking administrators to users. Enables real-time communication to drivers about coming events, construction impacts and other details to note.
- **Customized Destin branding and design guide, deployed as a mobile-optimized website able to link to any location (e.g. Destin website, email communications, or QR codes on signs)**
- **A readily available smartphone web-based application** providing a connected platform for end-users to easily view real-time parking availability at or near their desired destination. Parking locations and availability are visible within the application in real-time.
- **Familiar Google Maps interface - as an overlay of Google Maps, the familiarity of the system allows for any user to interact with the Parking Finder without the need for prior training. Once the ideal parking location is identified, users click-through to Google Maps for route guidance to the precise destination.**
- **iOS and Android compatible** – offering a consistent experience across all device types.

Included Services

- Collection, audit, and digitization of all on and off-street parking down to an individual bay level.
- **Complimentary parking updates on request, such as when new parking assets are established.**
- Ongoing hosting, support and maintenance from the Modii Team for the life of the partnership.

ParkLoyalty – Enforcement Solution

5 PARKLOYALTY

Integrated Citation Management and Enforcement Solution

ParkLoyalty transforms an enforcement program into a data driven, AI/ML (Artificial intelligence/ Machine learning) based program, centered on data integrity, productivity, accountability, and efficiency. **The software has a Mobile LPR scan engine within the device while providing PEO's with real time information.**

Destin administrators will have complete control over citations form layout, data, fees, rules for enforcement including escalations. ParkLoyalty provides administrators with granular PEO performance data analytics to enhance labor efficiency, training, and accountability. ParkLoyalty is integrated with the mobile payment, meter payment, permit technology proposed to the City of Destin in this submission.

ParkLoyalty delivers handheld License Plate Recognition (LPR) technology for monitoring, enforcement of parking operations, citation processing, and management system, including digital chalking, integrated with all RISETEK's offered solutions including the Department of Motor Vehicles.

RISETEK partners with ParkLoyalty to deliver to municipalities an enforcement app that can be 'white labeled' using your existing logos, styling, and branding easily incorporated into the ParkLoyalty template. Together, we offer the City of Destin a customized, easy to use, customer facing enforcement application delivering access to parking rules and services. **Our "Lump Sum" pricing includes 1 administration license and up to 4 ParkLoyalty field licenses with handheld device(s), connectivity & Bluetooth printer(s).**

RISETEK cloud-based ecosystem approach to parking understands that today's smart parking solutions shouldn't be complicated, come with high upfront fees, or be difficult to manage. ParkLoyalty focuses on artificial intelligence, machine learning AI/ML tools and management software that provide metrics Destin managers and staff can use to manage the City's integrated smart parking system.

RISETEK's ParkLoyalty turnkey mobile enforcement solution takes proven, deployed technology and customized these tools for the City of Destin unique program requirements. RISETEK and ParkLoyalty's microservices bases solution architecture and as well as our ability to integrate with various systems, as needed, ensures the City of Destin integrated smart parking system data integrity from the payment and issuance process to enforcement.

Through this architecture, RISETEK has eliminated the cost associated with 3rd party integrations and we can pass these benefits to our partners and your customers.

RISETEK and ParkLoyalty mobile enforcement application will deliver the following features:

- **Mobile LPR Scan Engine:** City enforcement personnel can simply scan a license plate and evaluate the visual cues in the mobile app to enforce.
    - **The Mobile LPR Scan Engine does all the heavy lifting behind the scenes to generate the visual cues by checking for payment, permits, exempt lists, scofflaw lists, stolen, warning, historical citations, and timing/mark records.**
- **Mobile Citation Issuance App (optional):** The smart citation form and issuance engine, minimizes fat-fingering issues and ensures data integrity via just in time checks with all integrated systems.
    - **The Issuance App ensures the address is auto populated by GPS in all forms, the scanned images are automatically attached to each citation and uploaded, the make, model and color are automatically loaded when available in the system, the app provides a visual representation for Destin enforcement officers to see time limit marks including from MLPR Vehicles.**
- **Rules-Based Management Engine**: To administer both the mobile app and back-office system
    - **Configuration Engine: City staff will customize your mobile enforcement application layout quickly using our intuitive drag and drop mechanism.**
    - Data management layout tool to update enforcement rules quickly and efficiently.
- **Flexible Integration Engine**
    - **A built-in engine to integrate with Genetec equipped ALPR vehicles, meter payment systems, and citation processing systems.**
    - Automatic API or file-based export to processing and collection systems.
- **Dashboard and Reporting System**
    - Multiple dashboards to view productivity, operations, officer activity, revenues, utilization, and integrations.
    - Officer summary and productivity reports.
    - **Customizable reports to manage operations.**
    - **Location base reporting (GIS reports) at the specific address, zone, or block level.**
    - Advanced productivity reports.
    - Analytical reporting.
    - Anomaly reporting to detect errors quickly.

Besides the solutions RISETEK is recommending to Destin in this submission, an added advantage of ParkLoyalty are some of the following third party integration partners for future expansion.

RISETEK and ParkLoyalty's integrated solutions will provide the City of Destin with a wide variety of dashboards and reports design to track, monitor, and manage operations efficiently. **These reports will ensure Destin administrators managing use of the City's parking enforcement platform and overall integrated smart parking system have reliable real time program information at their fingertips**. RISETEK designed our integrated services to capture various customizable data points to create our multiple dashboard and reports.

VERGE's integration with ParkLoyalty includes aggregating data around permit types, license plate scans, mobile payments, pay station utilization rates, and so much more; your team can choose the data points!

All of the abovementioned features are easy to evaluate through RISETEK's management dashboards and web-based reporting functionality. Our cloud-based backend system will give City of Destin managers the following enforcement dashboards.

- **Summary dashboard**
- Operations dashboard
- Productivity dashboard
- **Utilization dashboard**
- **Revenue dashboard**
- Integration's dashboard

Simply put, RISETEK's integrated approach will provide Destin customizable reports that allow your team to perform real time queries of all integrated smart parking system activity. These analytical reports provide the tools program analysts need to closely inspect and effectively manipulate data.

RISETEK and ParkLoyalty's cloud-based integrated features are clear differentiators from other vendors who offer stand-alone enforcement reporting warehouses, populated with static, partial parking data, which can only offer a limited snapshot in time.

Integrated Enforcement Main Dashboard and Summary Dashboards

City of Destin staff will have full access to customizable Main and Summary Dashboards providing a quick snapshot of:

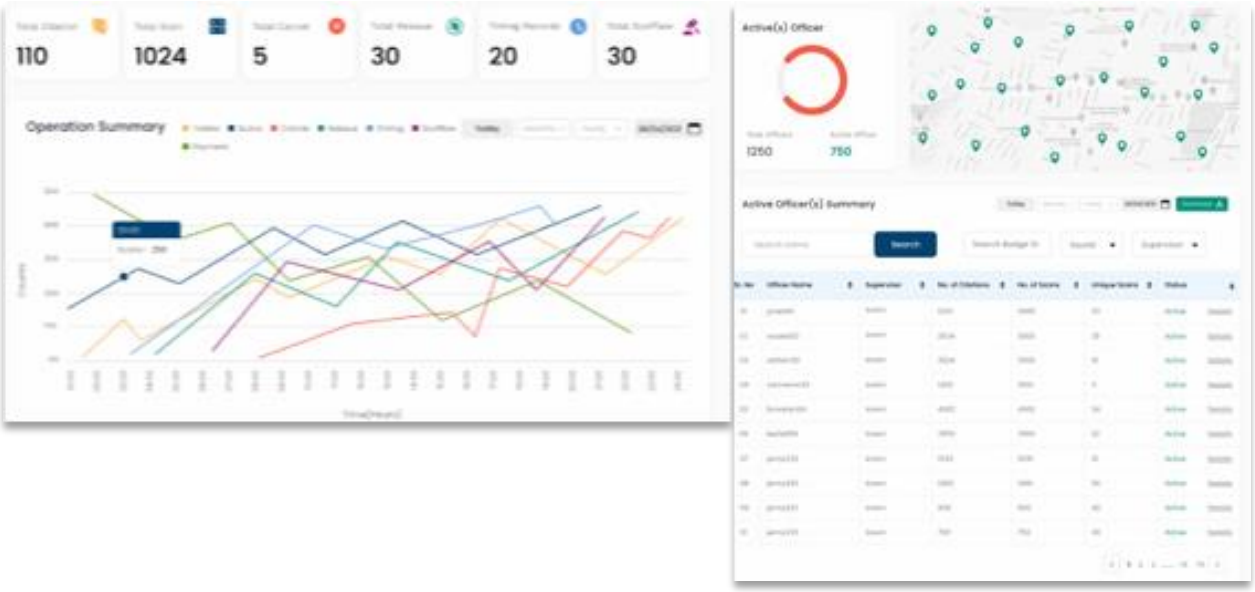
- **Operational data such as the total parking permit issuance counts, total ALPR scans, total permits used based on customizable intervals.** The progression delivers an operation summary through the current week. Parking permit and enforcement activity and current ALPR location.
- **Productivity summary data such as the average permit usage by predetermined parameters by permit type, average ALPR scan per hour, average pay station parking usage per hour, average LPR scans and tickets issued by shift and aggregation of parking by type and location.**
- Integration summary data such as the average payment latency, number of active parking permits and violation hit rates by ALPR scans.
- **Revenue data aggregation.**
- **Integration data aggregation such as payment counts, permit counts and scofflaw counts. The below images provide a view of a Main Dashboard layout page.**

Enforcement Operations Dashboard

The Operational Dashboard provides a quick snapshot of: Operational data such as the total parking permit counts, total LPR scans, total utilization violation enforcement per day.

- **Time based progression of LPR scans, real time parking permit counts, and license plate hits (including scofflaw, overtime parking, stolen and exempt vehicles).**

- Tabular break down of parking activity through the day, downloadable in an Excel.

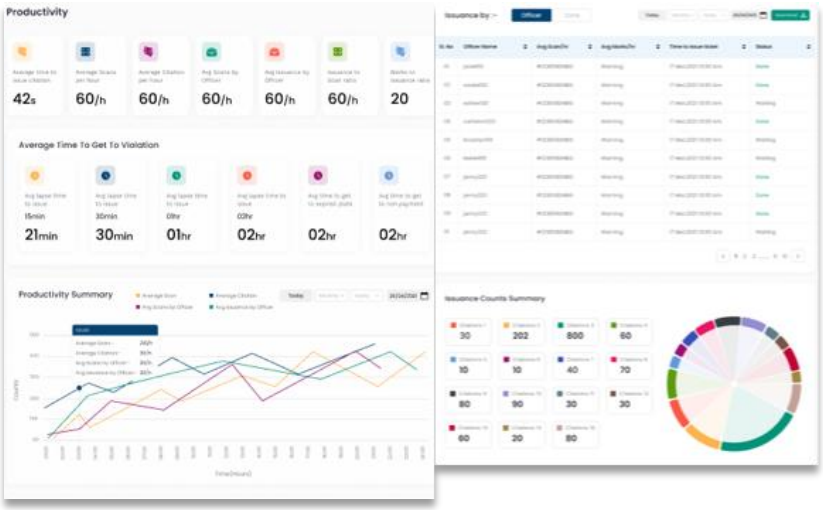


Enforcement Productivity Dashboard

The Productivity Dashboards RISETEK offers the City of Destin administrators' direct insight into field activity.

These customizable dashboards provide a quick snapshot of the average parking usage by type, average ALPR scans per hour, average scans per shift.

- A timeline view of average parking permit counts, ALPR scan counts, average LPR scans by customizable intervals.
- A pie chart view of parking permit issuance summary by permit type.
- **A tabular view of parking permits and ALPR scans.**

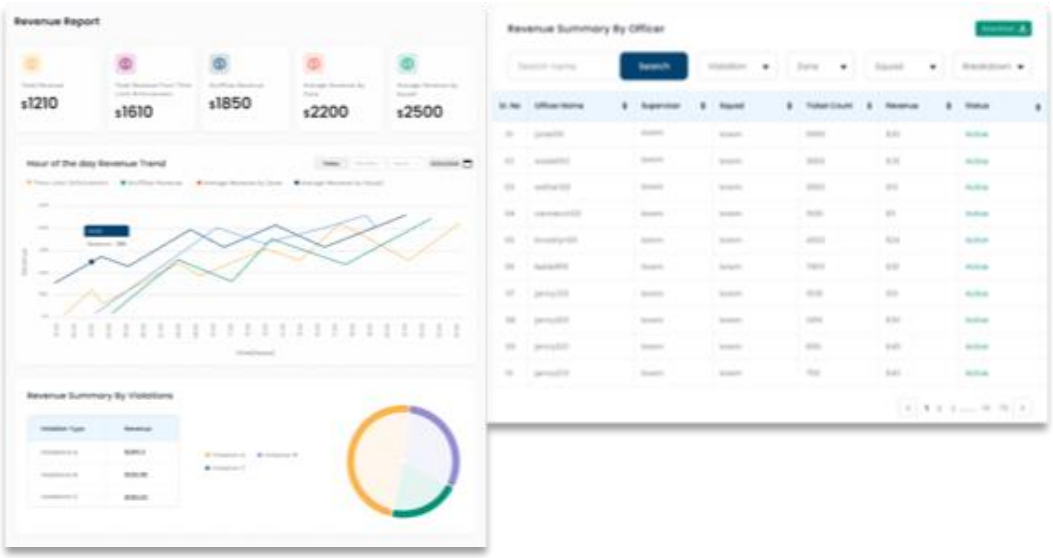


Enforcement Revenue Report Dashboard

The Revenue Dashboard provides a quick snapshot of:

- **Total parking enforcement revenues, average revenue by violation type, average violation type by zone, and customizable interval revenue reporting.**
- **Parking enforcement revenue trends which include average revenue by violation type.**
- A pie chart representing the revenues by parking enforcement types.

- A tabular view of revenue summary by violation types.



Integrations Dashboard

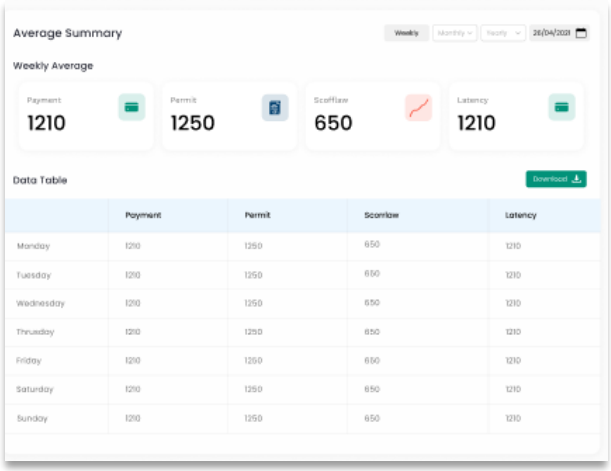
The integration dashboard provides a quick snapshot of integration views for City of Destin operations. This dashboard allows staff to view:

- Total active permits, total permits, and total ALPR scans.
- **Latency tracking of digital payments.**
- **A view of current active payments, permits, and ALPR record counts.**
- **A time-based transaction count view of various vendors.**
- A tabular view of all the transaction counts over the week.

Utilization Dashboard

The Utilization Dashboard provides data visualization options that show a quick snapshot of activity, ALPR scans, and parking enforcement activity. It allows administrators to quickly understand the magnitude of their operations. The utilization dashboard provides a snapshot of:

- Enforcement daily averages and counts of current days hits
- Enforcement heatmap by hour of the day
- Parking permit activity heatmap by hour of the day
- ALPR Scan heatmap by hour of the day



VERGE 6

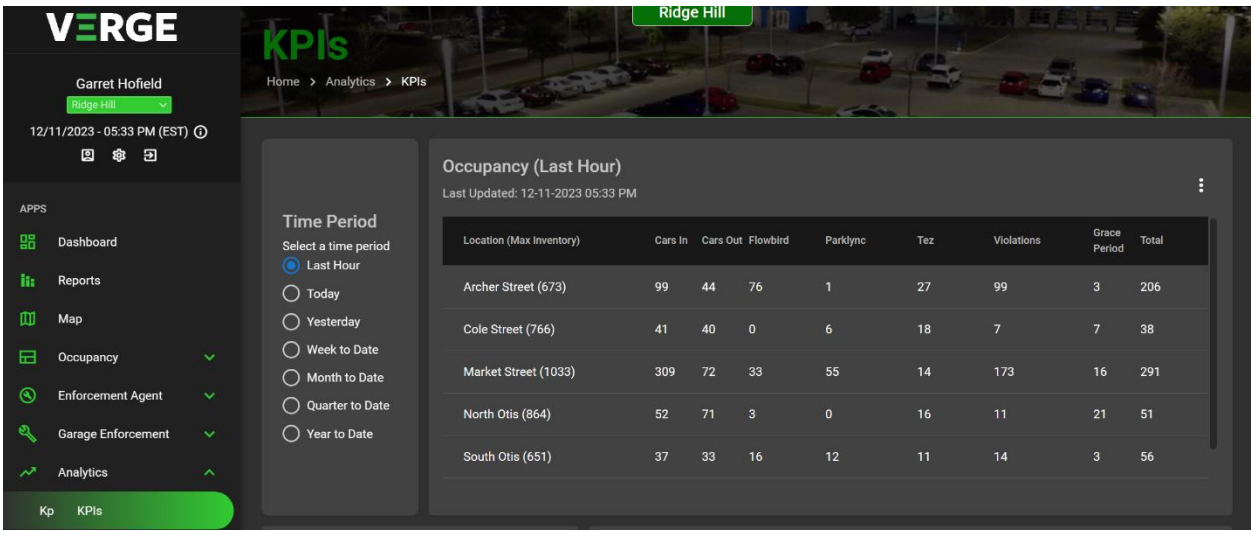
On-Demand Revenue and Parking Data Reports

Destin will have the flexibility to incorporate any of your existing vendors parking enforcement data into VERGE and view their performance in real time on the same customizable dashboards. VERGE is already integrated all the proposed solutions. RISETEK can display any vendors parking data in VERGE using existing or custom-built open APIs to push and/or pull required data.

VERGE's ability to easily integrate, using APIs, with the leading parking technology vendors is a clear differentiator for RISETEK. The City of Destin can use VERGE to interpret data of all the vendors proposed in this submission. **As a turnkey solution VERGE is integrated with all aspects of Destin integrated smart parking system in real time using on customized dashboards.**

RISETEK has developed the most powerful data aggregation, reporting, and analytics platform in the parking industry. Our VERGE platform was developed in conjunction with IBM and our leadership team to provide a responsive and flexible solution that is customizable for each of our partners.

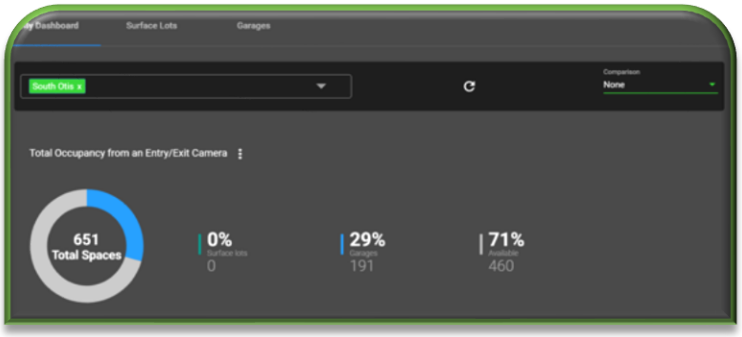
VERGE will aggregate your parking data **delivering a single reporting solution for your entire parking program. Customizable real time dashboards will allow role-based access by Destin staff to monitor and react to integrated smart parking system data trends and deviations quickly.**



VERGE can eliminate the administrative burden of compiling financial and transaction reports from multiple systems and/or vendors by allowing your team to create dashboards with all your vendors.

RISETEK will leverage VERGE's capabilities to deliver Destin a custom solution that meets your integrated program needs. **Our ability to integrate all the City of Destin's parking vendors in your smart parking**

system is our most important differentiator. There are many vendors that can provide your team with one of two integrated services; RISETEK offers your team so much more. **We are ready to partner with your staff to create customizable data metrics and provide real time AI based solutions to optimize evaluative outcomes.**



RISETEK's integrated smart parking system for Destin offers far more than the City's procurement requires. VERGE will accurately and reliably capture parking occupancy and utilization data unleashing the power of your parking data.

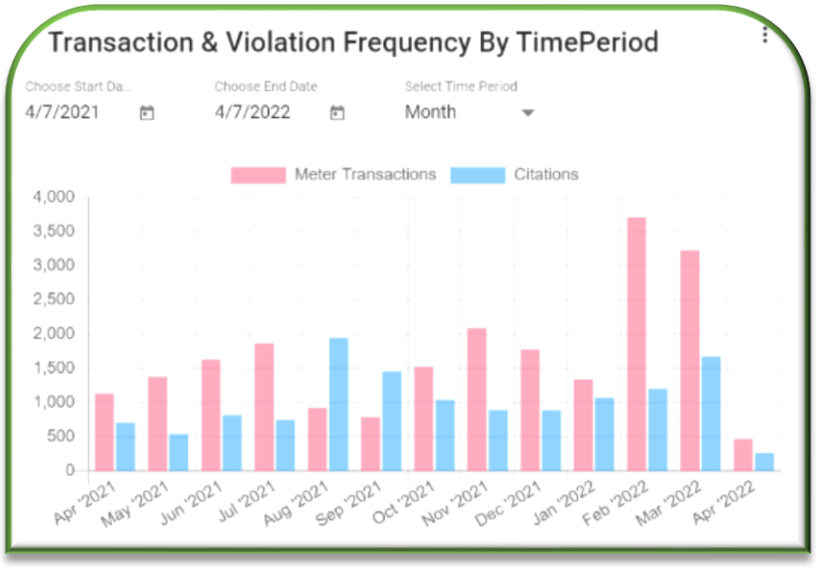
VERGE will communicate the City's parking districts in real time as well as allowing your staff to create customized visualizations making them more efficient. **VERGE will provide customized dashboard views of Destin's entire parking ecosystem data.** Users will be able to select time views, comparative data sets and statistical comparison reporting. Each user can define what dashboard view is most helpful to their daily jobs.

Instead of Destin staff using time pulling together parking data, VERGE will allow your team to spend their time analyzing the City's information! Real time occupancy dashboards, revenue (hourly, daily, weekly, quarterly, etc.), utilization, parking violations, dwell times over defined period of times will allow Destin staff to parse through parking data by lot, district or wholistically. These valuable data points help indicate the effectiveness of a municipalities time limit ordinances and the impact of various enforcement staffing and policies.

Additional key data can be surfaced for lots with in the form of dwell times of vehicles, unique vehicles, repeat vehicles and more. **VERGE's capabilities to filter, sort and surface data can pretty much cover any desired reporting request.** The great thing about VERGE is that each user can easily design and modify their dashboard view without any help or delay.

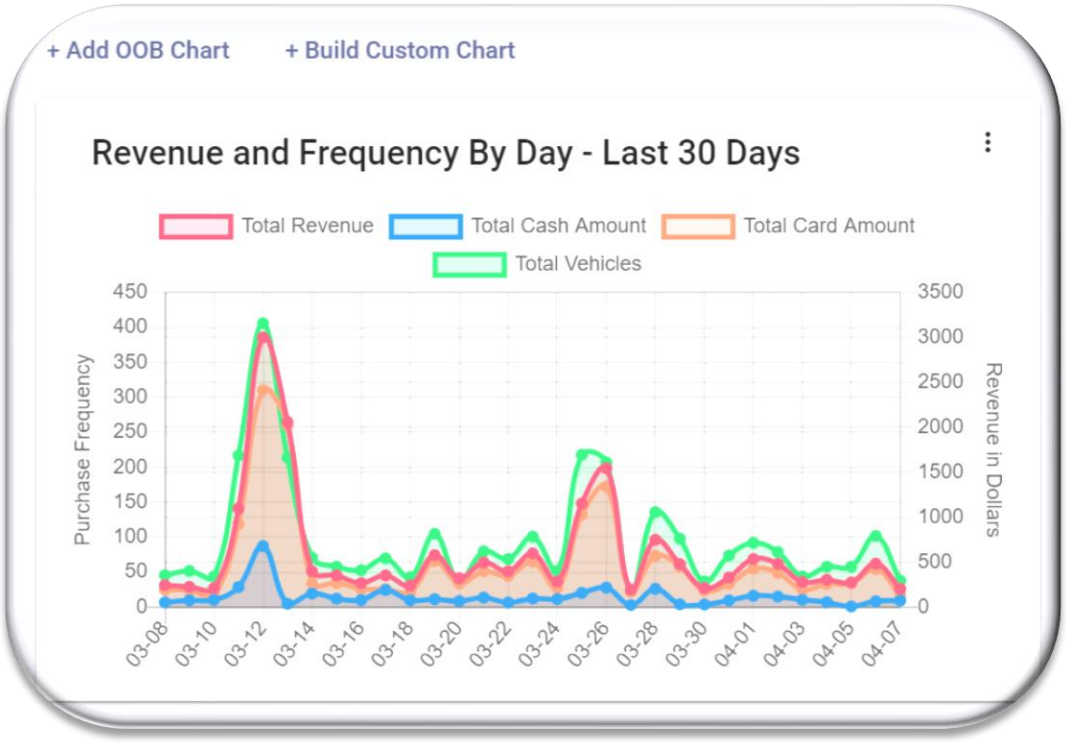
VERGE Customizable Dashboards

Dashboards are intended to provide a specific report view of real time data for an operation. **VERGE is designed with the end user in mind and the understanding that no two users will want the same dashboard.**

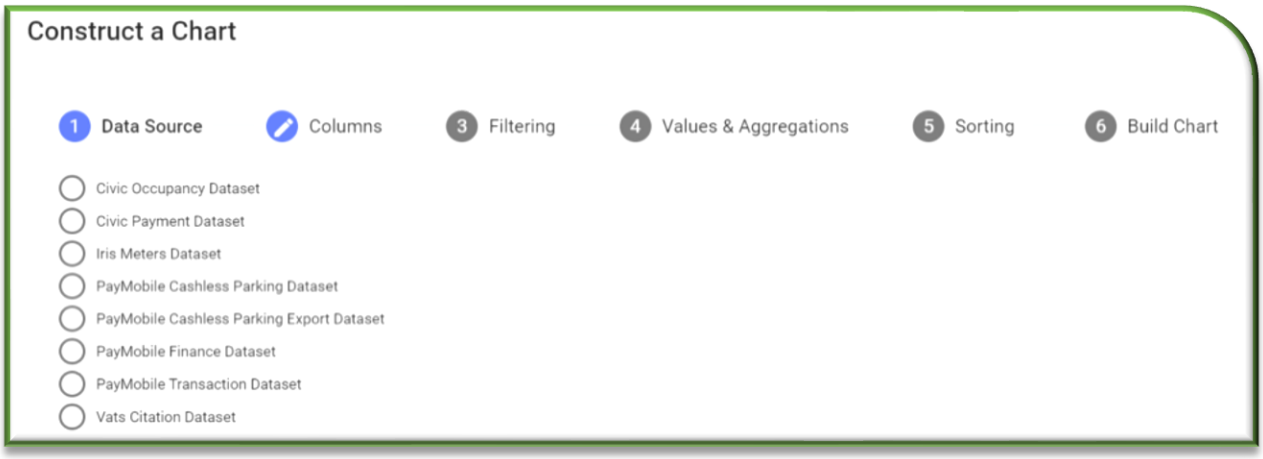


RISETEK's solutions are designed to provide our partners with the greatest flexibility in how they evaluate their parking data. Most solutions offer standard reporting and do not allow for any customization.

VERGE not only allows our customers to customize and choose the content of their dashboards; we allow each of our customer's employees to have their own unique dashboard view.



Each Destin user can easily build their own dashboard to see their data in a way this is useful to them.



1. *Select the data source (which technologies) you want to include in the dashboard*
2. *Select the specific data you want to include (tickets issued, meter coin, mobile payments, etc.)*
3. *Then apply the filters of your choosing*
4. *Set your aggregations*
5. *Sort the data the way you want it*
6. *Build and save the dashboard for future viewing*
7. *Share the dashboard with other team members*

VERGE Centralized and Automated Reporting

VERGE provides each user the capability to design financial and transactional reports that are most helpful to your operation. **VERGE's report building tool is easy to use allowing you to pick the data, filter it, group it and visualize it in the format of your choosing.**

VERGE offers The City of Destin the ability to track revenue and data management, real-time parking availability information, issuance of digital parking permits, robust reporting, and intuitive customer service tools all in one business intelligence solution.

VERGE empowers each user to customize and create useful reports instead of giving you out of the box reports that may not work for your program. Reporting (both traditional reports like spreadsheets) and visualizations within similar products all require custom development time and money.

RISETEK offers the only product that gives that power back to users. If a partner has a custom report need, we don't have to rely on developers to create one. If partner users have technically inclined staff, they too can become their own reporting warehouse. This is a tremendous opportunity value. Many technologies today offer canned reports, and for even simple requests often charge customers $5,000 or more with 30 days lead time to implement a custom request.

Auto-Scheduling VERGE Reports

VERGE will allow Destin staff to save your favorite reports for future use. Your team can also share custom reports with coworkers. VERGE allows managers to set automatic report generation and distribution of important reports and send to specific staff members. **Routine tasks like daily revenue summaries can be automatically emailed to the team members that need this data. VERGE not only reduces the administrative time it takes to generate reports it also ensures the accuracy of the reports as the data is being pulled directly from the source.** No more typo errors during the data reentry process should be a concern.

VERGE allows you to spend your time analyzing data and less time consolidating and reporting the data.

RISETEK Call Center – Customer Care

7 RISETEK GLOBAL Call Center

Customer Care for the City of Destin

RISETEK will support Destin with a fully staffed 24/7/365 Call Center including a management and supervisory team based in the United States. **The RISETEK fully staffed Call Center will deliver multi – lingual support escalating calls from CCSR > Shift Supervisors > Call Center Managers. Call Center managers and supervisors have the flexibility to participate in any interaction between CCSRs and Destin customers, ensuring our team follows the customized City 'scripts.**

- Record and log all activity and provide reporting to Hot Springs according to an agreed upon schedule
- **Employ customer surveys to measure the helpfulness of our CCR team and identify any training opportunities**
- **Our successful management of the New York City Booting Program results in approximately 2,000 Call Center calls per day**

RISETEK will provide a designated toll-free number established for the Destin Permit Parking Program. **Customers will be able to communicate with the CCC through voice, email, or text messaging.**

RISETEK's Call Center operations will record all Destin in and out-bound calls received via IVR, emails and SMS. We us 'Omni Channel Routing', that can be used to flag and/or assign calls directly to CCSRs trained on DESTIN's customized scripts.

- **24/7/365 Customer Call Center Operations for Destin**
- Staffed by Customer Care Representatives (CCR's) who have completed our customized service training program
- **Log and record all calls for quality assurance**
- **Feature convenient language interpreter support for foreign speaking customers needing assistance (i.e., Spanish, Chinese, Arabic, Russian, German, French, etc.)**

Standard reports Destin managers will have access to include, total calls received; how calls were handled; number of dropped calls; average call waiting times; as well as how each call is resolved. Destin staff will be able to track RISETEK Call Center performance based on any required KPI's. We are ready to deliver safe, accessible, easy, and reliable customer service to Destin's integrated smart parking system, as well as transparent communication to any other stakeholders identified by your team.

RISETEK appreciates that the Destin integrated smart parking system is unique. We do not force solutions from other municipal partners onto your program. Instead, RISETEK's client centric support approach will allow us to deliver customized customer services that will best achieve the City of Destin's goals.

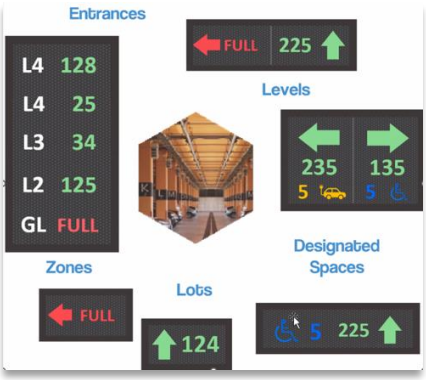
IpDisplays – Variable Messaging Signage

8

ipdisplays

Variable Messaging Signage

RISETEK partners with IpDisplays to provide digital message signage for our valued clients' projects. Verge is fully integrated with the VMS platforms allowing real-time parking availability to be 'pushed' to the signs. **Our "Lump Sum" pricing includes up to four (4) 32" x 32" Full Color Outdoor LED Boards.**



The devices also allow for 'Dynamic Messaging' to notify passersby of city events, weather alerts or ad-hoc messages. So, anywhere an administrator has internet access, they have control of what is displayed. This saves time, money, and hassles. All without having to install any software.

VMS signage supports dynamic/demand-based pricing, adjustable rates by peak season, weekday versus weekend, and by time of day allowing Destin flexibility in preferences on visualizing parking operations to the public.

Work Plan, Schedule, and Project Overview

RISETEK project timeline, including kickoff, system testing, and final project turn over, will be determined based on the project deliverables outlined in work plan, and integrated smart parking system project schedule. Throughout this project, RISETEK will make reasonable efforts to accommodate any requests from the City of Destin.

Project Management

RISETEK and the City of Destin will each appoint a Project Manager (PM), prior to beginning any portion of the services covered under this work plan. These PMs will be responsible for project management responsibilities and review project scope, resources, timelines, and deliverables. The RISETEK PM, Barry Wilt, will be Destin' primary point of contact. Similarly, the Destin PM will be the main point of contact for the RISETEK team.

RISETEK Responsibilities

- Deliver comprehensive knowledge transfer and guidance to empower the Destin to effectively carry out project responsibilities.
- RISETEK will collaborate with Destin to create an initial project plan. RISETEK will take charge of maintaining and overseeing the Integrated Smart Parking System plan and will communicate significant milestones to the City of Destin.
- Furnish initial and continuous documentation resulting from necessary design workshops, testing scripts, implementation guidelines, and other project materials essential for product implementation and support.
- Manage allocated RISETEK resources and tasks assigned to the project.
- RISETEK will undertake the writing and distribution of documentation specifically tailored to the Destin' implementation and business processes related to the integrated smart parking system.
- Execute additional tasks and responsibilities as delineated in any work plan addendum(s).

City of Destin Responsibilities

- Convey City's business processes to RISETEK's team.
- Assemble a capable project team and grant access to all essential personnel, including but not limited to end users, Directors, Managers, IT staff, and other Stakeholders.
- Adhere to and embrace RISETEK's implementation methodology.
- Share your expertise regarding existing systems and infrastructure to facilitate easy creation and modifications.
- Be responsible for managing and upkeeping your internal project plan, with RISETEK collaborating to craft an initial, comprehensive project plan.

- Ensure the retention of documentation generated throughout this project.
- In a reasonable and prompt manner, carry out acceptance testing and provide formal sign-off for deliverables.
- Help in crafting any necessary acceptance testing scripts and plans.
- Participate in on demand training classes.
- Fulfill any additional tasks and responsibilities specified in the scope addendum.

RISETEK Integrated Destin Smart Parking System Assumptions

- The City of Destin will have the responsibility of managing and maintaining their own internal project plan while adhering to jointly agreed-upon project deliverables and deadlines. If the Destin fails to meet these requirements or requests changes, it may lead to adjustments in project timelines, deliverables, and scope. Consequently, the Change Management process may be initiated, potentially resulting in additional costs and reengagement fees.
- Software configuration requirements will primarily be discussed and implemented through remote means, such as web meetings and conference calls. All post-deployment support will be conducted remotely unless there is a defined agreement in the contract or within this Statement of Work and supporting documents for additional onsite support.
- Any changes to the core Destin Integrated Smart Parking System functionality identified during implementation will be subject to a software change request process, necessitating a custom development quote from RISETEK which could impact the project timeline. If approved, any new custom development functionality will be addressed through the Change Management process.

Change Management Process

The Change Management Process pertains to alterations in the Project, encompassing changes in scope, schedule, and deliverables during the project duration specified in this work plan. If either party identifies a requirement that is outside the agreed upon scope or proposes an approach exceeding the initially planned scope, the matter should be brought to the attention of the Project Managers for evaluation.

The evaluation may result in one of the following:

- The requirement being a simple change that falls within the current plan, possibly affecting the timeline or priority.
- The requirement being significant enough to necessitate the removal of other requirement(s) to accommodate the newly identified one.
- The requirement being both critical and substantial, leading to the creation of a Change Order.

In all cases, any change to a requirement will be documented in a Change Order. This document will detail the alteration, the rationale behind it, the potential impact on the planned scope, timeline, and/or resources.

If there is a change in scope, the Customer will receive prior notification and must provide written approval through a signed Change Order before proceeding. Change Orders will be invoiced based on the payment terms originally outlined in the quote. Execution of the new scope will only commence after the Change Order has been finalized.

References

Contract Name	State of Louisiana, Baton Rouge, LA
Address	1928 N. Third St. Baton Rouge, LA 70801
Point of Contact	Brian Kern
Title	President, PCI Municipal Solutions
Email	BKern@municipalparking.com
Contact Number(s)	Cell: 816.715.1966
Installation Date	2nd Quarter 2022
Technology Deployed	ParkLync, ParkLoyalty, Flowbird, Self-Releasing Immobilization (Intelliboot), LPR, Oobeo and VERGE

Contract Name	Ridge Hill, Yonkers, NY
Address	1 Ridge Hill Boulevard, Yonkers, NY 10710
Point of Contact	Barbara Garrett
Title	SVP Business Operations, North American Properties
Email	Barbara.Garrett@naproperties.com
Contact Number(s)	Office: 404.946.0938 Direct: 404.245.6035
Installation Date	3rd Quarter 2022
Technology Deployed	ParkLoyalty, ParkLync, Flowbird, LPR, Mobile Payments, and VERGE

Contract Name	City of Omaha, Nebraska
Address	1819 Farnum Street Suite 308 Omaha, NE 68183
Point of Contact	Hannah R. Adeponu, CAPP
Title	Assistant Parking and Mobility Manager
Email	hannah.adeponu@cityofomaha.org
Contact Number(s)	Office: 402.444.PARK (7275) Direct: 402.444.3364
Installation Date	Deploying 4th Quarter 2023
Technology Deployed	LPR and Self-Releasing Immobilization (Intelliboot)

ADDENDUM #1

CITY OF DESTIN, FLORIDA
REQUEST FOR BID (RFB) NO. 23-13-PW PAID
PARKING SOLUTION

November 17, 2023

This addendum forms a part of the Contract Documents and modifies the original bid documents. Acknowledge receipt of this addendum in the space provided on the Bid Form. **Failure to do so may subject the Bidder to disqualification.** The following items shall become a part of the construction documents for the above referenced project.

Correction:

1. The last date for questions concerning this RFP is **December 7, 2023**, not December 14, 2023, as stated in the RFP.

The bid opening date remains as Thursday, December 14, 2023, at 2 pm.

END OF ADDENDUM #1

A copy of this Addendum #1 signed and acknowledged shall precede the mandatory information required in the subject RFB.

Receipt of Addendum #1 is hereby acknowledged:

Garrett P Hofeld
Print Name

Signature

12/12/2023
Date

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 12/11/2023

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

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

PRODUCER	CONTACT NAME: Anthony Kateridge Jr.	
Fabricant & Fabricant Inc. 1251 Old Northern Boulevard P.O. Box 9004 Roslyn NY 11576	PHONE (A/C, No, Ext): (516) 621-9000	FAX (A/C, No): (516) 621-0092
	E-MAIL ADDRESS: anthonyk@fabricantinsurance.com	

INSURED	INSURER(S) AFFORDING COVERAGE	NAIC #
RISETEK GLOBAL LLC 636 DOVER RD 636 Dover Road OCEANSIDE NY 11572	INSURER A : Continental Casualty Co (CNA)	20443
	INSURER B : National Fire Ins. Company of Hartford(CNA)	20478
	INSURER C : United States Liability Insurance Company	25895
	INSURER D : Charter Oak Fire Ins. Co.	25615
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** CL2222258225 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [ ] POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:	Y	Y	7012588180	12/22/2022	12/22/2023	EACH OCCURRENCE	$ 2,000,000
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 300,000
							MED EXP (Any one person)	$ 10,000
							PERSONAL & ADV INJURY	$ 2,000,000
							GENERAL AGGREGATE	$ 4,000,000
							PRODUCTS - COMP/OP AGG	$ 4,000,000
							BAIL	$ 1,000
B	AUTOMOBILE LIABILITY [X] ANY AUTO [ ] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [ ] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY	Y	Y	7012938200	09/20/2023	09/20/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 1,000,000
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
C	[X] UMBRELLA LIAB [ ] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [ ] RETENTION $	Y	Y	XL 1613480B	03/25/2023	03/25/2024	EACH OCCURRENCE	$ 5,000,000
							AGGREGATE	$ 5,000,000
								$
D	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		UB3T343304	03/15/2023	03/15/2024	[ ] PER STATUTE [ ] OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

The City of Destin, Florida

is included as Additional Insured with respect to work performed by Named Insured as required by written contract.

CERTIFICATE HOLDER

City of Destin, Florida
4200 Indian Bayou Trail
Destin FL 32541

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Kenneth Fabricant

© 1988-2015 ACORD CORPORATION. All rights reserved.

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

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

Print or type. See **Specific Instructions** on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
RISETEK GLOBAL LLC

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☑ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.
1140 FRANKLIN AVE STE 206

Requester's name and address (optional)

6 City, state, and ZIP code
GARDEN CITY, NY 11530

7 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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number
[ ][ ][ ] – [ ][ ] – [ ][ ][ ][ ]

or

Employer identification number
8 5 – 2 3 2 0 8 8 9

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here Signature of U.S. person ▶ [signature] Managing Member Date ▶ 8/26/2020

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

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, *later.*

REQUEST FOR PROPOSALS (RFP)

for

RFP NO. 23-13-PW

PAID PARKING SOLUTION

Presented by:

Blinkay

To benefit the:

DUE DATE: December 14, 2023

ORIGINAL

Bidder Contact Information: Please call or write Mr. Paolo Barsanti, Director of Operations, for any questions regarding this response. PBarsanti@blinkay.com / 727.244.2190

TABLE OF CONTENTS

TABLE OF CONTENTS 1
1. Exhibit A 2
2. Exhibit B 8
Resumes of Destin's Assigned Blinkay Personnel: 10
3. Exhibit C 15
4. Exhibit D 19
5. Qualification and Experience Narrative (2 pages max) 21
6. Project Approach & Proposed Timeline 23
Time-line for Implementation of New Parking Control System: 29
7. References: Three (3) Municipal/Airport/Etc 32
8. Proof of Insurance: 33
9. Proof of Licensing and Certifications: 35
10. Addendums (if applicable) 37
11. Bid Packet Initialed on All Pages 38

1. Exhibit A

CITY OF DESTIN, FLORIDA

RFP NO. 23-11-PW,

MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: BLINKAY USA, llc

Address: 2243 Highwood Ct.

City & State: Dunedin, FL. Zip Code: 34698

Telephone: (727) 244-2190 Fax: N/A

E-mail: PBarsanti@Blinkay.com and RBonardi@Blinkay.com

Number of Years in Business: Founded in 2012, Austin, TX

Contact Name: Mr. Paolo Barsanti

PART II (complete as appropriate, include additional sheets as needed)

List the proposed unit prices for labor and materials below.

ITEM	UNIT PRICE or %
1. Fees	
1) Merchant Fee (flat)	$0.35_____
2) Merchant Fee Percentage	3.2%_____
3) Transaction Fee	$0.25_____
4) Merchant Processing Fee	_____
5) Other Fees (List), list additional items on a separate sheet	
a. _____	_____
b. _____	
c. _____	
d. _____	
e. _____	

NOTE: Due to the complex nature of the RFP's scope of need, the pricing has been placed into excel format on the following pages, after the bid forms signature page.

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

ITEM	PRICE
a. _____	_____
b. _____	_____
c. _____	_____
d. _____	_____
e. _____	_____

3. Please list any additional items not previously addressed above: (use additional sheets as required)

_____	$_____
_____	$_____
_____	$_____
_____	$_____
_____	$_____
_____	$_____

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

NOTE: Due to the complex nature of the RFP's scope of need, the pricing has been placed into excel format on the following pages, after the bid forms signature page.

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the Specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Name and Title of Authorized Representative: Mr. Brandon Levey - Principle
(Print or Type)

Signature: _____

Date of Bid: 12/12/2023

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

NOTE: Due to the complex nature of the RFP's scope of need, the pricing has been placed into excel format on the following pages, after the bid forms signature page.

Blinkay

Blinkay Platform pricing list

Brand	Name	Description	Included	Cost
Blinkay Chrono	B.Chrono	Smart multimedia multispace meter. Pay by Plate, Pay by Space or Pay & Display Enforcement types are offered. NOTE: However, Blinkay recommends Pay-by-Plate, since the phone app and permitting are also tied to license plate based enforcement.		
	Base Meter: 10.1 Touch screen 25 watt 360 directional Solar Panel EMV insertion reader			$6,200.00
	Coin system			$600.00
	Printer			$600.00
	EMV contactless reader			$500.00
	Backoffice Monthly:			$55.00
	Extended Parts Program:			$45.00
	Windcave Hardware monthly cost			$5.00
	Installation Pre Existing Concrete			$500.00
	New Concrete pad			*Foot note one
	Standard warranty is 12 months from the 1st production transaction or 15 months from ship date whichever is shorter.			
	Offer Merchant of Record	**3.2% Processing fee + $0.15**		

Brand	Name	Description	Cost
Blinkay App	B.App	**Blinkay app: Optimized to be used by customers to pay for curbside parking or off street parking. The app is available on the App stores from Apple or Android. Also available in web portal (download free)**	
	Design/Implementation		$7,500.00
	Maintenance/Support		incl.
	Hosting		incl.
	Licensing		incl.
	Project Management		incl.
			$7,500.00
	Per Transactions		$0.25
	Offer Merchant of Record	***3.2% Processing fee + $0.35***	

Brand	Name	Description	Cost
	B.Permit/ Reservation / Event	**Blinkay Reservation: A web application allowing your customers to prebook Parking for your on or off street parking zones. Blinkay Permit: A web application allowing residents to apply for a residential permit via web portal. It supports Many different types of permits and use case work flows.**	
	Design/Implementation	Permit / Reservation	$15,000.00
	Design/Implementation	Group Event Reservation	$5,000
	Maintenance/Support		incl.

Blinkay Permit

Hosting	incl.
Licensing	incl.
Project Management	$7,500.00
TOTAL	**$22,500.00**

All Other Costs (Itemize): See below:		**Cost**
Resident Permit		$6.00
Non-Residential Pass		$6.00
Reservation Permit (1 day pass)		$1.50
Group Event Reservation		$6.00
Hardware	Optional: B.Ticket handheld hardware	$1,940.00
Offer Merchant of Record	***3.2% Processing fee + $0.35***	

Blinkay Ticket

Brand	**Name**	**Description**	**Included**	**Cost**
	B.Ticket Issuance	**Blinkay Ticket: Parking Ticket Issuance module that allows a city or officer to issue electronic Parking tickets using a mobile android device.**		
	Design/Implementation			$10,000.00
	B.Ticket Issuance			$2,500.00
	B.Ticket.Payment.Portal			$7,500.00
	Project Mgt			incl.
				$20,000.00

Hardware			
2 piece Handheld enforcement officers Kit		Android Phone Otter box Zebra Printer Zebra case	$1,940.00
Includes a 3 year warranty on equipment			$200
Mobile Vehicle LPR Kit *(vehicle not included)*		ELSAG Plate HunterTM M7 – 2 Cameras per kit with PC laptop, Installation	$18,500.00
1 year warranty			
Client can choose option:			
Per Ticket Issued			$0.50
Per Ticket Paid			$1.50

Blinkay

Brand	**Name**	**Description**		**Cost**
	Other Professional Services			
	Static fixed Signage	** Blinkay is offering in a sign set a 12" by 18" sign, 8' post and installation		$150.00
	PS-001	Professional Services: Development (per hour)	hr	**$135.00**
	PS-002	Professional Services: Field Engineering (per hour)	hr, plus expenses	**$105.00**
	PS-003	Professional Services: Project Management (per hour)	hr, plus expenses	**$155.00**
	Annual License Fee			
	API development / Integrations	Batch interface with scheduled frequency to import or export data		**$2,500.00**

API development / Integrations - using standard web services	Standard Web services with API documentation	**$4,500.00**
API development / Integrations - Advanced	Complex integrations where the service has many functions to processed many use cases	**$7,500.00**

Brand	Name	Description			Cost
	Inventory Counting Systems	Unit price	Quantity		
	HARDWARE ITEMS				
	Fixed Dome Camera - Vivotek	Vivotek Fixed Dome 5MP PoE Camera (or equivalent)	$449.00	3	$1,347.00
	Bullet Camera - Vivotek	Vivotek Bullet 5MP PoE Camera (or equivalent)	$529.00	2	$1,058.00
	Camera Mount Pole		$110.00	5	$550.00
	Mount Kit - AC Power		$159.00	5	$795.00
	Communications Kit - Cellular		$279.00	5	$1,395.00
	Optional Solar kit		$500.00	1	$500.00
	Shipping		$500.00	1	$500.00
	Implementation Zone Counter		$1,500.00	3	$4,500.00
	Hardware Total for 3 lots				$10,645.00
	SUBSCRIPTION ITEMS				
	SIM Card and Data Plan US		$312.00	5	$1,560.00
	Software License - Zone Counter	Software license for Mistall Zone Counter	$1,200.00	5	$6,000.00
	Subscription Total for 3 lots				$7,560.00
	Installation of equipment		$7,500.00	1	$7,500.00

Brand	Name	Description			Cost
	Citation Processing Management System	Pricing to include all licensing, training, integration, installation of hardware/software.			
	System Integration, testing, training and help desk support		$15,000.00	1	$15,000.00
	Annual license fee		$10,000.00	1	$10,000.00
	Citation processing fee	Includes the DMV lookup in 43 states, up to 3 text messages, up to 2 letters	$5.75 per		
	*Initial letters go out on open violations after 15-30 days, depending on operator preference *Texts to the vehicle owner go out within 10-15 minutes including a link to pay or dispute				

Footnote one *Blinkay's suggests the city utilize their internal Public works department to save funds. Blinkay can issue a quote if required.*

Freight: *Blinkay will pass through the actual shipping or freight cost without any additional markup to the customer.*

2. Exhibit B

RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all
answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: _____BLINKAY USA, LLC_____
Address: __2243 Highwood Ct._____
City, State, Zip: _Dunedin, FL 34698_____
Telephone No.: __727-244-2190_____
Fax No.: _N/A_____

Check One
Corporation _X_
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

The correct name of the responsive bidder is:
BLINKAY USA, LLC_____
The address of the principal place of business is:
2243 Highwood Ct. Dunedin, FL 34698

2. If responsive bidder is a corporation, answer the following:

a. Date of Incorporation: Previously a Delaware Corp, but transferred to Florida in 2023

b. State of Incorporation: ____Florida_____

c. President's name:
Mr. Carles Arroyo
d. Vice President's name:
Marc Gilbert
e. Secretary's name:
Ryan Bonardi
f. Treasurer's name:
Marc Gilbert
g. Name and address of Resident Agent:
Paolo Barsanti - 2243 highwood Ct., Dunedin, FL., 34698

3. If responsive bidder is an individual or a partnership, answer the following:
a. Date of organization: N/A
b. Name, address and ownership units of all partners: N/A
c. State whether general or limited partnership: N/A

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals: N/A

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute: N/A

6. How many years has your organization been in business under its present business name?: 1 year 6 months
Under what other former names has your organization operated?: N/A

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.: SUN BIZ M23000012216

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why: N/A

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)

Resumes of Destin's Assigned Blinkay Personnel:

Paolo Barsanti
VP Director of Operations , Tampa, FL

- Manages project and sub-contractors, ensures communication between project stakeholders.
- Plans and monitors project budgets, oversees the timely implementation of project objectives, manages key project risks and changes.
- Initiates projects that bring new solutions/improvements and guarantee the highest quality of the projects implemented.
- 14 years in the parking domain, having worked for Cale and Flowbird

Parking Achievement

- Key achievements - CALE / Flowbird projects in Chicago (IL), Clearwater (FL), Pittsburgh (PA), Las Vegas (NV), Portland (OR), Indianapolis (IN), Detroit (MI):
  - Class of 2018 NPA 40 Under 40 recipient
  - Completed certification for Verizon LTE modem
  - Former Production and Solutions Manager at Flowbird
  - Started career as a parking meter programmer for CALE
  - Project managed/designed: LTE dual space meter, ADA touch door upgrade, New coin systems, New off-street cabinet for gated lots.
  - Managed pilot projects for new product lines, ex. Color and Touch screen for multi-space meters.

Ryan Bonardi
Director of Sales, Tampa, FL

- Manages project and sub-contractors, ensures communication between project stakeholders.
- 23+ years in the parking domain, having previously worked for (Schlumberger/Parkeon/Flowbird, Cale USA and Paylock.)

Parking Achievement

- Helped to bring Multi-Space metering from off street commuter lot applications, to on-street/curb side installations, throughout the USA, starting in 1999.
- Multiple installations, on and off street, from coast to coast, on campuses, small towns and big cities. I consistently follow up with customer contacts, their installation, ensuring the contract goals are being met, reviewing short and long-term install and upgrade schedules, and being available as a secondary contact for immediate customer service support.

Sergio Mastronardi
Blinkay CTO and Partner Worldwide
Co-Founder of gtechna, Montreal, Canada

- CTO and Partner of Blinkay Worldwide since 2022
- Co-Founder and CTO of gtechna from 1992 to 2021.
- Chief Architect and designer for gtechna enforcement and permit systems;
- **Extensive knowledge (20+ years) with the Pittsburgh Permit, enforcement, meter environment, parking right infrastructure, LPR systems and homeland security implementation;**
- Successfully designed and deployed enforcement, towing and permit systems to 150+ agencies and operators world-wide;

Parking Achievements

- CTO role for several hundred projects related to enforcement + permit deployed in Canada, USA, Mexico, Australia, New Zealand and Malaysia
- CTO responsibilities for the largest pay by plate project using real-time integrations with Pittsburgh Parking Authority using Android Ticket Issuance, Android LPR, Web back office, Elsag Vehicle LPR and integrations with local vendors.
- CTO responsibilities for the largest USA enforcement project in Washington, DC using Android Ticket issuance, Elsag Vehicle LPR, Android Towing, Conduent DMV interface where the system issues ~2m tickets per year.
- CTO responsible for implementing the 1st bike lane enforcement program in Washington, DC using Android and web back office technologies.
- CTO responsibilities for the largest Canadian enforcement project in Toronto, ON using Android Ticket issuance, Passport interface where the system issues ~2m tickets per year
- Received many awards from CPA, IPMI and NPA parking associations for implementing innovative parking solutions to the industry.

Eldar Abla

Senior Project Manager, Montreal. QC, Canada

- Manages project and sub-contractors, ensures communication between project stakeholders.
- Plans and monitors project budgets, oversees the timely implementation of project objectives, manages key project risks and changes.
- Initiates projects that bring new solutions/improvements and guarantee the highest quality of the projects implemented.

Parking Achievements

- Original developer of Pittsburgh Parking RPP (residential parking permit) and has been running for 15 years;
- Key achievements - GTECHNA projects in Pittsburgh (PA), Washington (DC), Montreal (QC), Yonkers (NY), Vaughan (ON), Melbourne (Australia), Oakland (New Zealand), Kuala-Lumpur (Malaysia):
    - Wireless mobile computing solutions
    - Integration with GTECHNA enforcement and permit systems
    - Security solutions (parking, traffic, towing and code)
    - License plate recognition
    - Virtual permits for municipalities and parking operators

Hermies Busque

Senior Backend and embedded development, Barcelona Spain

- Senior developer for backend functionality, security and API web services on the Blinkay.Suite Platform.
- Main senior developer for embedded solutions on Windows CE and Linux for the CHRONO smart meter product.
- Responsible for unattended payment integration and global payment certifications
- Maintaining awareness of the competitive market landscape, expansion opportunities, and industry developments, etc.

Parking Achievement

- +15 years of international experience in the parking industry: design and development, for parking equipment and software solutions.
- Main senior developer for embedded SAIPE (Open Traffic Systems S.L.) and CHRONO (Integr@ Parking Solutions S.L.)
- Main senior developer for back office Blinkay Suite.
- Paybyphone apps payment + enforcement software used in several countries.

10. State the name of the individual who will have personal supervision of the work: Mr. Paolo Barsanti - Director of Operations

11. State the name and address of attorney, if any, for the business of the responsive bidder: Mr. Dave Adams - 2109 East palm Ave., Suite 300-A, Tampa, FL., 33605

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual: Blinkay Mobility 67% and Brandon Levey Investments, LLC 28%

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:

- Blinkay Mobility-Travessera de Gràcia, 56, 08006 Barcelona, Spain- Parking Systems provider
- Brandon Levey Investments -2243 Highwood Court, Dunedin FL, 34698-Investment company

---

14. Annual Average Revenue of the responsive bidder for the last three Company years as follows: Blinkay USA was formed in June 2022 and therefore previous years revenue is N/A. However the parent company Blinkay Mobility had the following:

		Revenue Index Number
a. Government Related Work	80% - 6,000,000	
b. Non-Governmental Related Work	20% - 2,500,000	
	Total Work (a +b): 8,500,000	

Revenue Index Number

1. 5 Projects	Less than $100,000
2. 14 Projects	$100,000 to less than $250,000
3. 8 Projects	$250,000 to less than $500,000
4. 3 Projects	$500,000 to less than $1 million
5. 2 Projects	$1 million to less than $2 million
6. 1 Projects	$2 million to less than $5 million
7. n/a	$5 million to less than $10 million
8. n/a	$10 million to less than $25 million
9. n/a	$25 million to less than $50 million
10. n/a	$50 million or greater

15. Bank References:

Bank	**Address**	**Telephone**
Valley National Bank	2571 Countryside Blvd., Clearwater FL	727-450-5720

16. What will be your turnaround time for written responses to City inquiries?: Same day, or no later than 12pm the following day, if the request is entered after 3pm est.

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or redecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.: N/A

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five

(5) years. The list shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.: N/A

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.: N/A

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.: No

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed)_____

(Title) Principle - Blinkay USA_____

Subscribed and sworn to before me
This 12 day of December, 2023

_____
Notary Public (Signature) Diana Rebecca Granados Molina

My Commission Expires: Jun 9, 2026

DIANA REBECCA GRANADOS MOLINA
Notary Public - State of Florida
Commission # HH 274378
My Comm. Expires Jun 9, 2026
Bonded through National Notary Assn.

3. Exhibit C

PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract RFP NO. 23-13-PW PAID PARKING SOLUTION
2. This sworn statement is submitted by Blinkay USA, llc whose business address is 2243 highwood Ct., Dunedin FL 34698 and (if applicable) Federal Employer Identification Number (FEIN) is 88-2558899 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: N/A
3. My name is Mr. Paolo Barsanti and my relationship to the entity named above is Director of Operations
4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.
5. I understand that "convicted" or "conviction" as defined in paragraph 287.133(a)(b), Florida Statutes, means finding of guilt or a conviction of a public entity crime with or without an adjudication of guilt, in any federal or state trial court of records relating to charges brought by indictment or information after July 1, 1989, as a result of a jury verdict, non-jury trial, or entry of a plea of guilty or nolo contendere.
6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

7. I understand that a "person" as defined in Paragraph 287.133(1)(e), Florida Statutes, means any natural person or entity organized under the laws of the state or of the United States with the legal power to enter into a binding contract for provision of goods or services let by a public entity, or which otherwise transacts or applies to transact business with a public entity.

The term "person" includes those officers, directors, executives, partners, shareholders, employees, members, and agents who are active in management of an entity.

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliates of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

___The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

BL

____The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: 12/12/2023

(Signature)

STATE OF FLORIDA

COUNTY OF Pinellas

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this day of December 12, 2023, and is personally known to me, or has provided as identification.

DIANA REBECCA GRANADOS MOLINA
Notary Public - State of Florida
Commission # HH 274378
My Comm. Expires Jun 9, 2026
Bonded through National Notary Assn.

_____

Notary Public Diana Rebecca Granados Molina

My Commission expires:

4. Exhibit D

Completed Drug Free Workplace Certification Form

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign this statement, I certify that this firm complies fully with the (Intent of the) above drug-free workplace requirements.

COMPANY: BLINKAY USA, llc
ADDRESS: 2243 Highwood Ct.
CITY: STATE: ZIP CODE: Dunedin, FL 34698
TELEPHONE NUMBER: 727-244-2190

SIGNATURE: _____ DATE: 12/12/23

NAME (TYPED OR PRINTED): Mr. Brandon Levey

TITLE: Principle

NOTE: Blinkay is not a certified DRUG FREE WORKPLACE, however after reading the criteria, the company does follow the intent of the doctrine. We know this is not a substitute for the actual certification.

5. Qualification and Experience Narrative (2 pages max)

Blinkay is a privately owned family business, founded in 2012, in Austin, TX. We have built the company by establishing an outstanding reputation across the world wide parking industry. The company has the current capacity to take on the scope of need for any new permit program purchased through any signed contract with Destin, without the need for company expansion; the same is true for any and all peripheral offerings contained in this response.

Ownership is made up of two individuals and a corporate entity. The individuals who own Blinkay are Blinkay Mobility, the parent company. Carles Arroyo, CEO/Founder, and investment group, doing business as Brandon Levey Investments, LLC. Over the past 13 years, and by surrounding ourselves with competent experienced people and partners with many years of experience, we have been able to adapt to the evolving smart parking industry and remain a leader. Blinkay can now boast over many years of experience in developing successful smart parking technological solutions Blinkay offers innovative, high-performance technological solutions for the parking mobility sectors with regards to digital payments, smart meters, enforcement, in a unified platform, all programmed/built/installed directly by Blinkay. Our platform allows the city to scale with our modular solution platform by selecting components that meet their priority.

Blinkay's programming/development teams have decades of experience with deploying large smart-parking solutions, particularly the deployment of complex permit platforms. Our senior and experienced staff have worked on projects in some of America's largest cities, e.g. Washington D.C. Baltimore, MD. Minneapolis, MN. and Pittsburgh, PA., to name just a few. The depth of our teams, their parking achievement and their knowledge of parking control platforms sets us apart from other vendors. To learn more about Experience on Similar Projects, please review our references.

Blinkay has extensive experience in the deployment of platforms allowing the purchase of parking passes. Blinkay's service force covers the following:

- Training: All installations of our Blinkay modules come with extensive training with Key stakeholders, allowing the city users to have full control of the platform.

- Level 1 Support Resource: Once the city is transferred to Blinkay Support, all issues will be reported via tools that are accepted by both parties. The tools can be Zendesk or JIRA, allowing both parties to monitor and have metrics for all issues reported and resolved.

- Level 2 Field Engineering: All implementations and configuration will be handled by a field engineer who will validate with the city user. This process is started in a pre-production environment, once accepted by stakeholders, it will follow a production soft launch. Once the soft launch is perfect, then full production launch is enabled.
    - Blinkay's Level 2 resource is committed to the project implementation until user acceptance sign-off is completed.

Project Management: The "destin Project" will be assigned a project manager where project plans are reviewed, and action plans are reviewed at regular frequency allowing all stakeholders to meet the estimated target date for implementation.

- Software Engineering: All requests are developed by the engineering team. Workflows, UX design and use cases can be provided, to make sure that it can be reviewed and accepted before any development commences. All development done by our team is scalable; so future add-on features will be relatively easy to program. And by contrast, taking away a current function/capability is also easy to perform, because of the systems scalability.

- Account Management: This resource will be in touch with the customer once a Month to make sure everything is according to the customer's expectations. This resource will also plan and evaluate new initiatives that become a requirement by the municipality.

6. Project Approach & Proposed Timeline

Project Approach and Performance Differentiators

a) Does the submittal include detailed information that demonstrates the responsive bidder's understanding of the scope of work and how they intend to meet the objectives of the project?

BLINKAY RESPONSE: Until Blinkay can sit with the CIty representatives, we cannot say definitively how many meters and the exact locations of those meters will ultimately be. There are considerations like vaulted sidewalks, junction boxes, buried wires and pipes that must be considered when placing a meter's specific location on the curb. Only through walking the Parking Zones together will Blinkay recommend the specific locations for each and every meter. Once the meter is placed we will then be able to map the applicable wayfinding signage, and determine what type of base preparation is needed. The two options are, 1) forming a concrete pad, drill lag-insert holes into the new pad and then bolt the new meter to the new pad. 2) If there is usable and solid concrete sidewalk available we will use lag insert bolts to affix the meter directly to the current sidewalk concrete. Both methods are widely used and accepted as proper install methods for a multi-space meter. We will budget for the construction of the concrete pad material and labor, but we encourage the city to use its own DPW staff and resources to prepare the ground, which will save the city upwards of $20,000. Blinkay will provide the knowhow to city staff, on how to easily prepare the ground for the meter installation. Of course if the city has an impact wrench, it should also consider performing the ground preparation for any meter placement where there is already concrete in place. Blinkay will provide the knowhow and the recommended hardware to use for the lag insert and bolts; we will even deliver any needed lag-inserts for the city to use towards this effort.

Blinkay intends to meet the objectives of this project with the use of our many years of product development, many years of experience on mapping a city for multispace metering, the availability to provide the labor for the installation needs (OR attempt to try and save the city money by training/offering the city to perform certain aspects of the installation prep, which *will* save a lot of money).

Blinkay's experience has also proven that a customer who involves themself at the beginning of the installation process, through to the GO LIVE date, will learn how to

use/maintain the meter very quickly, and use the back office more efficiently, upfront and ongoing. To be clear, Blinkay is not asking for free labor, we are offering the city to cut its costs.

Here is Blinkay's Meter quantity recommendations, broken down the same way the city originally presented the information in the bid documents:

NOTE: We are aware that there are some physical impediments and other obstacles that separate some lots, which necessitates an extra meter is needed, so people have easy access to the meter, and may also easily locate the meter to make a payment..

"HARBOR LOTS PARKING":	**Rec # of MSM's**
• Marler Street Parking Lot – approximately 150 spaces (paved)	4
• Destin Community Center – approximately 90 spaces (paved)	2
• Zerbe Street Parking Lot – approximately 80 spaces (unpaved)	2

"BEACH PARKING DISTRICT":	
Gulf Shore Drive – approximately 45 spaces (*parallel along street*) on-street	5 *b/c
Hutchinson – approximately 13 spaces (off street lot)	1
Barracuda – approximately 8 spaces (off street lot)	1
Pompano – approximately 29 spaces (off street lot)	2
Terra Cotta – approximately 13 spaces (off street lot)	1
Norriego Point – approximately 25 spaces (off street lot)	2
Shirah – approximately 11 spaces (off street lot)	1
TOTAL	**21**

Dynamic Pricing for City Parking Rates is Available:

RATE ENGINE:

One of the key modules of the Blinkay Suite® platform is the module called rate engine which allows:

- Centralize the rates for all payment elements: multi-brand parking meters and mobile payment app(s) so that all of them consult the rates for said module in real time.
- Receive all payments from different systems: multi-brand parking meters, mobile payment app(s) or web portals.
- Receive queries from surveillance app(s), surveillance vehicles and/or fixed cameras on the parking status of a vehicle.
- Receive payments for claim overrides from multiple sources.
- Manage resident rates: monthly and/or annual subscriptions, renewals and the use (if configured in this way) of free newspapers during the day.
- But Blinkay's rate engine is a dynamic engine that allows the operator to manage rates depending on basic parameters for city mobility such as; The Space Occupation of a certain lot, or on street metered zone.

Blinkay's technological advances being proposed, products or services offer:

- 1 unified database for all modules
- Min 3rd party integrations to reduce latency and failure points
- Complete modular parking solution that covers Permit app on the web, Native Permit app on iOS, Native Permit app on Android, Hand Held Enforcement of Permits and other parking rights, Vehicle LPR.

SPECIAL EVENTS: *Reservations and Permitting*

Blinkay Suite has a module to issue coupons that can be redeemed in the permit app or parking meters or pay by phone apps. These coupons can be defined following different business rules, what we call "campaigns". For example,

- Being used only 3 times per week up to 10 uses or
- Being used only 2 times inside one zone every day for the holiday season
- First free parking one time usage only
- Or one free parking session every 10 parking sessions.

The reporting module allows a municipality to,

- Track the success of the campaign
- What business rules are working for the campaign
- Determine if municipality needs to issue more coupons or reduce the unused coupon float or terminate the unused coupons

SCALABLE REPORTING TOOL

The Blinkay platform offers a range of dashboards and real-time reports that will allow managers/decision-makers to do all needed analysis in order to make informed decisions. Blinkay can tailor dashboards or reports to the special needs of the city.

ELECTRIC VEHICLE MANAGEMENT - The system allows the management of charging points of multi-manufacturer electric vehicles through different communication protocols: 232, 422 or Ethernet, turning the parking meter into an access point and electric vehicle charging management point.

- Access by registration through connection to DGT for the vehicle category
- Continuous monitoring of the charging post and its status in real-time using PX
- Access management and payment with cards

MUNICIPAL SERVICES + TOURISM MODE

BLINKAY platform allows the town to provide parkers or tourists information about the town events or services. The app can be programmed easily from the Blinkay Suite to offer information about:

- Where to sleep
- Where to eat
- town attractions
- town transportation information (bus, train, subway maps)
- What's nearby me
- Town events or parking with promotional coupons.
- The parker can access the town services from the main menu:
- Blinkay Suite has a simple graphical interface that allows the town to create the list of services as a logical tree with folders and subfolders, and maintain it remotely thanks to the secure web services implemented in the Blinkay platform.

ECO-FRIENDLY PARKING RECEIPT

The Blinkay platform allows the municipality to redefine the old hardcopy printing receipt concept by reducing the use of paper without impacting the parker's experience.

Because Blinkay is a real-time system and connected to the payment processor it can guarantee that all the payment parking rights are pushed in real time to any enforcement system and to the parkers email or smartphone; that is why parkers do not need a hardcopy parking receipt as proof of having a valid parking right session. Blinkay proposes by default the SMS/WhatsApp receipt option. The parker can override this option. The digital receipt is promoted by adding an extra advantage for the parker: they will receive an SMS before their permit parking right expires.

PERMIT SYSTEM BENEFITS:

The permit/reservations system the benefit is immediate. Please go to the following link, to read a short article about the Gloucester Reservation Permit solution, and how it vastly reduces congestion, since no one tries to go to the popular beach lots unless they already have a reservation made. The action has greatly reduced the traffic, the frustrations of parking in a popular area, and of course the environment is helped because no extra cars are on the road trying to park only to be told to turn around and find parking elsewhere.
https://www.bostonglobe.com/2023/06/16/metro/no-more-sweating-spot-beach/

b) Does submittal demonstrate the firm's ability to manage existing budgets and implement cost controls throughout a project? *AND* c) Has responsive bidder demonstrated knowledge of local site conditions and applicable requirements? Does submittal contain approach to receiving permitting and maintaining the original construction scheduled as provided for in the scope of work?

BLINKAY RESPONSE: Blinkay's previous answer should attest to our commitment to making the project cost effective for the city, and show our knowledge of the local site. We have already offered certain aspects of the project to the city to fulfill, which includes Blinkay's constant supervision and ultimate responsibility for the entire project. We will always offer alternatives, to mitigate costs and keep pricing within acceptable limits. The way we can do this is because we are based in Florida, so the shipping fees will be minimal, travel costs will be minimal; the list goes on.... We can

also train the city staff for front line maintenance, like changing receipt paper, preventative maintenance and the like.

Please review the staff primarily in charge of the Destin project, and look at the history each individual has within the parking control industry. The detail should demonstrate to the city that Blinkay has the business model, customer service mindset, ease of conforming to the specifications and most importantly willingness to do what is necessary to get the project off the ground on time, installed on time, and working properly from day one.

Demonstration?: We also invite the city to call Blinkay in and allow us to demonstrate the meter and back office capabilities.

d) Is project approach specific, describing the means and methods of accomplishing the work. Does it identify any key issues on the project and/or propose some potential solutions?

BLINKAY RESPONSE: The project approach is one that has been used in small towns and large towns alike. No matter the size of the installation of meters, the same holds true; we start with a complete walk through of the parking control zones the town wants to upgrade. During the walk through, Blinkay and town staff will mutually agree on the placement of each meter, the placement of each sign and any other layout needs that the project specifically calls for. Once the meter layout is complete, Blinkay will schedule the contractor who performs ground preparation to go to Destin and complete the needed tasks. The entire ground preparation, signage installation and meter installation will take no more than one work week (five days). Please Note: BLinkay can also offer the town the simple "know how" to prepare the ground for the meters, and install the necessary signage. The action could further save the city money on the capital costs of the project, and WILL NOT change/interfere with the warranties offered on the equipment and software. Please read on and review the installation schedule that Blinkay initially proposes. Once we can sit with the Town and account for any last minute needs and protocols, we will solidify the document and then all be responsible for carrying out the actions in a timely and controlled manner.

e) Is the contractor's schedule and availability practical and meet project requirements?

BLINKAY RESPONSE: Please review the installation schedule below. Blinkay will work directly with the city to plan the installation details, assign work and assign deadlines. Blinkay will continually track the progress of the work, and communicate effectively with city staff to stay in sync on the progress of the installation. The following table shows a breakdown of key actions that need to take place in order to have an on-time installation, with a completion in early October, weeks in advance of the "drop dead" date to have the new system up and running 100% by October 31, 2023.

Time-line for Implementation of New Parking Control System:

TASKS	RESOURCES	Month 1				Month 2				Month 3				Month 4			
		1	2	3	4	1	2	3	4	1	2	3	4	1	2	3	4
ADMINISTRATION																	
Letter of Award	Destin	*															
Contract Signed	Blinkay/Destin				*												
Meters Ordered	Blinkay/Destin				*												
HARDWARE PRODUCTION & DEPLOYMENT																	
Meter Configuration	Blinkay/Destin				*	*	*										
Meters Built							*	*	*	*							
Meters Shipped	Blinkay										*						
Meters Delivery	Blinkay											*					
Meters Installed	Blinkay												*				
Meter Tested Debugged	Blinkay									*							
Permit Management System & Mobile App Configuration, testing and deployment																	
Gather all requirements	Blinkay/Destin				*												

Document the requirements with USE CASES	Blinkay				*												
Review and Accept the requirements and USE CASES	Destin					*											
Document the UX workflow based on final requirements accepted	Blinkay							*									
Review and Accept the UX workflow	Destin							*									
Permit Management System & Mobile App Configuration, Testing & deployment																	
Configuration of Permit Parking system	Blinkay								*	*	*						
QA of configuration of Virtual Permit system	Blinkay									*	*						
Testing Cycle 01 of configuration	Blinkay											*					
Testing Cycle 02 of configuration	Blinkay												*				
Testing and User Acceptance of configuration	Destin													*			
Adjustments to system configuration based on user feedback	Blinkay														*		
Testing Cycle 03 of configuration	Blinkay															*	
Testing and User Acceptance of configuration Cycle 02	Destin																*
Deployment and update to 3 environments: DEV, PREPROD, PROD	Blinkay																*
Mistall space inventory Cameras																	
Count System Shipped	Blinkay / Mistall							*									

Count System Install	Blinkay / Contractor									*							
Optional																	
Vehicle LPR System Shipped	Elsag							*									
LPR Training / Installed	Elsag									*							
Citation Issuance & Processing	Blinkay																
Business rules & setup	Blinkay/Destin				*	*	*	*	*	*							
User acceptance in pre-production	Blinkay/Destin										*	*	*				
BLINKAY SOFTWARE INTEGRATION & CONFIGURATION																	
Interfaces	Blinkay								*	*	*	*					
DEPLOYMENT																	
Software Training	Blinkay/Destin																*
1st line equipment training	Blinkay/Destin												*				
LEGEND																	
*	Milestones for an on time Install																

7. References: Three (3) Municipal/Airport/Etc.

BLINKAY RESPONSE: PLEASE NOTE: *The references will also be able to discuss Blinkay's project approach to installing and managing all of the requirements detailed in Destin's stated scope.*

1. **Reference:** **Canmore, Town of**

Title of Contact: Danielle Liwanag-she/her - Parking Coordinator
Present Address: 902 7th Avenue Canmore, AB T1W 3K1
Telephone No. Email: 403.678.8932 / danielle.liwanag@canmore.ca
Type of Services Provided: Pay by Phone, Blinkay.Ticket, Blinkay.Suite, Portal Payments/Management, ***Chrono Smart Meters and Blinkay.Permit (Residential, Monthly,Non-residential Permits & Visitor passes)***

2. **Reference:** **CABA (City of Buenos Aires)**

Name of Contact: Tadeo Bello
Title of Contact: Operations Manager
Present Address: Buenos Aires City Hall - Av. de Mayo 525, Buenos Aires
Telephone No. Email: (+54)91132023581 / tbello@buenosaires.gob.ar
Type of Services Provided: An on-street parking installation of 80.000 spaces all managed with Blinkay.Technology: Pay by Phone (Blinkay.App), Blinkay.Ticket, Blinkay.Suite and and ***Blinkay.Permit (Residential)***

3. **Reference:** **Banff, Town of**

Contact: Tony Clark, Parking Operations Coordinator
Address: 110 Bear Street Banff, AB T1L 1A1
Phone: +1 (403) 996-1750
Type of Services Provided: ***BLINKAY Chrono Meters***, BLINKAY Phone App, ***BLINKAY special processing for residents (ie 3 hrs free parking on meter and app***).

4. **Reference:** **Canada Wide Parking**

Contact: George Kiousis
Address: 262 Progress Avenue, Toronto, Ontario, M1P 5H8
Phone: (647) 300-8535
Type of Services Provided: BLINKAY Phone App, BLINKAY Ticket, BLINKAY Suite, ***Portal Payments/Management and Chrono Meters.***

5. **Reference:** **Gloucester, MA, Town of**

Name of Contact: Ryan Knowles
Title of Contact: Director of Information Services
Present Address: 9 Dale Avenue - Gloucester, MA 01930
Telephone No. Email: 978-325-5255 / rknowles@gloucester-ma.gov
Type of Services Provided: ***Custom Blinkay.Permit Solution, deploying a virtual parking pass and reservation system.***

8. Proof of Insurance:

provide proof of insurance meeting minimum insurance requirements as outlined in section 3.2 Insurance Requirements.

"Insurance Requirements a. Respondents shall be required to provide proof of General Liability Insurance with a minimum liability insurance requirement of $1,000,000 for combined single limit and Worker's Compensation Insurance in accordance with the laws of the State of Florida and in amounts sufficient to secure the benefits of the Florida Workmen's Compensation Law for all types of employees, including those of subcontractors.

b. Respondent shall produce proof of insurance in the types and amounts required by the City, including the foregoing and any additional coverages, including Automobile Liability and or Builder's Risk Insurance, as may be defined at the time of contract. The City shall be named as an additional insured party and all binders, policies or certificates of insurance shall include a provision that such insurance coverage shall not be canceled or amended without at least thirty days' notice to the City. All coverage shall be with carriers admitted doing business in the State of Florida. Carriers shall be A rated (or better) by A M Best Company. City reserves the right to modify its insurance requirements with 60 days' notice. "

BLINKAY RESPONSE: Proof of applicable coverages are on the following page. The City of Destin, FL will be added as "Additional Insured" when/if Blinkay is designated to be awarded the contract, and before any work commences.

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 04/17/23

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

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

PRODUCER	CONTACT NAME: Gary Sheinberg	
INSURANCE SOLUTIONS OF TAMPA BAY INC 2708 Alt. 19 Unit 505 Ste F Palm Harbor, FL 34683	PHONE (A/C, No, Ext): (727)474-9645	FAX (A/C, No): (727)475-1336
	E-MAIL ADDRESS: gary.s@insurancesolutionstb.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : LLoyds of London	
INSURED Blink AY USA, LLC 2243 Highwood Ct Dunedin, FL 34698	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

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

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	[X] COMMERCIAL GENERAL LIABILITY [ ] CLAIMS-MADE [X] OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: [X] POLICY [ ] PRO-JECT [ ] LOC [ ] OTHER:	x	x	ESL0039647885	4/12/2023	4/12/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 250,000 $ 10,000 $ 1,000,000 $ 2,000,000 $ 1,000,000
A	AUTOMOBILE LIABILITY [ ] ANY AUTO [X] OWNED AUTOS ONLY [ ] SCHEDULED AUTOS [X] HIRED AUTOS ONLY [ ] NON-OWNED AUTOS ONLY	x	x	ESL0039647885	4/12/2023	4/12/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
	[ ] UMBRELLA LIAB [ ] OCCUR [ ] EXCESS LIAB [ ] CLAIMS-MADE [ ] DED [ ] RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? [ ] (Mandatory in NH) N/A If yes, describe under DESCRIPTION OF OPERATIONS below						[ ] PER STATUTE [ ] OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	 $ $ $
A	Professional Liability	x	x	ESL0039647885	4/12/2023	4/12/2024	Each Occurrence General Aggregate	1,000,000 1,000,000

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

It is hereby understood and agreed that the certificate holder below is named as an additional insured and Waiver of Subrogation is included.

CERTIFICATE HOLDER

University System of New Hampshire
5 Chenell Drive Ste. 301
Concord, NH 03301
anthony.bellio@usnh.edu

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

Gary W. Sheinberg

© 1988-2015 ACORD CORPORATION. All rights reserved.

9. Proof of Licensing and Certifications:

provide proof of licensing and certifications meeting minimum requirements as outlined in section 3.1 License Requirements.

BLINKAY RESPONSE:

Since Blinkay provides solutions world-wide, we have the following certifications for our platform (www.Blinkay.com):

- ISO 27.001
- PCI for all payment processing with USA and Canada processors
- To maintain our certifications, we produce monthly vulnerability scans on our infrastructures.
  We also execute PEN tests every 6 months, in order to maintain our ISO 27.001 certification
- ADA compliant.
- CE - UL/CSA certified.
- UNE 12414, IEC 60950-1 and IEC 60950-22.
- Mechanical resistance: IK10.
- Degree of protection: IP54N.

Please Note: Any of Blinkay's subcontractor's chosen (if ultimately applicable) for the required ground preparation work for the meters, will have all necessary licenses, local and state, before work commences. Blinkay will select the ground prep crew based on when the project may begin, and at that time we will provide all requested/required permitting and licensing.

The city requested the following:

- Copy of City License (if business office is in Destin) - Blinkay is headquartered in Dunedin, FL., so this requirement does not apply.
- Copy of State license (if required for job) - Blinkay does not believe any state licenses apply for the product and services Blinkay is offering Destin; as they never have been applied for any other municipal installation that our staff has previously worked on over the last 20+ years. If we are wrong, the cost of required licenses will be solely borne by Blinkay.

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

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

Print or type. See **Specific Instructions** on page 3.

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

BLINKAY USA, LLC

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☐ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

4 Exemptions (codes apply only to certain entities, not individuals; see instructions on page 3):

Exempt payee code (if any) _____

Exemption from FATCA reporting code (if any) _____

(Applies to accounts maintained outside the U.S.)

5 Address (number, street, and apt. or suite no.) See instructions.

2243 Highwood Court

Requester's name and address (optional)

6 City, state, and ZIP code

Dunedin FL 34698

7 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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN,* later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

Social security number

			–			–				

or

Employer identification number

8	8	–	2	5	5	8	8	9	9

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here | **Signature of U.S. person** ▶ | **Date** ▶

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9.*

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, *later.*

10. Addendums (if applicable)

ADDENDUM #1

CITY OF DESTIN, FLORIDA
REQUEST FOR BID (RFB) NO.
23-13-PW PAID PARKING SOLUTION

November 17, 2023

This addendum forms a part of the Contract Documents and modifies the original bid documents. Acknowledge receipt of this addendum in the space provided on the Bid Form. **Failure to do so may subject the Bidder to disqualification.** The following items shall become a part of the construction documents for the above referenced project.

Correction:

1. The last date for questions concerning this RFP is **December 7, 2023**, not December 14, 2023, as stated in the RFP.

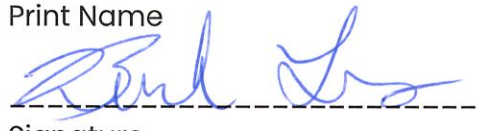
The bid opening date remains as Thursday, December 14, 2023, at 2 pm.

END OF ADDENDUM #1

A copy of this Addendum #1 signed and acknowledged shall precede the mandatory information required in the subject RFB.

Receipt of Addendum #1 is hereby acknowledged:

BRANDON LEVEY - Principle
Print Name



Signature

12/12/23
Date

11. Bid Packet Initialed on All Pages

(The original bid packet, initialed on all pages, follows)

CITY OF DESTIN, FLORIDA

REQUEST FOR BIDS
RFP NO. 23-13-PW

PAID PARKING SOLUTION

City of Destin, Florida
November 2, 2023

Lance A. Johnson, City Manager
Phone (850) 837-4242
4200 Indian Bayou Trail
Destin, Florida 32541

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

NOTICE TO BIDDERS

The City of Destin, Florida, is currently receiving sealed competitive proposals for a Paid Parking Solution Contract for City parking lots for **three years with the option for two additional one-year renewals, not to exceed five years**. Interested parties should contact the City Clerk's office to obtain copies of the bid documents by calling them at 850-837-4242. The Scope of Work will include, but not be limited to, software, hardware, and customer services to support an existing Paid Parking Program. The successful Bidder shall be required to supply the City with copies of current Liability Insurance and Worker's Compensation coverages. Bids must be received by the City Clerk's Office at the City of Destin, 4200 Indian Bayou Trail, Destin, Florida 32541, in a sealed envelope clearly marked **"RFP No. 23-13-PW, PAID PARKING SOLUTION"**, along with the name, return address and telephone number of the bidder, no later than **2:00 p.m. CST, on Thursday, December 14, 2023**. The City reserves the right to reject any and all Bids or portions thereof, to waive minor defects and informalities in the process, to accept the Bid(s) or take any other actions deemed by the City to be in the City's best interest.

Lance A. Johnson
City Manager

Bidder Initial: _____

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

CHECKLIST

The following items must be provided for your bid to be considered responsive.

1. **Completed bid form (Exhibit A)**
2. **Responsive Bidder Qualifications Statement (Exhibit B)**
3. **Proof of required Workman's Compensation Insurance documents**
4. **Proof of adequate Liability Insurance**
5. **Completed W-9 [available at http://www.irs.gov/pub/irs-pdf/fw9.pdf]**
6. **Bid Packet initialed on all pages**
7. **Copy of General Liability Insurance Documents (Worker's Compensation)**
8. **Copy of State license (if required for job)**
9. **Copy of City License (if business office is in Destin)**
10. **Completed Public Entity Crimes Form (Exhibit C)**
11. **Completed Drug Free Form (Exhibit D)**
12. **Addenda (if applicable)**
13. **Three References (minimum) to include Contact Name, organization, project names and dates, Contact's telephone and email. *References should be from other municipalities, county governments, airports, event centers, etc.***

Other documents as requested in bid package.

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

1.0 INTRODUCTION

The City of Destin is issuing a Request for Proposal (RFP) to secure proposals from qualified contractors for **PAID PARKING SOLUTION**.

It is the responsive proposer's responsibility to read and understand the requirements of this request for proposal. Responsive proposers are required to state exactly what they intend to furnish the City of Destin via this solicitation and must indicate any variances to the terms, conditions and specifications of this proposal, no matter how slight. If variations are not stated in the proposal, it shall be construed that the bid fully complies with all conditions identified.

Before submitting a bid, each responsive bidder will, at bidder's own expenses, make or obtain any additional examinations, investigations and studies, and obtain any additional information and data that may affect costs, permitting, progress, performance of furnishing of the project and that the responsive bidder's deems necessary to determine its proposal.

Responsive bidder will examine all documents included in this Request for Proposals (RFP) carefully and shall make a written request to the City's authorized representative for interpretation or correction of any ambiguity, inconsistently, or error herein.

Any interpretation or correction will be issued as an Addendum by the City. Only a written interpretation or correction by Addendum shall be binding. Responsive bidders are cautioned against relying on any interpretation or correction given by any other method.

The submission of a proposal shall not be deemed an agreement between the responsive bidder and the City. The proposal is a contractual offer by the responsive bidder to perform services in accordance with this RFP Solicitation. The City shall not be obligated to respond to any bid submitted nor be bound in any manner by the submission.

2.0 INSTRUCTION TO RESPONDENTS

A. All RFP's will be publicly opened and recorded for acknowledgement of receipt in the City Hall Boardroom on **December 14, 2023** no later than 2:00 P.M. (CST). All responsive bidders or their representatives are invited to be present. The City Hall Boardroom is located at Destin City Hall, 4200 Indian Bayou Trail Destin, FL 32541.

B. Any responses received after the stated time and date will NOT be considered. It shall be the sole responsibility of the responsive bidder to have their RFP submittal **delivered to City Clerk's Office** for receipt on or before the above stated time and date. RFP responses which arrive after the above stated deadline as a result of delay by the mail service shall not be considered, and arrangements shall be made for their return at the responsive bidder's request and expense. The City reserves the right to consider

submittals that have been determined by the City to be received late due solely to mishandling by the City after receipt of the RFP and prior to the award being made.

C. Respondents may request information regarding the RFP in writing from City Clerk Rey Bailey, clerk@cityofdestin.com. Such a request shall be received in writing at least seven (7) days prior to the submittal deadline.

D. If any addendum(s) are issued to this Request for Bid, the City will attempt to notify all prospective respondents. It shall be the responsibility of each respondent, prior to submitting the RFP response, to contact the City Clerk's Office, at (850) 837-4242 to determine if any addendum(s) were issued and to complete any addendum acknowledgements as part of their RFP response.

E. Complete and submit Responsive Bidder Qualification Statement, form herein as Exhibit B. Clearly indicate the legal name, address and telephone number of the responsive bidder. Responses shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the responsive bidder to the submitted RFP. Responsive bidders must note their Federal I.D. number on their RFP submittal.

F. *One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy* of the RFP responses (on USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

G. All expenses for making RFP submittals to the city are to be borne by the responsive bidder.

H. Responses shall be evaluated by the Bid Committee based on all information submitted and the lowest, most responsive and responsible bidder will be recommended to the City Council for approval.

I. The Bid Committee shall consist of City of Destin staff members.

J. Each responsive bidder, by submission of an RFP submission, acknowledges that in the event of any legal action challenging the award of the RFP; damages, if any, shall be limited to the actual cost of the preparation of the RFP.

K.

PROCUREMENT SCHEDULE	
Tasks	**Date**
RFP Advertised	Week of November 13th, 2023
Last Day for Questions to be Submitted	December 7, 2023
Due Date/Bid Opening	December 14, 2023
Tentative Date - Bid Committee Evaluation	December 21, 2023
Tentative Date - City Council Meeting	January 2, 2024
Tentative Date - Notice of Award	Week of January 2, 2024
Tentative Date - Execution of Contract	January 2024

3.0 PROJECT CONTRACTOR REQUIREMENTS

The City of Destin is seeking an independent contractor, to include all necessary independent subcontractors, with all applicable licenses to supply the services described in this advertisement.

3.1 Licensing Requirements

Provide all applicable licenses: include license name, license numbers and contact information. Contractor must be Florida Certified or Okaloosa Registered and provide a license of qualifier.

3.2 Insurance Requirements

a. Respondents shall be required to provide proof of General Liability Insurance with a minimum liability insurance requirement of $1,000,000 for combined single limit and Worker's Compensation Insurance in accordance with the laws of the State of Florida and in amounts sufficient to secure the benefits of the Florida Workmen's Compensation Law for all types of employees, including those of subcontractors.

b. Respondent shall produce proof of insurance in the types and amounts required by the City, including the foregoing and any additional coverages, including Automobile Liability and or Builder's Risk Insurance, as may be defined at the time of contract. The City shall be named as an additional insured party and all binders, policies or certificates of insurance shall include a provision that such insurance coverage shall not be cancelled or amended without at least thirty days' notice to the City. All coverage shall be with carriers admitted doing business in the State of Florida. Carriers shall be A rated (or better) by A M Best Company. City reserves the right to modify its insurance requirements with 60 days' notice.

3.3 Bonding Requirements

Performance and Payment Bond – No Performance and/or Payment bonds are anticipated with this contract.

3.4 Permitting Requirements

The contractor is required to obtain all required permits prior to the start of any work.

3.5 Codes and Standards

All project work shall be done in accordance with all applicable Federal, State and local codes and standards which include, but not limited to State Building Codes, City Codes and Ordinances, etc.

Bidder Initial: _____

4.0 PROJECT OBJECTIVES AND BACKGROUND

The City is looking for an integrated, turnkey solution that can be managed and operated by the City with vendor maintenance and support. Services are to include a product that provides for phone/app-based payments, revenue and data management, real-time parking availability information (preferred), robust reporting, intuitive customer service tools, and software and equipment to support parking enforcement and collections.

Proposals must provide for the design, integration, installation, testing, training and support needed to implement the solution, including the provision and placement of parking and wayfinding signage. City recognizes that there will be a need for pay stations to ensure equity amongst users, but desires to minimize the number that are needed and to avoid handling of cash/coins. Proposers should identify the type and number of pay stations they would deploy and how the stations would be integrated with their software solution.

The City's principal objective is to reduce congestion and improve the availability of parking in both our Harbor and Beach Parking Districts by influencing user parking preferences, increasing parking turnover rates, and improving the overall user experiences. Another objective is to allow patrons to pay by
mobile device for parking beyond the initial period and to receive notifications when their time is about to expire so they can remotely add time. With that in mind, the parking management solution must satisfy the following:

a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.
b. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.
c. Offers an easy-to-use data management interface that minimizes manual data entry.
d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.
e. Allows for reservation of spaces for events, including the ability to prepay for parking.
f. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.
g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).
h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

The City's preference is that proposers furnish labor, materials, and equipment necessary to implement the parking management solution in line with the objectives outlined above, including installation of signage and other requisite materials. Any role the City is to perform in this regard must be clearly identified in the proposal.

BACKGROUND

Destin's Harbor District is a working waterfront with a mix of tourist-oriented retail, restaurants, recreational opportunities (pontoon boat and jet-ski rentals, dolphin tours, etc.), and infrastructure to support the City's commercial fishing fleet. The City of Destin is a major property owner with a boardwalk and parks that provide public access to Destin Harbor and Choctawhatchee Bay.

Tourist-oriented businesses are the predominant form of development on the south side of US98 along with the commercial fishing industry. On the north side of US98, restaurants and tourist-oriented uses.

Paid parking lots along the Harbor are mixed, with both public and private parking opportunities available. The City maintains three parking areas within this District:

Marler Street Parking Lot – approximately 150 spaces (paved)
Destin Community Center – approximately 90 spaces (paved)
Zerbe Street Parking Lot – approximately 80 spaces (unpaved)

Current daily parking rates for the Harbor District are $20. Destin residents can also receive a "Resident Pass/decal that allows unlimited use of these lots. In addition, a non-residential Harbor Parking Pass is available for $205 per calendar year.

Destin's Beach Parking District provides parking opportunities for those wishing to enjoy the wonders of the Emerald Coast. Land Uses adjacent to these areas are primarily short-term residential (condos, townhomes, single-family homes, etc.). The City maintains both beach parks and beach accesses within this area. Parking rates for this District are currently $20 for 4 hours.

Paid Parking lots within this area are currently 100% publicly owned with the vast majority of spaces as off-street parking spaces within the Right-of-Way. The City maintains seven parking areas within this District:

Gulf Shore Drive – approximately 45 spaces (parallel along street)

Hutchinson – approximately 13 spaces (off street lot)
Barracuda – approximately 8 spaces (off street lot)
Pompano – approximately 29 spaces (off street lot)
Terra Cotta – approximately 13 spaces (off street lot)
Norriego Point – approximately 25 spaces (off street lot)
Shirah – approximately 11 spaces (off street lot)

5.0 DISCLOSURES

5.1 No Contact Clause

All prospective bidders are hereby instructed to not contact any member of the City of Destin City Council, City Manager, or City of Destin staff member other than the authorized city contact person identified below, regarding this solicitation or the bidder's submittal package. In order to ensure a fair, competitive, and open process, once a project is advertised, all communications between interested bidders and the City must be directed to:

City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

Any such contact with anyone but the Clerk may be cause for rejection of your submittal.

5.2 Inquiries

The City will not respond to oral inquiries. Proposers may submit written, e-mailed or faxed, inquiries regarding this RFP. The City will respond to written, e-mailed or faxed; inquiries received at least five (5) working days prior to the RFP due date. The last day for inquiries is **December 14, 2023 at 2:00 p.m. (CST).** Questions or requests for Bid documents, plans and specifications regarding this RFP may be directed to the City Clerk, 4200 Indian Bayou Trail 32541 (850) 837-4242 or rbailey@cityofdestin.com

5.3 Addenda

Submitter acknowledges that it is the submitter's responsibility to determine whether an Addendum has been issued; and if so, to obtain copies of such Addendum from the City Clerk of Destin, and agrees to be bound by all addenda that have been issued for this Request for Proposal. If addendum is issued, responsive bidder shall sign and return each

addendum with the submittal package. Failure to return signed any and all addenda may disqualify the submittal.

5.4 Conflict of Interest Disclosure

Each proposal is subject to the provisions of Florida Statutes, Chapter 112, providing that all responsive bidders must disclose with the RFP submittal the name of any officer, director, or agent who is also a public officer or an employee of the City of Destin. Further, all responsive bidder must disclose the name of any City officer or employee who owns, directly or indirectly, an interest of five percent or more in the Bidding firm.

5.5 Drug-Free Workplace Program

Preference may be given by the City of Destin to companies demonstrating a Drug-Free Workplace Program whenever two or more proposals, which are equal in respect to quality and service, are received and rated by the City. Responsive bidders intending to demonstrate a Drug-Free Workplace Program shall provide certification form with the RFP submittal.

5.6 Public Entity Crime Disclosure

Each submittal shall contain a completed Public Entity Crime Form (Attachment #1) pursuant to Florida Statutes, Section 287.132-133, providing that no public entity shall accept any proposal from or award any contract to, or transact any business in excess of the threshold amount for Category Two ($25,000) for a period of thirty-six months from the date placed on the convicted vendor list.

5.7 Reservation of Rights

The City reserves the right to reject any and all proposals or portions thereof, to waive minor defects and informalities in the process, to re-advertise, to accept the proposal or award multiple proposals or take any other actions deemed by the City to be in the City's best interest.

5.8 Public Records

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 837-4242, CITY CLERK, 4200 INDIAN BAYOU TRAIL, DESTIN, FL.

The successful responsive bidder shall:

1. Keep and maintain public records required by the CITY to perform the service.
2. Upon request from the City's custodian of public records, provide the CITY with a copy of the requested records or allow the records to be inspected or copied within a

reasonable time at a cost that does not exceed the cost provided in this FS Chapter 119 or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the CONTRACTOR does not transfer the records to the public agency.

4. Upon completion of the contract, transfer, at no cost, to the CITY all public records in possession of the contractor or keep and maintain public records required by the CITY agency to perform the service. If the GROUP transfers all public records to the CITY upon completion of the contract, the CONTRACTOR shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the CONTRACTOR keeps and maintains public records upon completion of the contract, the GROUP shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the CITY, upon request from the City's custodian of public records, in a format that is compatible with the information technology systems of the CITY.

6.0 BID & SUBMITTAL REQUIREMENTS

All bids to be considered must be in the possession of the Destin City Clerk no later than 2:00 p.m. CST, on **December 14, 2023**. Submittals may be mailed or delivered to the Office of the City Clerk at the address below and shall be submitted in a sealed envelope clearly marked shall be submitted in a sealed package clearly marked on the outside **"RFP NO. 23-11-PW, PAID PARKING SOLUTION"** and note the time and date of the opening. Regardless of method of delivery, each responsive bidder shall be responsible for their Bid being delivered on time, as the City of Destin assumes no responsibility for same. Proposals offered or received after the time set for the Bid Opening will be rejected and returned unopened to the submitter.

Mailing and Hand Delivery Address:
City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541
850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

6.1 Submittal Preparation

Submittals should be prepared in the following order:

1. **Submittal Coversheet:** provide a submittal cover sheet that includes project number, project name, bid opening date and responsive bidder contact information.
2. **Bid Form,** Exhibit A
3. **Responsive Bidder Qualification Statement,** Exhibit B
4. **Completed Public Entity Crime Form**, Exhibit C
5. **Completed Drug Free Workplace Certification Form**, Exhibit D
6. **Qualification and Experience Narrative (no more than 2 pages, single-spaced, one-sided)**
7. **Three (3) Municipal/Airport/Etc. References (will contain the following at a minimum)**
    a. Name
    b. Organization
    c. Types of Services Provided
    d. Telephone Number
    e. E-mail
8. **Proof of Insurance:** provide proof of insurance meeting minimum insurance requirements as outlined in section 3.2 Insurance Requirements.
9. **Proof of licensing and certifications:** provide proof of licensing and certifications meeting minimum requirements as outlined in section 3.1 License Requirements.
10. **Addendums** (if applicable)

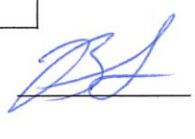
One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy of the RFP responses (on CD or USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

Failure to provide any of the above listed mandatory information shall result in the elimination of the submittal package from consideration.

6.2 Criteria for Determining Lowest, Most Responsive and Responsible Bidder

The City of Destin's Bid Committee will recommend the lowest, most responsive and responsible bidder to the City Council for their approval. The criteria to be used for this determination is listed below by relative order of importance.

EVALUATION CRITERIA	POINTS
Price Proposal	40
Qualifications/Experience	20

Bidder Initial: 

Project Approach/Proposed Timeline	20
Past Performance/References	20
TOTAL	**100**

1. **Price Proposal (Lump Sum)**
   a) Costs will be evaluated based on the prices/charges provided.
   b) Are costs reasonable?
   c) Did responsive bidder provide all the requested cost information?
   d) How competitive is the price proposal compared to the others received?

2. **Qualifications and Experience**
   a) Does the contractor have the experience necessary to carry out the specific work for this project? Does the contractor have experience with similar projects?
   b) Does the background and qualifications of individual key team members provide proven technical, operational, and managerial experience needed to handle the proposed project? Are the company structure and the relation of the project team clearly shown?

3. **Project Approach and Performance Differentiators**
   a) Does the submittal include detailed information that demonstrates the responsive bidder's understanding of the scope of work and how they intend to meet the objectives of the project?
   b) Does submittal demonstrate the firm's ability to manage existing budgets and implement cost controls throughout a project?
   c) Has responsive bidder demonstrated knowledge of local site conditions and applicable requirements? Does submittal contain approach to receiving permitting and maintaining the original construction scheduled as provided for in the scope of work?
   d) Is project approach specific, describing the means and methods of accomplishing the work. Does it identify any key issues on the project and/or propose some potential solutions?
   e) Is the contractor's schedule and availability practical and meet project requirements?

4. **Past Performance**
   a) Do past performance evaluations and/or past performance information provided reflect a trend of satisfactory performance?
   Basis of evaluation:
   (i) A pattern of successful completion of work
   (ii) A pattern of work identical to, similar to, or related to the work the project requires.
   (iii) Ability shown, through workmanship provided on other projects.
   (b) Do references demonstrate the company's quality of work?

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW,
MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: _____

Address: _____

City & State: _____ Zip Code: _____

Telephone: ( ) _____ Fax: ( ) _____

E-mail:_____

Number of Years in Business: _____ Contact Name _____

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

	ITEM	UNIT PRICE or %
1.	Fees	
	1) Merchant Fee (flat)	_____
	2) Merchant Fee Percentage	_____
	3) Transaction Fee	_____
	4) Merchant Processing Fee	_____
	5) Other Fees (List), list additional items on a separate sheet	
	a. _____	_____
	b. _____	_____
	c. _____	_____
	d. _____	_____
	e. _____	_____

Bidder Initial: _____

2. Materials

Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in whole, are provided as part of the Proposal, please state such in the proposal.

	ITEM	PRICE
a.	_____	_____
b.	_____	_____
c.	_____	_____
d.	_____	_____
e.	_____	_____

3. Please list any additional items not previously addressed above: (use additional sheets as required)

_____ $_____

_____ $_____

_____ $_____

_____ $_____

_____ $_____

_____ $_____

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Bidder Initial: _____

Name and Title of Authorized Representative:_____

(Print or Type)

Signature:_____

Date of Bid:_____

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

EXHIBIT B
RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Submitted By:
Name: _____
Address: _____
City, State, Zip: _____
Telephone No.: _____
Fax No.: _____

Check One
Corporation ___
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.

   The correct name of the responsive bidder is:

   _____

   The address of the principal place of business is:

   _____

   _____

2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: _____
   b. State of Incorporation: _____
   c. President's name: _____
   d. Vice President's name: _____
   e. Secretary's name: _____
   f. Treasurer's name: _____
   g. Name and address of Resident Agent: _____

3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: _____
   b. Name, address and ownership units of all partners:

      _____

      _____

      _____

   c. State whether general or limited partnership: _____

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:

_____

_____

_____

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.

_____

6. How many years has your organization been in business under its present business name?

_____

Under what other former names has your organization operated?

_____

_____

_____

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.

_____

_____

_____

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:

_____

_____

_____

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)

_____

_____

_____

10. State the name of the individual who will have personal supervision of the work:

_____

11. State the name and address of attorney, if any, for the business of the responsive bidder:

_____

_____

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:

_____

_____

_____

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:

_____

_____

_____

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	
b.	Non-Governmental Related Work	
	Total Work (a +b):	

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank **Address** **Telephone**

_____

_____

_____

_____

16. What will be your turnaround time for written responses to City inquires?

_____

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.

_____

_____

_____

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list

shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.

_____

_____

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.

_____

_____

_____

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.

_____

_____

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed)_____

(Title)_____

Subscribed and sworn to before me

This _____ day of _____, 20 _____

_____

Notary Public (Signature)

My Commission Expires: _____

END OF SECTION

Bidder Initial: _____

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract _____
_____

2. This sworn statement is submitted by _____whose business address is _____
_____
and (if applicable) Federal Employer Identification Number (FEIN) is _____(If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement: _____

3. My name is _____and my relationship to the entity named above is_____
_____

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

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

____Neither the entity submitting this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

_____The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

_____ Date: _____

(Signature)

STATE OF FLORIDA

Bidder Initial: _____

COUNTY OF _____

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this _____day of_____, 2023, and is personally known to me, or has provided _____ as identification.

_____

Notary Public

My Commission expires:

EXHIBIT D
DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY:_____

ADDRESS:_____

CITY:_____STATE:_____ZIP CODE: _____

TELEPHONE NUMBER:_____

SIGNATURE:_____DATE:_____

NAME (TYPED OR PRINTED):_____

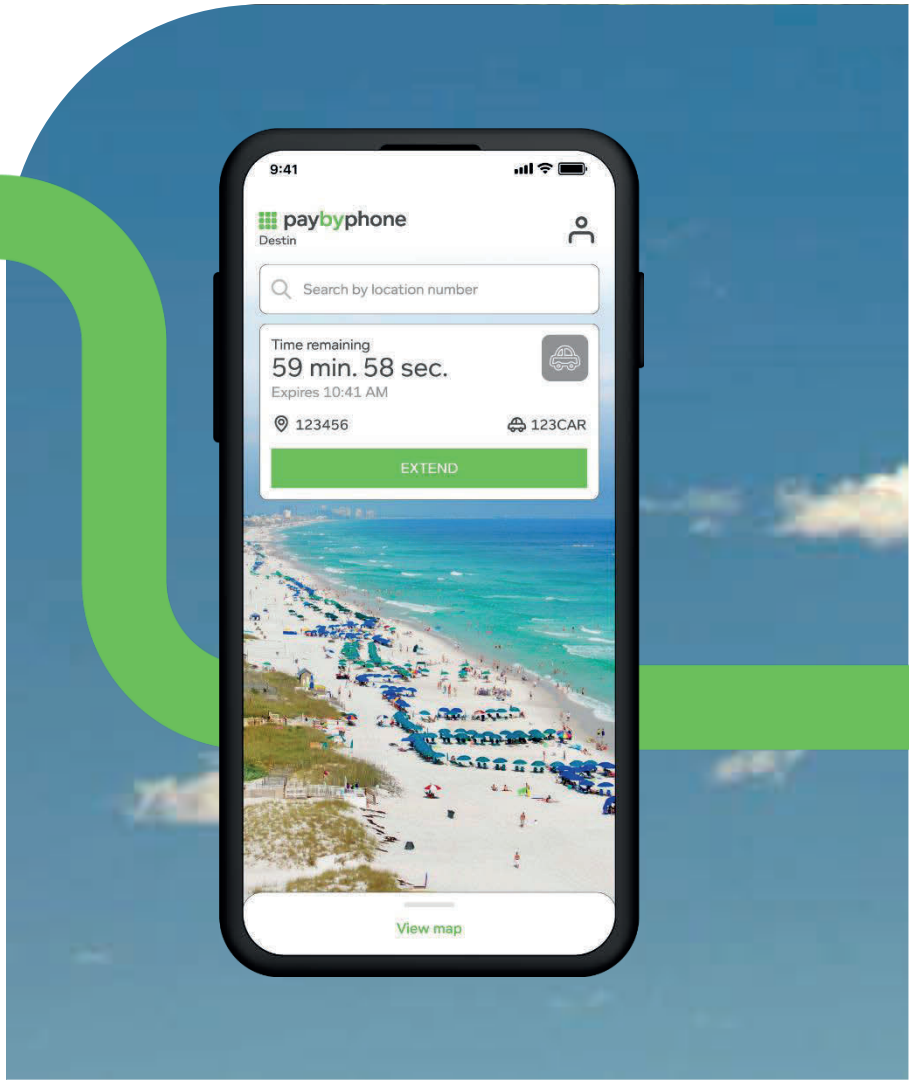
TITLE: _____

Bidder Initial: _____

Simplifying Your Journey

Paid Parking Solution – City of Destin, Florida

RFP No. 23-13-PW
December 14, 2023
Federal ID: 87-3652865



Teresa Trussell
Senior Sales Director and Interim Director Client Success Account Management

PayByPhone Technologies Inc.
6th Floor, 1290 Homer Street
Vancouver, BC, Canada, V6B 2Y5

Phone: 740.416.0948
Email: ttrussell@paybyphone.com

Cover Letter

December 14, 2023

Rey Bailey, City Clerk
City of Destin
4200 Indian Bayou Trail
Destin, FL 32541

Re: Request for Bids RFP NO. 23-13-PW Paid Parking Solution

Dear Rey:

PayByPhone seeks to partner with the City of Destin (City) to deliver a world-renowned mobile parking payment solution creating a seamless and contactless parking experience. Founded in 2001, PayByPhone is the most used and well loved mobile parking payments company in the world. We have over 70M users in thousands of locations and a strong presence in Florida alone.

We believe PayByPhone is the best solution for you for the following reasons:

- **Local User Base & Adoption** – PayByPhone has been present in Florida since 2008, and since that time, we have expanded into 59 unique city of and university locations throughout the state. During 2022, we reported 1M monthly users and 21M+ transactions in Florida. This demonstrates PayByPhone's regional saturation; a combination of our strong local presence combined with tailored marketing endeavors will exponentially grow your adoption while creating a seamless parking experience for your drivers.
- **Flexible Rates and Self-serve** – We handle rate policies for local cities such as the Miami Parking Authority; North Bay Village, Surfside Beach, Bal Harbour, Coral Gables, and even the Miami Marlins. Across North America, we are present in Cities such as San Francisco, CA; Seattle, WA; and Lexington, KY—to name a few. We support the largest variety of rates, including resident rate features, to meet all your needs, which can be independently adjusted by you and your team.
- **A solution that drivers love** – The PayByPhone app delivers the best experience for drivers, with the highest ratings in the industry (4.9 out of a five-star rating from 458,675 reviewers in iOS app store).
- **12 languages** – PayByPhone is a multilingual app with global appeal available in English, Spanish, and French—to name a few!

We look forward to working with you to facilitate a simpler, faster, and better parking experience for your drivers– freeing you up to focus on what matters most: helping your customers get the most out of mobility as a service. If you have any questions, please feel free to contact me at the details below.

Sincerely,

Teresa Trussell, Senior Sales Director and Interim Director Client Success Account Management | Tel: 740.416.0948 | Email: ttrussell@paybyphone.com

Exhibit A – Bid Form

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW, MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: PayByPhone US Inc.
Address: 48 Wall Street
City & State: New York, New York Zip Code: NY 10005

Telephone: (740) 416.0948 Fax: (1) 866.286.5401

E-mail: TTrussell@paybyphone.com

Number of Years in Business: 22 years Contact Name Teresa Trussell

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

Please note: All pricing has been provided in the same manner in which the City requested; however, a table has been added to ensure alignment is maintained.

Item	Unit Price or %
1. Fees	
1) Merchant Fee (flat): PayByPhone cannot serve as merchant of record within the state of Florida. The City must serve as merchant of record, and merchant fees are determined by the City and the selected merchant provider's negotiated rates.	N/A
2) Merchant Fee Percentage: See response in item 1 above	N/A
3) Transaction Fee: Client pays to PayByPhone per Transaction (Client may charge driver a non-embedded, on-top of price of parking convenience fee of $0.35)	$0.35
4) Merchant Processing Fee: See description within item 1.1 above	N/A
5) Other Fees (List), list additional items on a separate sheet	

a. Mobile payment services setup fee for all Initial Parking Locations (one time fee)	~~$1,500~~ Waived
b. Integration with enforcement solution software: PayByPhone will cover the cost of (1) enforcement integration with an existing partner at launch.	Included
c. Monthly minimum of total Transaction Fees[3]	$250 per month
d. Mobile payment service setup fee for Additional Parking Locations (after initial launch/setup)	$250 per location
e. Optional Add-On Services Rights & Rates setup fee (one-time fee): 0-750 Spaces Rights & Rates monthly subscription fee for one (1) Right	 ~~$1,000~~ $500 ~~$299~~ per month $199
2. **Materials:** **Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in while, are provided as part of the Proposal, please state such in the proposal.**	
a. Signage – first round of signage production at service launch (installation not included)	Included
b. Training, consulting, marketing, and customer support as described in the Agreement	Included
c. Standard City Dynamic Label	Included
3. **Please list any additional items not previously addressed above (use additional sheets as required)**	None

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be

Exhibit B - Responsive Bidder Qualification Statement

EXHIBIT B RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Check One

Submitted By:
Name: PayByPhone US Inc.
Address: 48 Wall Street
City, State, Zip: New York, NY 10005
Telephone No.: 740.416.0948
Fax No.: 1.866.286.5401

Corporation X
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.
   The correct name of the responsive bidder is:
   PayByPhone US Inc.
   The address of the principal place of business is:
   600-1290 Homer Street, 6th Floor, Vancouver, BC, V6B 2Y5, Canada.
2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: 2019
   b. State of Incorporation: Vancouver, British Columbia
   c. President's name: Satyajit Samra
   d. Vice President's name: Not applicable
   e. Secretary's name: Olga Bochkaryova
   f. Treasurer's name: Nick Hamill
   g. Name and address of Resident Agent: NRAI Services, Inc. 1200 South Pine Island Road, Plantation, Florida 33324, US
3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: Not applicable
   b. Name, address and ownership units of all partners:
      Not applicable
   c. State whether general or limited partnership: Not applicable

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:
Not applicable

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.
Not applicable

6. How many years has your organization been in business under its present business name?
PayByPhone US Inc. was founded in 2019, 4 years.

Under what other former names has your organization operated?
None

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.
The parent company of PayByPhone US Inc., PayByPhone Technologies Inc., is registered for business in the State of Florida, certification attached. PayByPhone US Inc. has a pending business license application that is being finalized by the Florida Department of State.

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:
PayByPhone has completed 100% of all awarded mobile payment services with the exception of a client who cancelled the award due to unrelated issues. An example of a situation where a client may cancel is they simply change their mind and install hardware instead of any mobile provider, do not complete the necessary workbook to implement mobile payments, etc.

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)
Please see attached resumes for all key individuals within PayByPhone's organizational structure. **Appendix 1 - Resumes**

10. State the name of the individual who will have personal supervision of the work:
Teresa Trussell, Director of Client Success

11. State the name and address of attorney, if any, for the business of the responsive bidder:

11. State the name and address of attorney, if any, for the business of the responsive bidder:
Olga Bochkaryova – General Counsel, PayByPhone Technologies Inc.
600-1290 Homer Street, 6th Floor, Vancouver, BC, V6B 2Y5, Canada.

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:
PayByPhone Technologies Inc - 600-1290 Homer Street, 6th Floor, Vancouver, BC, V6B 2Y5, Canada – Owns 100% of PayByPhone US Inc.

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:
Not applicable

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	5
b.	Non-Governmental Related Work	4
	Total Work (a +b):	9

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank	**Address**	**Telephone**
TD Canada Trust	700 West Georgia Street Pacific Centre	416.983.2772

Vancouver, BC, V7Y 1A2

16. What will be your turnaround time for written responses to City inquires?
PayByPhone commits to respond to City inquires within 24 business hours of inquiry receipt.

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.
Not applicable PayByPhone has had no bankruptcy petitions (voluntary or involuntary) which have been filed by or against PayByPhone, our Parent or subsidiaries or predecessor organizations during the past 5 years.

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.
Not applicable, PayByPhone has no claims, arbitrations, administrative hearing and lawsuits brought by or against PayByPhone or its predecessor organization(s) during the last 5 years.

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.
We can confirm there has been no criminal proceedings or hearing concerning business related offenses to which PayByPhone, its principles or officers or predecessors' organization(s) were defendants.

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.
PayByPhone can confirm that none of our principals, officers or predecessor's organization have been convicted of a Public Entity Crime, debarred or suspended from bidding by any government during the last 5 years..

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the

contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed) _____

(Title) President

Subscribed and sworn to before me

This 30th day of November, 2023

_____

Notary Public (Signature)

Rebecca Dhindsa

My Commission Expires: does not expire

END OF SECTION

Exhibit C - Public Entity Crimes Disclosure

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract City of Destin, Florida Request For Bids RFP No. 23-13-PW Paid Parking Solution

2. This sworn statement is submitted by PayByPhone US Inc. whose business address is 48 Wall Street, New York, New York 10005, US and (if applicable) Federal Employer Identification Number (FEIN) is 87-3652865 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

_____

3. My name is Satyajit Samra and my relationship to the entity named above is President.

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

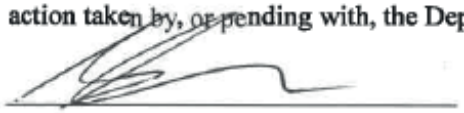
8. Based on information and belief, the statement which I have marked below is true in relation to the entity submitting this sworn statement. (Please indicate which statement applies)

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

____ The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____ The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

X The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)



(Signature)

Date: Nov 30 2023

PROVINCE OF BRITISH COLUMBIA, CANADA
CITY OF Vancouver

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this 30th day of November, 2023, and is personally known to me, or has provided as identification.

Notary Public
Rebecca Dhindsa
My Commission ~~expires:~~ does not expire

Completed Drug Free Form (Exhibit D)

EXHIBIT D DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY: PayByPhone US Inc.
ADDRESS: 48 Wall Street
CITY: New York STATE: New York ZIP CODE: 10005
TELEPHONE NUMBER: 604-642-4286

SIGNATURE: DATE: Nov 30 2023
NAME (TYPED OR PRINTED): Satyajit Samra
TITLE: President

Qualification and Experience Narrative

Does the contractor have the experience necessary to carry out the specific work for this project?

PayByPhone is a global leader in mobility payment solutions, having moved the needle in this space long before anyone else did. We were founded in Vancouver, BC, in 2001 with the sole purpose of creating a frictionless, enjoyable parking experience for drivers and all who work in the parking industry – using mobile and Web technologies to do this. We continue to reach milestones in the parking space including:

- Over 70M users (and counting) in 1,300+ cities – Vancouver, Seattle, San Francisco, London, Paris, and more – and 1,000+ locations.
- Operating in 7 countries; 1,459 clients worldwide
- US $814+ million payments processed.
- Financially secure
- Unique features such as self-serve rates engine, dynamic white label, guest accounts
- A user-friendly and widely recognized system that is robust and provides top-level security, including PCI-DSS Level 1 compliance.

Does the contractor have experience with similar projects?

We have provided below some example case studies to demonstrate our experience.

City of Galveston, TX: The City of Galveston and the Galveston Seawall program have ~13,000 spaces between them. The PayByPhone solution was launched there in 2013. Until 2013, parking along Galveston's 10-mile seawall was free. In 2013, City voters approved a paid parking initiative that would direct much needed revenues to seawall amenities, such as bathrooms and other infrastructure improvements. To encourage non-mobile drivers to park, specific City vendors were enabled to accept cash payments while using the mobile app to park the driver's car for the day. More than 34,000 drivers signed up with PayByPhone at the seawall within the first three months. Currently, over $750,000 is processed annually from over 200,000 PayByPhone app users. Adoption at the seawall is over 99 percent, and the overall Galveston adoption, including the downtown core, is at 67 percent.

City of Denver, CO: The City and County of Denver released a mobile parking payment application RFP in 2020 to implement a multi-payment environment. PayByPhone was selected exclusively to launch mobile payments in February 2021 for the first time at about 6,300 on-street IPS meters and enhance the City's digital parking program. The partnership achieved tremendous success by launching mobile payments within three months of the contract signing, with rapidly growing transaction volumes.

Massachusetts Bay Transportation Authority (MBTA), MA: The MBTA system serves approximately 43,000 commuter parking spaces covering 94 lots and 10 garages throughout the Commonwealth of Massachusetts. Proof of PayByPhone's success is its ability to replace incumbent apps in a location. In this instance, PayByPhone replaced ParkMobile and within six months, the MBTA saw its adoption rate double to more than 70 percent. This enabled the MBTA to remove traditional revenue collection equipment and instead promote greater use of the PayByPhone mobile payment service. As a result, adoption levels steadily increased, and as of end of 2019, the levels are now more than 85 percent. During the COVID-stricken year of 2020, MBTA elected to promote contactless payment by exclusively offering PayByPhone throughout the 10-garage portfolio consisting of 12,000 spaces. In so doing, MBTA minimized capital funds to replace its aging parking access revenue control systems (PARCS) equipment, streamlined operational resources to staff garages, and deployed mobile license plate recognition (LPR) enforcement systems.

Background and qualifications of individual key team members

Our proposed structure provides a dedicated Client Management and Operational Team focused on the City. This team is fully supported by a comprehensive back-office infrastructure of Finance, IT, Marketing and Product Development. **Please see Appendix 1 for Resumes.**

Cameron Sinclair, Implementations Specialist – Project Manager: is responsible for collaboration with product development, in order to implement technical systems software and solutions for new and existing clients. Cameron provides support to all our partners and third-party integrations, ensures that communications are addressed and triaged promptly, and works closely with the Client Success Team members to engage, retain, and develop client partnerships in addition to escalating potential risks during the on boarding process.

Nicole Tsakok, Client Success Onboarding Manager: Nicole has been with PayByPhone for almost 5 years, onboarding and managing clients' parking operations. Nicole currently focus's is onboarding and

implementation work, such as setting up a client's parking operations in our system, boarding merchant accounts, and training.

Terri Darvill, Client Success Manager: will serve as the City's' primary point of contact from go-live onward with an overall goal of answering questions the City may have, assisting with updates and changes as necessary, scheduling and conducting routine check-ins with the City, and measuring and driving adoption.

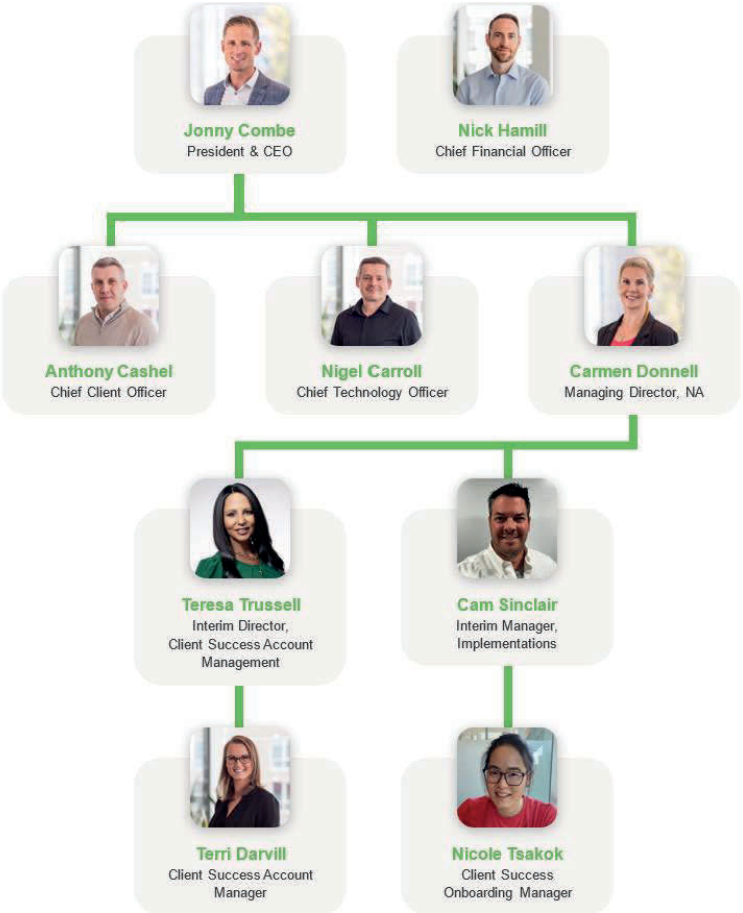
Teresa Trussell, CAPP, Senior Sales Director & Interim Director of Client Success Management will work closely with the City through negotiation, and contract execution stages. After go-live, Teresa work closely with the City to grow adoption via in-person visits and will work closely with the assigned Client Success Account Manager to ensure success.

Carmen Donnell, CAPP. Managing Director, North America: Carmen brings 15 years of parking, transportation, and mobility industry experience alongside a keen interest in relationship management. Carmen is a respected sales leader and an active participant in many industry organizations. Recently promoted to Managing Director of North America for PayByPhone, Carmen is responsible for functional aspects and members of the Commercial team in the US and Canada.

Jonny Combe, President and CEO: Jonny joined PayByPhone in 2018 from the BMW Group, where he spent 12 years in senior management roles. Before being appointed CEO in 2022, Jonny led PayByPhone's expanding Corporate portfolio in North America and Europe, and was UK CEO from 2018 to 2022, driving massive growth in the market. Jonny is passionate about how PayByPhone and parking fit into the wider technology ecosystem.

Anthony Cashel, Chief Client Officer: Anthony brings more than 15 years' experience in the automotive industry. Anthony oversees the day-to-day commercial aspects of the business and will spearhead the development and execution of PayByPhone's growth strategy in on- and off-street commercial parking and successfully expand into new markets that align with the company's international growth strategies.

Nigel Carroll, Chief Technology Officer: As PayByPhone's chief technology officer, Nigel leads the global Development organization, focusing on product, people, and technology. Nigel will be on hand in an advisory capacity throughout the project's term.



References

Do past performance evaluations and/or past performance information provided reflect a trend of satisfactory performance?
Basis of evaluation:
(i) A pattern of successful completion of work
(ii) A pattern of work identical to, similar to, or related to the work the project requires.
(iii) Ability shown, through workmanship provided on other projects.
(b) Do references demonstrate the company's quality of work?

Reference 1

1. **Name:** Angel Diaz, Director of Operations
2. **Organization:** Miami Parking Authority
3. Types of Services Provided: Provide city with mobile payment services since 2008 (initial go live), our resident rate feature, rights and rates for resident discounts, and enforcement and in-house integrations.
4. **Telephone Number:** 1-305-373-6789 x267
5. **Email**: adiaz@miamiparking.com

Reference 2

1. **Name:** Jeff Lantz
2. **Organization:** City of Pompano Beach, Florida
3. **Types of Services Provided:** Provide city with mobile payment services since April 2021 (initial go live) and enforcement and enforcement integrations.
4. **Telephone Number:** 954-786-5580
5. **E-Mail:** Jeff.Lantz@copbfl.com

References 3

1. **Name:** Mary Catherine Snyder, Parking Strategist
2. **Organization:** City of Seattle Washington (SDOT)
3. **Types of Services Provided:** Provide city with mobile payment services since July 2013 (initial go live) and enforcement and enforcement integrations.
4. **Telephone Number**: 1-206-684-8110
5. **Email:** Marycatherine.snyder@seattle.gov

Insurance Requirements

1. Respondents shall be required to provide proof of General Liability Insurance with a minimum liability insurance requirement of $1,000,000 for combined single limit and Worker's Compensation Insurance in accordance with the laws of the State of Florida and in amounts sufficient to secure the benefits of the Florida Workmen's Compensation Law for all types of employees, including those of subcontractors.

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 06/02/2023

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

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

PRODUCER MARSH USA LLC. One Towne Square, Suite 1100 Southfield, MI 48076	CONTACT NAME: Marsh | U.S. Operations & Technology PHONE (A/C, No, Ext): 866-966-4664 FAX (A/C, No): E-MAIL ADDRESS: detroit.certrequest@Marsh.com	
CN108107732--GAUPC-23-24	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : HDI Global Insurance Company	41343
INSURED PayByPhone US Inc. 48 Wall Street New York, NY 10005	INSURER B : N/A	N/A
	INSURER C : N/A	N/A
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** CHI-010131317-12 **REVISION NUMBER:** 3

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			GLD5838100	06/01/2022	01/01/2024	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY			GLD5838100	06/01/2022	01/01/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 500,000
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$
	DED RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N						PER STATUTE OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N / A						E.L. EACH ACCIDENT	$
	(Mandatory in NH)						E.L. DISEASE - EA EMPLOYEE	$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - POLICY LIMIT	$

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

Evidence of Coverage

CERTIFICATE HOLDER	CANCELLATION
PayByPhone US Inc. 48 Wall Street New York, NY 10005	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Marsh USA Inc.

© 1988-2016 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/13/2022

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

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

PRODUCER	CONTACT NAME:	
AUTOMATIC DATA PROCESSING INSURANCE AGCY INC 1 ADP BLVD MS 625 ROSELAND, NJ 07068 (877) 677-0428	PHONE (A/C, No, Ext): (877) 677-0428	FAX (A/C, No): (877) 677-0430
	E-MAIL ADDRESS: spobloadp@travelers.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : THE TRAVELERS INDEMNITY COMPANY OF AMERICA	
INSURED PAYBYPHONE TECHNOLOGIES INC PAYBYPHONE US, INC. 48 WALL STREET, SUITE 1100 NEW YORK, NY 10005	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** 156785606011652 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	☐ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:						EACH OCCURRENCE	$
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
							PRODUCTS - COMP/OP AGG	$
								$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		UB-3P435465-22	10/05/2022	10/05/2023	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

CERTIFICATE HOLDER	CANCELLATION
PAYBYPHONE TECHNOLOGIES INC PAYBYPHONE US, INC. 48 WALL STREET, SUITE 1100 NEW YORK, NY 10005	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Michael J Mulligan

© 1988-2015 ACORD CORPORATION. All rights reserved.

2. Respondent shall produce proof of insurance in the types and amounts required by the City, including the foregoing and any additional coverages, including Automobile Liability and or Builder's Risk Insurance, as may be defined at the time of contract. The City shall be named as an additional insured party and all binders, policies or certificates of insurance shall include a provision that such insurance coverage shall not be cancelled or amended without at least thirty days' notice to the City. All coverage shall be with carriers admitted doing business in the State of Florida. Carriers shall be A rated (or better) by A M Best Company. City reserves the right to modify its insurance requirements with 60 days' notice.

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 06/02/2023

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

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

PRODUCER MARSH USA LLC. One Towne Square, Suite 1100 Southfield, MI 48076 CN108107732--GAUPC-23-24	CONTACT NAME: Marsh | U.S. Operations & Technology PHONE (A/C, No, Ext): 866-966-4664 FAX (A/C, No): E-MAIL ADDRESS: detroit.certrequest@Marsh.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : HDI Global Insurance Company	41343
INSURED PayByPhone US Inc. 48 Wall Street New York, NY 10005	INSURER B : N/A	N/A
	INSURER C : N/A	N/A
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** CHI-010131317-12 **REVISION NUMBER:** 3

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			GLD5838100	06/01/2022	01/01/2024	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY			GLD5838100	06/01/2022	01/01/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 500,000
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$
	DED RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N						PER STATUTE OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH)	N / A					E.L. EACH ACCIDENT	$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$

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

CERTIFICATE HOLDER	CANCELLATION
PayByPhone US Inc. 48 Wall Street New York, NY 10005	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Marsh USA Inc.

© 1988-2016 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

FLEETTEC

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 11/29/2023

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

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

PRODUCER	CONTACT NAME: Jack Holder
Commercial Lines - (404) 923-3700 USI Insurance Services LLC 1 Concourse Parkway NE, Suite 700 Atlanta, GA 30328	PHONE (A/C, No, Ext): 470-875-0359 FAX (A/C, No): 610-537-1929 E-MAIL ADDRESS: Jack.holder@usi.com

INSURER(S) AFFORDING COVERAGE		NAIC #
INSURER A :	Great Northern Insurance Company	20303
INSURER B :	Chubb National Insurance Company	10052
INSURER C :	Chubb Indemnity Insurance Co.	12777
INSURER D :		
INSURER E :		
INSURER F :		

INSURED
PayByPhone US Inc.
48 Wall Street
Suite 1100
New York, NY 10005

COVERAGES **CERTIFICATE NUMBER:** 15788700 **REVISION NUMBER:** See below

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY CLAIMS-MADE / X OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: X POLICY / PRO-JECT / LOC OTHER:			3606-93-48	07/10/2023	07/10/2024	EACH OCCURRENCE DAMAGE TO RENTED PREMISES (Ea occurrence) MED EXP (Any one person) PERSONAL & ADV INJURY GENERAL AGGREGATE PRODUCTS - COMP/OP AGG	$ 1,000,000 $ 1,000,000 $ 15,000 $ 1,000,000 $ 2,000,000 $ 2,000,000
A	AUTOMOBILE LIABILITY ANY AUTO OWNED AUTOS ONLY / SCHEDULED AUTOS X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY			7362-28-11 Physical Damage Deductibles: $1,000 Comp $1,000 Collision	07/10/2023	07/10/2024	COMBINED SINGLE LIMIT (Ea accident) BODILY INJURY (Per person) BODILY INJURY (Per accident) PROPERTY DAMAGE (Per accident)	$ 1,000,000 $ $ $
	UMBRELLA LIAB / OCCUR EXCESS LIAB / CLAIMS-MADE DED / RETENTION $						EACH OCCURRENCE AGGREGATE	$ $
B C	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory in NH) Y / N: N If yes, describe under DESCRIPTION OF OPERATIONS below	N / A		7183-29-22 (AOS) 7183-29-23 (HI,MS,SC)	07/10/2023 07/10/2023	07/10/2024 07/10/2024	X PER STATUTE / OTH-ER E.L. EACH ACCIDENT E.L. DISEASE - EA EMPLOYEE E.L. DISEASE - POLICY LIMIT	$ 1,000,000 $ 1,000,000 $ 1,000,000

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

Certificate Holder is included as an Additional Insured per the terms and conditions of the general liability policy and automobile policy when required by written contract.

Certificate Holder is granted 30 days notice of cancellation in accordance with the terms and conditions of the General Liability, Automobile Liability, and Workers Compensation Polices when required by written contract.

CERTIFICATE HOLDER

City of Destin, Florida
4200 Indian Bayou Trail
Destin, Florida, 32541

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE

The ACORD name and logo are registered marks of ACORD © 1988-2015 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03)

3. Proof Required Workman's Compensation Insurance Documents

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY)
09/13/2022

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

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

PRODUCER	CONTACT NAME:
AUTOMATIC DATA PROCESSING INSURANCE AGCY INC 1 ADP BLVD MS 625 ROSELAND, NJ 07068 (877) 677-0428	PHONE (A/C, No, Ext): (877) 677-0428 FAX (A/C, No): (877) 677-0430 E-MAIL ADDRESS: spobloadp@travelers.com

INSURER(S) AFFORDING COVERAGE	NAIC #
INSURER A : THE TRAVELERS INDEMNITY COMPANY OF AMERICA	
INSURER B :	
INSURER C :	
INSURER D :	
INSURER E :	
INSURER F :	

INSURED
PAYBYPHONE TECHNOLOGIES INC
PAYBYPHONE US, INC.
48 WALL STREET, SUITE 1100
NEW YORK, NY 10005

COVERAGES **CERTIFICATE NUMBER:** 156785606011652 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	☐ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:						EACH OCCURRENCE	$
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
							PRODUCTS - COMP/OP AGG	$
								$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		UB-3P435465-22	10/05/2022	10/05/2023	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

CERTIFICATE HOLDER

PAYBYPHONE TECHNOLOGIES INC
PAYBYPHONE US, INC.
48 WALL STREET, SUITE 1100
NEW YORK, NY 10005

CANCELLATION

SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.

AUTHORIZED REPRESENTATIVE
Michael J Mulligan

© 1988-2015 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

4. Proof of adequate liability Insurance

ACORD

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 06/02/2023

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

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

PRODUCER MARSH USA LLC. One Towne Square, Suite 1100 Southfield, MI 48076 CN108107732--GAUPC-23-24	CONTACT NAME: Marsh | U.S. Operations & Technology PHONE (A/C, No, Ext): 866-966-4564 FAX (A/C, No): E-MAIL ADDRESS: detroit.certrequest@Marsh.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : HDI Global Insurance Company	41343
INSURED PayByPhone US Inc. 48 Wall Street New York, NY 10005	INSURER B : N/A	N/A
	INSURER C : N/A	N/A
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** CHI-010131317-12 **REVISION NUMBER:** 3

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
A	X COMMERCIAL GENERAL LIABILITY			GLD5838100	06/01/2022	01/01/2024	EACH OCCURRENCE	$ 1,000,000
	CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	$ 1,000,000
							MED EXP (Any one person)	$ 5,000
							PERSONAL & ADV INJURY	$ 1,000,000
	GEN'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	$ 2,000,000
	X POLICY PRO-JECT LOC						PRODUCTS - COMP/OP AGG	$ 2,000,000
	OTHER:							$
A	AUTOMOBILE LIABILITY			GLD5838100	06/01/2022	01/01/2024	COMBINED SINGLE LIMIT (Ea accident)	$ 500,000
	ANY AUTO						BODILY INJURY (Per person)	$
	OWNED AUTOS ONLY / SCHEDULED AUTOS						BODILY INJURY (Per accident)	$
	X HIRED AUTOS ONLY / X NON-OWNED AUTOS ONLY						PROPERTY DAMAGE (Per accident)	$
								$
	UMBRELLA LIAB OCCUR						EACH OCCURRENCE	$
	EXCESS LIAB CLAIMS-MADE						AGGREGATE	$
	DED RETENTION $							$
	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y / N						PER STATUTE OTH-ER	
	ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? N / A (Mandatory in NH)						E.L. EACH ACCIDENT	$
	If yes, describe under DESCRIPTION OF OPERATIONS below						E.L. DISEASE - EA EMPLOYEE	$
							E.L. DISEASE - POLICY LIMIT	$

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

Evidence of Coverage

CERTIFICATE HOLDER	CANCELLATION
PayByPhone US Inc. 48 Wall Street New York, NY 10005	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Marsh USA Inc.

© 1988-2016 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

5. Copy of general Liability Insurance Documents (Worker's Compensation)

ACORD®

CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY): 09/13/2022

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

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

PRODUCER	CONTACT NAME:	
AUTOMATIC DATA PROCESSING INSURANCE AGCY INC 1 ADP BLVD MS 625 ROSELAND, NJ 07068 (877) 677-0428	PHONE (A/C, No, Ext): (877) 677-0428	FAX (A/C, No): (877) 677-0430
	E-MAIL ADDRESS: spobloadp@travelers.com	
	INSURER(S) AFFORDING COVERAGE	NAIC #
	INSURER A : THE TRAVELERS INDEMNITY COMPANY OF AMERICA	
INSURED PAYBYPHONE TECHNOLOGIES INC PAYBYPHONE US, INC. 48 WALL STREET, SUITE 1100 NEW YORK, NY 10005	INSURER B :	
	INSURER C :	
	INSURER D :	
	INSURER E :	
	INSURER F :	

COVERAGES **CERTIFICATE NUMBER:** 156785606011652 **REVISION NUMBER:**

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

INSR LTR	TYPE OF INSURANCE	ADDL INSD	SUBR WVD	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	
	☐ COMMERCIAL GENERAL LIABILITY ☐ CLAIMS-MADE ☐ OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: ☐ POLICY ☐ PRO-JECT ☐ LOC ☐ OTHER:						EACH OCCURRENCE	$
							DAMAGE TO RENTED PREMISES (Ea occurrence)	$
							MED EXP (Any one person)	$
							PERSONAL & ADV INJURY	$
							GENERAL AGGREGATE	$
							PRODUCTS - COMP/OP AGG	$
								$
	AUTOMOBILE LIABILITY ☐ ANY AUTO ☐ OWNED AUTOS ONLY ☐ SCHEDULED AUTOS ☐ HIRED AUTOS ONLY ☐ NON-OWNED AUTOS ONLY ☐						COMBINED SINGLE LIMIT (Ea accident)	$
							BODILY INJURY (Per person)	$
							BODILY INJURY (Per accident)	$
							PROPERTY DAMAGE (Per accident)	$
								$
	☐ UMBRELLA LIAB ☐ OCCUR ☐ EXCESS LIAB ☐ CLAIMS-MADE ☐ DED ☐ RETENTION $						EACH OCCURRENCE	$
							AGGREGATE	$
								$
A	WORKERS COMPENSATION AND EMPLOYERS' LIABILITY Y/N ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? ☐ (Mandatory in NH) If yes, describe under DESCRIPTION OF OPERATIONS below	N/A		UB-3P435465-22	10/05/2022	10/05/2023	X PER STATUTE ☐ OTH-ER	
							E.L. EACH ACCIDENT	$ 1,000,000
							E.L. DISEASE - EA EMPLOYEE	$ 1,000,000
							E.L. DISEASE - POLICY LIMIT	$ 1,000,000

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

CERTIFICATE HOLDER	CANCELLATION
PAYBYPHONE TECHNOLOGIES INC PAYBYPHONE US, INC. 48 WALL STREET, SUITE 1100 NEW YORK, NY 10005	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS. AUTHORIZED REPRESENTATIVE Michael J Mulligan

© 1988-2015 ACORD CORPORATION. All rights reserved.

ACORD 25 (2016/03) The ACORD name and logo are registered marks of ACORD

Licensing Requirements

1. Provide all applicable licenses: include license name, license numbers and contact information. Contractor must be Florida Certified or Okaloosa Registered and provide a license of qualifier.

State of Florida
Department of State

I certify from the records of this office that PAYBYPHONE TECHNOLOGIES INC. is an out of the country corporation authorized to transact business in the State of Florida, qualified on May 19, 2009.

The document number of this corporation is F09000002048.

I further certify that said corporation has paid all fees due this office through December 31, 2023, that its most recent annual report/uniform business report was filed on January 5, 2023, and that its status is active.

I further certify that said corporation has not filed a Certificate of Withdrawal.

Given under my hand and the Great Seal of the State of Florida at Tallahassee, the Capital, this the Seventeenth day of March, 2023

Secretary of State

Tracking Number: 5857427062CU

To authenticate this certificate,visit the following site,enter this number, and then follow the instructions displayed.

https://services.sunbiz.org/Filings/CertificateOfStatus/CertificateAuthentication

2. Copy of City License (if business office is in Destin)

Not applicable

3. Copy of State License (if required for job)

Not applicable

Addenda

Submitter acknowledges that it is the submitter's responsibility to determine whether an Addendum has been issued; and if so, to obtain copies of such Addendum from the City Clerk of Destin and agrees to be bound by all addenda that have been issued for this Request for Proposal. If addendum is issued, responsive bidder shall sign and return each addendum with the submittal package. Failure to return signed any and all addenda may disqualify the submittal.

ADDENDUM #1

CITY OF DESTIN, FLORIDA
REQUEST FOR BID (RFB) NO. 23-13-PW PAID
PARKING SOLUTION

November 17, 2023

This addendum forms a part of the Contract Documents and modifies the original bid documents. Acknowledge receipt of this addendum in the space provided on the Bid Form. **Failure to do so may subject the Bidder to disqualification.** The following items shall become a part of the construction documents for the above referenced project.

Correction:

1. The last date for questions concerning this RFP is **December 7, 2023**, not December 14, 2023, as stated in the RFP.

The bid opening date remains as Thursday, December 14, 2023, at 2 pm.

END OF ADDENDUM #1

A copy of this Addendum #1 signed and acknowledged shall precede the mandatory information required in the subject RFB.

Receipt of Addendum #1 is hereby acknowledged:

Teresa Trussell
Print Name

Signature

December 6, 2023
Date

10. Additional Documents

1. Project approach/proposed timeline

1. The City is looking for an integrated, turnkey solution that can be managed and operated by the City with vendor maintenance and support. Services are to include a product that provides for phone/app-based payments, revenue and data management, real-time parking availability information (preferred), robust reporting, intuitive customer service tools, and software and equipment to support parking enforcement and collections.

PayByPhone is a global leader in mobility payment solutions, having moved the needle in this space long before anyone else did. We were founded in Vancouver, BC, in 2001 with the sole purpose of creating a frictionless, enjoyable parking experience for drivers and all who work in the parking industry – using mobile and Web technologies to do this. As a global company we are committed to investing in parking innovation, mobility, and exceptional service.

We continue to reach milestones in parking space. Consider the following:

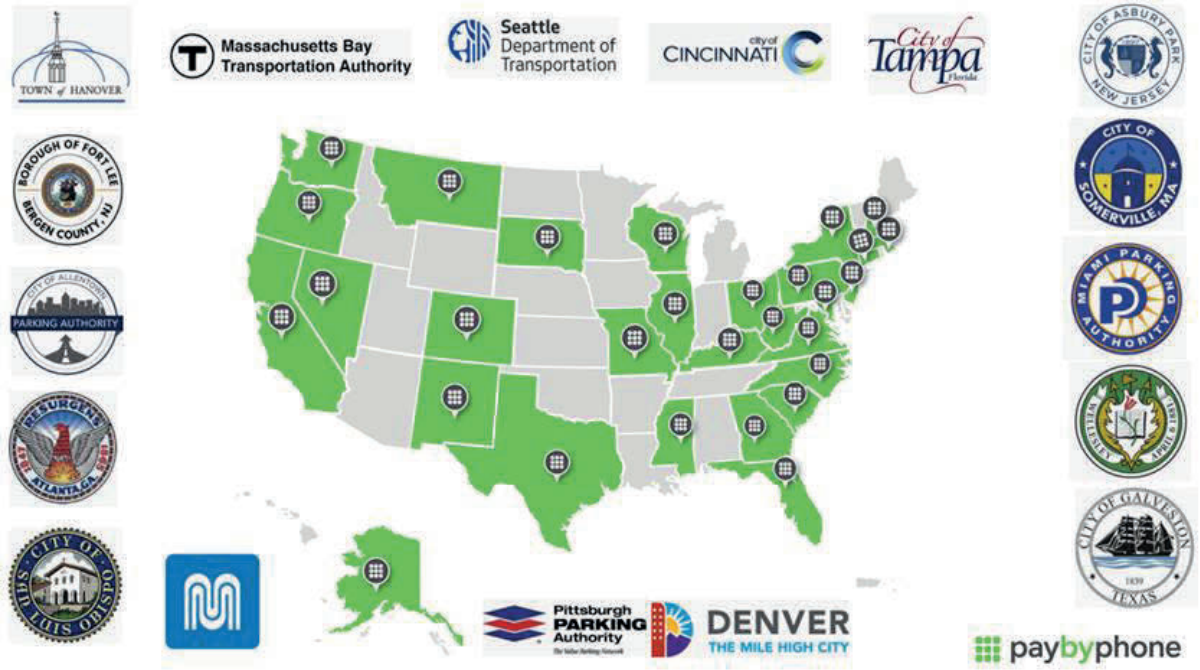
- 70M users (and counting) in 1,300+ cities – Vancouver, Seattle, San Francisco, London, Paris, and more – and 1,000+ locations.
- Operating in 7 countries; 1,459 clients worldwide
- 193+ million in yearly transactions
- US $814+ million payments processed.
- Nearly 300 dedicated full-time staff.
- Unique features such as self-serve rates engine, dynamic white label, guest accounts

With such impressive metrics, it's no wonder PayByPhone is considered the most used and loved mobility parking payment app in the world. When you partner with us, you will be implementing an unrivaled product that offers not just an unmatched user-friendly experience, but also a significant cost savings to the City's parking operations.

PayByPhone has a team of dedicated and experienced personnel who will help drive forward a successful implementation of this project, should it be awarded to us. Please see **Appendix 1 – Resumes.**

We provide a turnkey solution that will set the City up for success to offer and manage our mobile payment solution including phone/app and web as well as IVR options. Our PayByPhone Portal, our web-based operations management solution, will provide the City with full access to your dashboard and reporting needs for revenue and data management—including the ability to manage your own rates in real time. As a PayByPhone client, you will be assigned a dedicated Account Manager who will serve as your primary point of contact to support your account needs. Finally, our robust API integrates our solution with the City's enforcement services to ensure PayByPhone payments are communicated in real-time to enforcement devices for seamless enforcement activities.

The map below illustrates just some clients we currently work and where you can find PayByPhone in your surrounding area.



2. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.

PayByPhone accepts a variety of payment methods: Mastercard, Visa (debit/credit), Discover, American Express, Apple Pay, Google Pay, and PayPal to initiate parking either by smartphone app, website, mobile phone, or Amazon Echo Auto.

PayByPhone is among the first available Alexa skill that allows drivers to pay for parking through Amazon Echo Auto. Using this skill, Alexa can also extend parking time and lets drivers know how much available time is left in their parking session. Additionally, drivers have the option to extend parking with the Apple Watch.

At the start of a parking session, the driver's credit card is authorized in real-time to confirm funds are available for the requested payment transaction. Transactions are characterized as "card not present" and are batched (collected) daily. Settlement times are configurable, but typically happen between midnight and 4:00 a.m. Batch files to be used for deposit reconciliation can be generated and delivered via email or FTP on a daily basis.

3. Proposals must provide for the design, integration, installation, testing, training and support needed to implement the solution, including the provision and placement of parking and wayfinding signage.

PayByPhone will provide an implementation plan for review and approval by the City within 30 days of contract award. A typical implementation can take between 4-6 weeks depending on City staff availability. Dates can be adjusted upon being selected vendor of choice and are contingent upon award assumptions from the solicitation schedule. There are several key, high-level items in a transition plan (from implementation to go-live) that are worth noting.

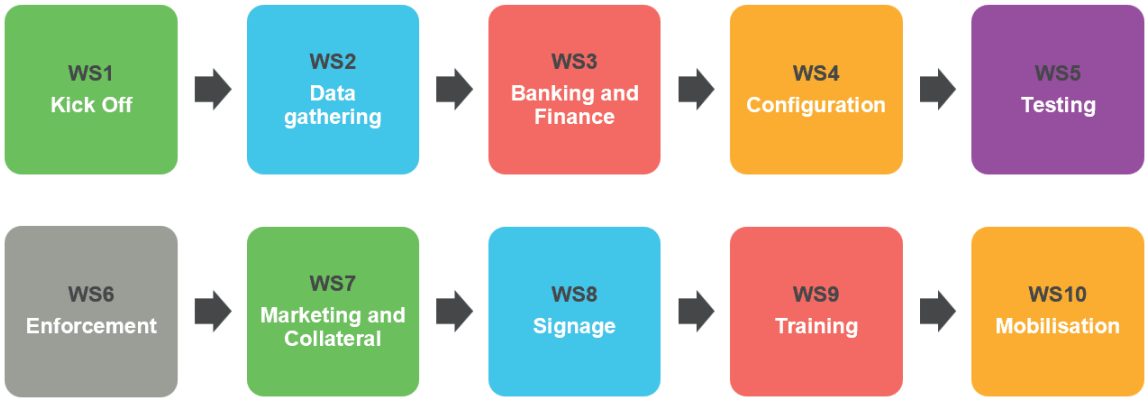
- Launch call.
- Identify key stakeholders and email to PayByPhone.
- Set up merchant information.
- System configuration (new location setup, if applicable)
- Design and produce signage and stickers.
- Testing
- Soft go-live – testing phase
- Go-live – (projected go-live date)

This implementation plan includes the items listed within this requirement and can be reviewed in detail within our sample implementation plan attached. The installation of parking and way-finding signage will require a collaborative effort between PayByPhone and the City. PayByPhone can manage installation with cooperation and input from the City, if desired. Please see our pricing proposal for details related to installation effort offerings.

Key Implementation Activities

During the implementation phase, we will advise you of all contact details for **key personnel and teams** involved with the contract including **Client Support, Operations/Technical Helpdesk, Client Account management, Legal and Finance.**

Our team works simultaneously at various stages of the project. The graphic below provides a view of the high-level workstreams for project delivery.



The full implementation timeline typically takes between 4-6 weeks from the kick-off meeting date, the timescale varies depending on the number of locations, the configurations that you choose and the ability of the City to provide the full location data.

Implementation Plan

Workstream 1 Project Kick-Off Meeting: The implementation process starts with a kick-off meeting between PayByPhone and the City. The meeting will be attended by the Project Manager and members of Operations/Client Management/Marketing. Agenda includes introductions, confirmation of target launch date, contracts/legal, marketing, MI.

Workstream1.1: Kick off Meeting – **within 1 week of Award.**

Workstream 2 Data Gathering: Using the information obtained during the kick-off meeting, the Project Manager will produce a first draft of the 'Onboarding Workbook' which will be sent to the City for completion.

The workbook contains the information on City's parking portfolio, parking rates and policies, back-office access requirements, finance contacts, operational contacts, holiday schedules, and other pertinent information and is used as the 'base' document for the remainder of the implementation.

Workstream 2.1: Completed Onboarding Workbook returned to PayByPhone **– no less than 6 weeks to go live date.**

Workstream 3 Finance: To facilitate the payment process, PayByPhone will ensure links with Payment Service Provider and Merchant Acquiring Bank are set up correctly, process test payments, and agree invoicing/reporting/remittance requirements.

Workstream 3.1: Completed Finance Forms returned to PayByPhone **– no less than 6 weeks prior to go live date.**

Workstream 3.2: PayByPhone MID setup **– 3 weeks prior to go live date.**

Workstream 4 Configuration: The City will provide confirmatory rate information. We confirm any special operating times/rules which need clarification. Once complete, the rate information is loaded into our service system and available to the City for User Acceptance Testing.

Workstream 4.1: Configure Locations and rates on PayByPhone System **– 4 weeks prior to go live date.**

Workstream 5 Testing: Before the rates and location data are submitted to the central system it is rigorously checked internally by a member of the Operations Team and submitted to the City for testing and sign-off. Once confirmed, the information is then replicated in our rates engine/website/payment channels (e.g., app) ready to be 'switched on' for go-live.

Workstream 5.1: Sign off of Locations and rates including rules and policies **– 5 weeks prior to go live date.**

Workstream 5.2: UAT **– 2 weeks prior to go live date.**

Workstream 6 Enforcement: Early on during the project, integration between the PayByPhone service and the enforcement device will be prepared/tested to ensure that the enforcement link is correctly configured, and data is correctly transmitted. We have significant experience integrating with all the major back-office providers.

Workstream 6.1**:** Confirmation of Location Codes for all locations to be provided to the City and the enforcement provider **– 5 weeks prior to go live date.**

Workstream 6.2: Setup of API URL, Username and Password **– 4 weeks prior to go live date.**

Workstream 6.3: Test Transactions processed for UAT **– 2 weeks prior to go live date.**

Workstream 6.4: Sign off from the enforcement provider **– 1 week prior to go live date.**

Workstream 7 Marketing and communications support: Our in-house marketing will design/deliver a bespoke marketing plan in partnership with you and provide a full Marketing and Communications plan for sign off.

We have provided an example marketing campaign below. During implementation, our marketing team will work in partnership with you to design and deliver a customized marketing strategy which includes:

- PayByPhone marketing investment, at **no cost to the City**
- **Dynamic Labelling** provides a customed home screen image for the mobile apps.
- B2C campaigns throughout the year
- Clear concise **signage**
- **Social media** campaigns

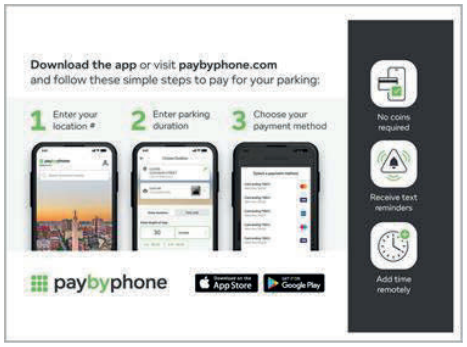
Social Media is a powerful tool reaching a larger audience and an effective way to raise awareness and encourage drives to sign up in advance to the PayByPhone services in the form of:

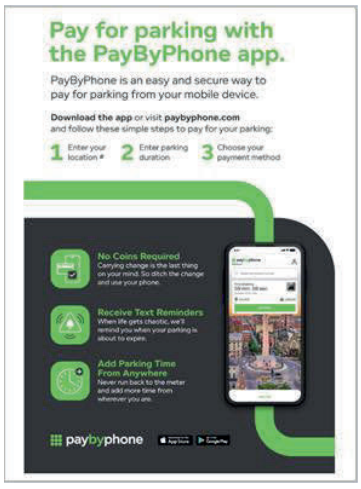
- How to download and register the PayByPhone app
- Promoting local events

- Competitions and promotions
- Advertising new functionalities

Digital programmatic advertising: (Google User Acquisition, Google Search, Apple App Store, Google Play Store)

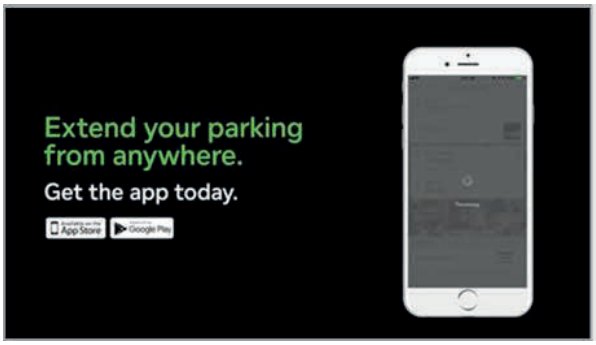
Print Assets:

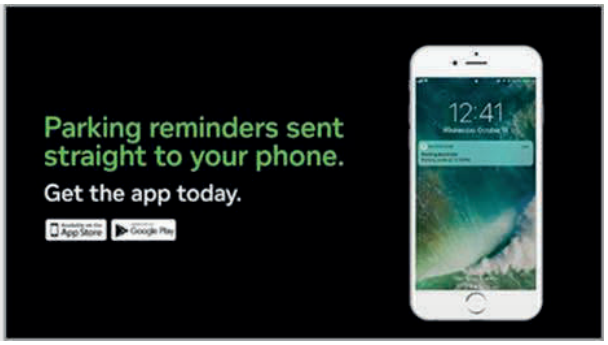


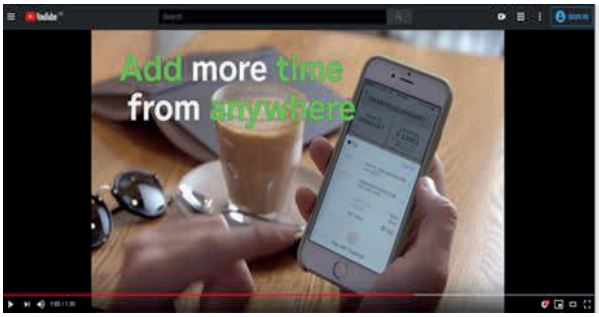


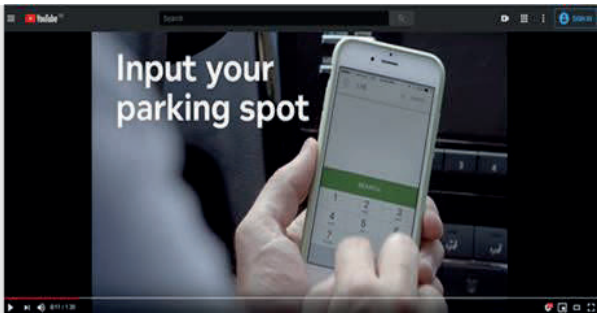
Video content library available: We will provide the City with customized video resources it can upload to its website and social media channels. These educational videos will help maximize the driver experience of our app.

Social Media Videos: A selection of PayByPhone generic videos are available to the City to use. These videos can be used on the Cities website, social media channels.

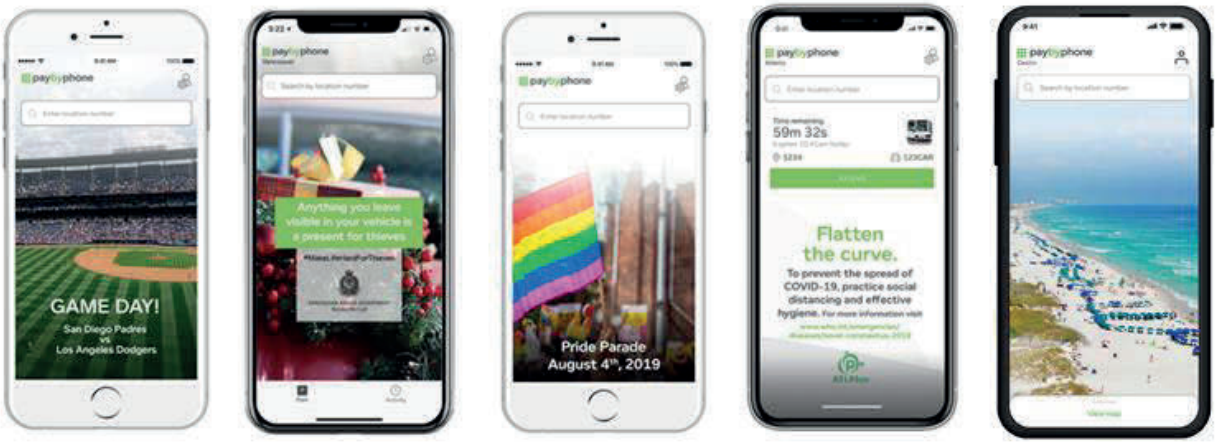








Dynamic Label: We 'localize'' our mobile apps for each client so they can choose an image of their choice which (using geo-locations) changes when the customer parks in their locations.



Community engagement and education: Our community engagement campaigns illustrate our dedication to connecting with people in each area where PayByPhone operates.

We have provided examples below of some successful marketing campaigns we have launched in Miami.

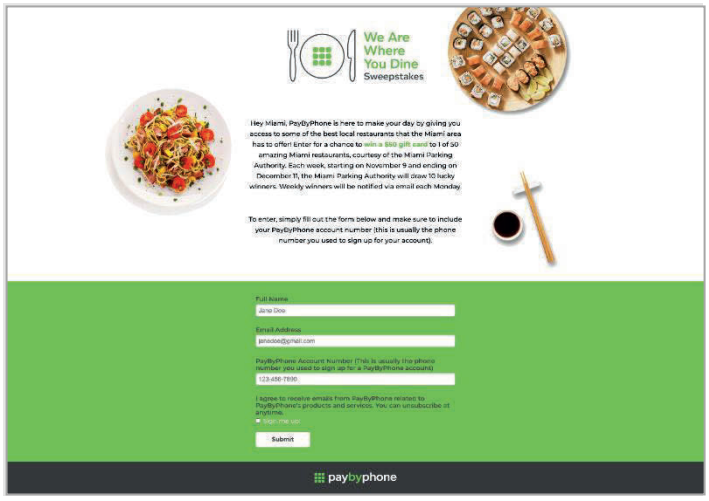
'We Are Where You Dine' Campaign

In 2020 we ran a contest in the City of Miami promoting awareness of PayByPhone, by hosting a giveaway campaign giving winners access to some of the best local restaurants that the city has to offer. PayByPhone users had the chance to win a $50 gift card to one of the many participating local restaurants, courtesy of the Miami Parking Authority (@mpacommunity).

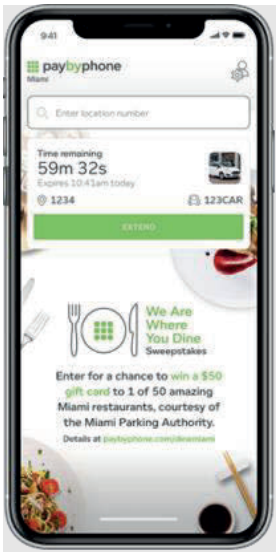
Campaign Tactics Used:

- Dedicated Landing Page
- Custom Dynamic Label Image
- Boosted Social Posts
- Giveaway Sweepstakes

Landing Page:



Dynamic Label Image:



Social Posts:

Summer Campaigns

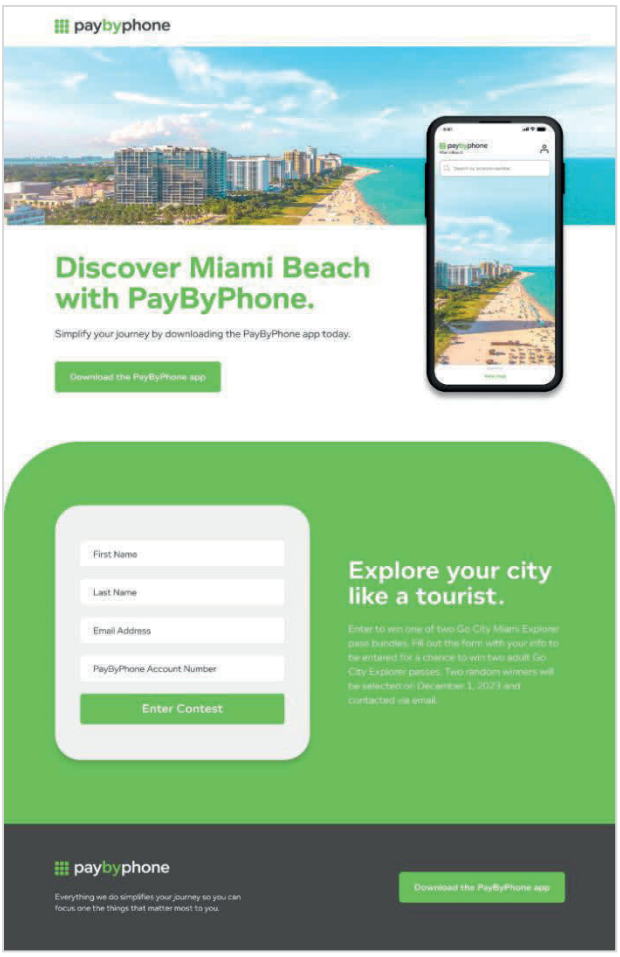
These campaigns offer fun give-aways for drivers using the service. We have provided an example of a mock marketing campaign that promotes the Miami Beach area.

'Discover Miami Beach with PayByPhone – Explore Your City like a Tourist'

The purpose of this campaign is to create community awareness about using PayByPhone when paying for parking, highlighting fun things to do in the Miami Beach are, and a fun giveaway to win '**Go City 5 Choice Explorer Passes'**.

The giveaway will be hosted on a dedicated landing page that will outline full contest details, prizes available to be won, a form where users can enter to win (requiring their PayByPhone account number), information about using the PayByPhone, and links to download the app.

To bolster awareness about the giveaway we will share boosted social posts on our Instagram and Facebook channels, and organic posts on Twitter, that link back to the landing page so people can easily enter to win and share the giveaway with others in their networks.



'Simplify Your Summer'

In August 2022 we ran a 'Simplify Your Summer' giveaway sweepstakes in Miami:

This campaign reached over 51,000 people.

Partnerships: Our existing partnerships with the following municipalities and parking providers shed light on our expertise in the area:

1. Bal Harbor
2. Bay Harbor Islands

3. Broward County
4. Carolina Beach
5. Coral Gables
6. Dadeland
7. Dania Beach
8. Florida International University
9. Fort Lauderdale
10. Hallandale Beach
11. Lauderdale – By – The – Sea
12. Miami
13. Miami Arts Charter School (MAC)
14. Miami Dade County Parks
15. Naples
16. North Bay Village
17. Nova Southeastern University (NSU)
18. Orange County
19. Pompano Beach
20. Sunny Isle Beach
21. Surfside
22. Tampa
23. University of Miami
24. Miami-Dade Aviation, Miami International Airport Park & Ride Lot

Workstream 7.1: Sign off of Marketing Plan – **6 weeks prior to go live date.**

Workstream 7.2: Provision of logos and images by the City **– 6 weeks prior to go live date.**

Workstream 7.3: Sign off of Press release and communications – **4 weeks prior to go live date.**

Workstream 7.4: Production & Supply of signage, marketing materials etc. – **3 weeks prior to go live date.**

Workstream 7.5: Pre-launch Communications – **2 weeks prior to go live date.**

Workstream 7.6: Launch Communications – **at time of Go Live**

Workstream 7.7: Post-launch Communications – **8 weeks post go live date.**

Workstream 8: Confirmation of signage requirements between the City and PayByPhone – **5 weeks prior to go live date.**

Our marketing team will collaborate with the City on the design of signs and decals with proofs provided within 2 weeks of request. Signage at parking meters and pay stations is one of the most important pieces of marketing collateral and helps to maximize visibility and exposure of our service. Signage is ideally placed as close to the parking stall as possible. Examples have been provided below:

On-street signage

- Ideally the driver can read the location from insider their vehicle.
- Decal on every single-space meter (front and back).
- One sticker on all four sides of a pay station.
- One 12x18 metal sign per block or every 10 - 15 spaces.

Figure: 18x24 metal sign with the City's logo.

Off-street Signage: We recommend the following for off-street parking:

- One sticker on all four sides of a pay station.
- One 18x24 sign for every 20 to 25 spaces. (Signage count increases if the lot has many rectangular shapes and hidden areas.)

Figure: Example of meter and pay station decal/sticker.

Figure: Example of multi-vendor signage.

Workstream 8.1: Sign-off of Signage requirements and designs – **4 weeks prior to go live date.**

Workstream 9 Training – Week of Go-Live: Shortly before launch, our Project team will carry out the required training courses. Training is provided free of charge, during the service implementation phase and on an ad-hoc basis where required. We will put together a comprehensive training plan for your back-office and civil enforcement officers during the service implementation phase.

Training Offered: We will provide training for your employees, free of charge, during the service implementation phase. Should additional training be needed throughout the contract we can certainly accommodate.

PayByPhone will ensure that all training courses are updated in line with any service changes and enhancements. We have provided below an overview agenda for each of your staff members.

City Staff	Training Requirements	Delivered	When
Customer Support Staff	An overview of the course structure includes: The aims and objectives of the course is to provide the customer support staff with the tools to deliver a one-touch experience for the driver. Introduction to PayByPhone, the service itself and how it operates including: • Customer Registration & Payment channels • Account management on behalf of the driver • Accessing Parking History • Optional SMS & Marketing Preferences • Refunds Hands-on Training. Role play answering calls from the public, the trainer will take on the role of the public. Enforcement. How it is carried out, reporting function and how to cross reference for PCN appeals IVR. How the driver can elect to be automatically transferred to a Customer Support agent. Complaints and Escalation Procedures. What to do when the driver remains unsatisfied. Common Customer Queries. How to deal with these.	Virtually	Pre-Launch and ongoing

	Questions and Answers Course Summary. A summary of the training course provided along with a user guide, and key points from the training.		
Enforcement Officers	An overview of the course structure includes: Aims and objectives of the course is to ensure the Enforcement Officers feel confident with the enforcement changes ahead of the transition. Introduction to PayByPhone, the service itself, how we operate from a driver's viewpoint and how enforcement is carried out. Enforcement Demonstration. How enforcement of the service is carried out including: • How to identify the location number of the parking area • How to check for valid parking session by location code/VRM • Expired session information • How to provide general support to the End User including End User engagement • Technical troubleshooting and enforcement backup options Hands-on Training. Each Enforcement Officer will be provided access to the enforcement link, to carry out enforcement scenarios. Questions & Answers Course Review. A summary of the training course provided along with a user guide and key points from the training.	Virtually	Pre-Launch
Parking Team	An overview of the course structure includes: Aims and Objectives of the course will provide the tools to monitor and analyze key metrics and trends and create a level of confidence using the PayByPhone system. Introduction to PayByPhone the service itself, how we operate from a client's viewpoint including: • Insights Dashboard; Real-time transaction analysis • General Reports; including financial and detailed reports. Eligibility Management (where applicable) • Escalation Process • Tariff Management and testing • Location requests open or closure process • How to access technical support Reporting Demonstration The trainer will demonstrate the functionalities of the Insights Dashboard and reporting portal. A test user will be created, and various types of reports will be accessed and generated to outline the standard reports available for operational purposes. Tariff Management Demonstration. The trainer will demonstrate how to look up a location, corresponding rates to a location and how to use the testing tool. Questions and answers. Course review. A summary of the training course provided along with user manuals and how they might be used as a reference	Virtually	Pre-Launch and ongoing
Finance Staff	An overview of the course structure includes: Aims and Objectives the course will allow the Finance Team to competently be able to complete all billing and reconciliation required. Introduction to PayByPhone, the service, how it operates from a client's viewpoint and how the data is collected for reporting purposes including: • Features and Payment Options/Methods	Virtually	Pre-Launch

	• PayByPhone Back Office • Invoicing & Remittance • Billing Document Portal • PSP Access (Where applicable) • Accessing Supporting and Escalation. Demonstration. The trainer will demonstrate and provide hands-on training for the: Insights Dashboard and reporting portal. A test user will be created, and various types of reports will be accessed and generated to outline the standard reports available for operational purposes. Billing Document Portal. A test user will be created to demonstrate how the client can access their invoices and remittances. Questions and answers. Course Review. A summary of the training course provided along with a user guide and key points from the training.		
Train-the-Trainer	An overview of the course structure includes: Aims and Objectives This is a bespoke course that can be created for the City's internal trainers. To aid in the ongoing internal training for the new service	Virtually	Pre-Launch and ongoing

Support Material: We'll provide training materials that can be copied and distributed as needed for ongoing training purposes.

Workstream 9.1: Confirmation of training requirements – **2 weeks prior to go live date.**

Workstream 9.2: Undertake training – **1 week prior to go live date.**

Workstream 10 Mobilization – Go-Live Date: The rollout tasks include: ensuring all signage is in place, social media posts are signed off and ready to go, feet-on-street merchandisers at selected car parks, all marketing collateral has been delivered, any other agreed B2C initiatives.

Project Assumptions and Dependencies

This section briefly lists the assumptions we have made about the dependencies that form the backbone of our project implementation plan.

General requirements of PayByPhone: Assign a dedicated Project Manager to deliver a successful implementation project. Submit project plan and all related tasks for review during kick-off meeting. Submit all requirements for a decision/sign-off from the City in a timely manner.

General requirements of the City: Appoint a dedicated Client Manager which all communications/requirements/issues can be directed. All communication will be acknowledged within one working day and responded within two working days. Ensure that all functions are represented at the project kick-off meeting. Agree to the project plan within two weeks of their project kick-off meeting. Agree/attend regular project meetings/conference calls.

Testing: PayByPhone will provide unit, system and integration testing as well as test plans and scripts to aid User Acceptance Testing (UAT). The City will be responsible for UAT (if required).

Training: We will provide training for your staff, free of charge, during the service implementation phase and on an ad-hoc basis where required. Our main training programme consists of four key modules: "PayByPhone" – Who we are, what we do, core processes; "Patroller" – Parking location numbers, enforcement protocols; "Back-office system" – How it works, reporting functions, dashboard; "Customer service" – Registration, payment, account management. We will put together a comprehensive training plan for your back-office and civil enforcement officers during the service implementation phase.

4. City recognizes that there will be a need for pay stations to ensure equity amongst users, but desires to minimize the number that are needed and to avoid handling of cash/coins. Proposers should identify the type and number of pay stations they would deploy and how the stations would be integrated with their software solution.

PayByPhone delivers high levels of application ratings and digital payments through service design, full cycle marketing, and customer support experience. Our service turns high volumes of digital payments into reduced infrastructure costs for cities. Having digital payment technology is only one piece — end-users also need to use the service to show it's a true benefit to the City. Our mobile application is easy to use, and supported by targeted marketing campaigns that boost awareness and adoption. Our application is recognized globally and across North America by end-users who regularly use their mobile devices to pay for parking.

With our service, the City will have a turnkey solution — smart city technology available to monitor program performance and a popular mobile parking application for drivers who already know and love it. Partnership for mutual success is a mantra at PayByPhone. Our long-term partnerships result in the highest adoption rates in the industry – a metric that helps define project success.

Our long-term partnerships result in the highest adoption rates in the industry – a metric that helps define project success. PayByPhone's mobile payments account for more than 50 percent of parking revenue for many of our clients and more than 90 percent for some of our key clients such as Miami Parking Authority in Florida. These high adoption rates are because PayByPhone provides ongoing promotional support to clients to drive adoption. Clients automatically benefit from platform enhancements without incurring additional and costly "app upgrade" fees. At the same time, PayByPhone's white label feature allows the City to provide a locally relevant user experience for your drivers.

PayByPhone's mobile payment services provide drivers with the ability to pay via our App or the Web. Additionally, we support IVR (Interactive Voice Response) services, which allow drivers to pay for parking by calling a toll-free number. This service is embraced by those who may not have a smart-phone device and provides an additional level of equitable offerings. This buffet of payment options provides City's the ability to significantly reduce or limit the amount of hardware (pay stations) required within their parking landscape. PayByPhone's saturated presence in the Florida region mentions quick adoption of our app for the City, which will permit the City to limit the number of pay stations necessary and even create and opportunity for mobile-only locations where it might make sense. Our experienced team will work with the City to evaluate each parking area to make recommendations regarding placement that makes sense while attempting to limit the number of pay stations placed and ensuring the placement makes sense from a financial perspective.

PayByPhone's transaction data can be integrated with a variety of pay station back-office data, if desired. Examples of pay stations we can integrate reporting capabilities are Digital (T2), Ventek, and Flowbird.

5. The City's principal objective is to reduce congestion and improve the availability of parking in both our Harbor and Beach Parking Districts by influencing user parking preferences, increasing parking turnover rates, and improving the overall user experiences. Another objective is to allow patrons to pay by mobile device for parking beyond the initial period and to receive notifications when their time is about to expire so they can remotely add time.

PayByPhone offers the parking customers the best way to pay for their parking, anywhere, anytime, for any occasion, which aligns with the City's goal to reduce congestion and improve the availability of parking options. Our mobile payment solution not only increases consumer convenience for payments, but provides consumers the ability to remotely extend parking, which increases parking turnover rats and improves the overall user experience. All payments are processed at all times in a PCI Level 1 certified environment.

All our platforms are highly accessible 27x7x365. Motorists can access the service via all the channels shown below.

Platform	Registration	Payment	Management	Receipt
iOS App	•	•	•	•
Android App	•	•	•	•
Huawei App	•	•	•	•
Windows Mobile App	•	•	•	•
Mobile Web	•	•	•	•
Online	•	•	•	•
IVR	•	•	•	•
Voice (Siri and Alexa)		•		
24X7X365 Live Agents	•	•	•	•

Smartphone/Mobile Web/Desktop

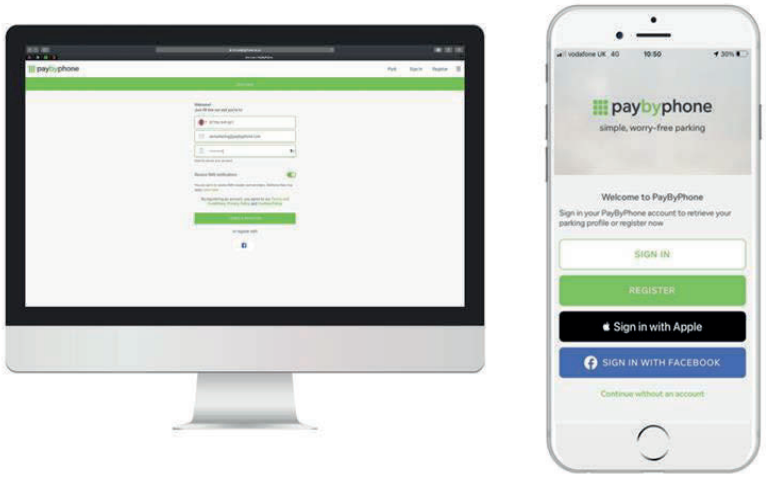
Smartphone/Mobile web and desktop registration is quick and easy.

Registration:

- Phone number/email/create a password, agree and register or via
- Social login options (Apple/Google/Facebook).
- Guest Accounts (no registration is required)

When a driver registers with PayByPhone, dynamic account pages are automatically set up that can be accessed via the login page of our websites (e.g., Consumer/Mobile Web), mobile apps/social media (e.g., Facebook/Apple ID).

The functionality of the PayByPhone website mirrors the processes shown for mobile apps to ensure a consistent experience.



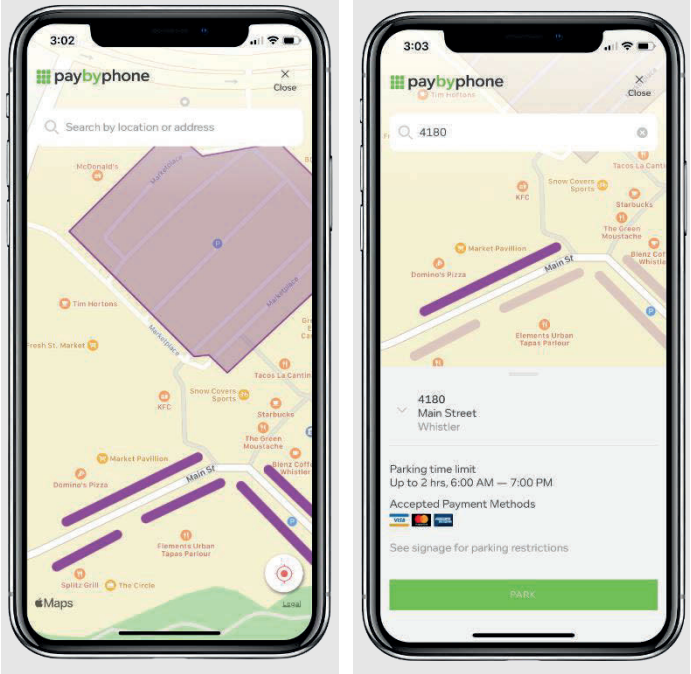
Guest parking: This appealing feature enables a driver to use the app without necessarily creating an account. Once the driver's parking session has expired, their details are automatically removed from the PayByPhone database.

Registered users: Once registered, the PayByPhone service remembers login details, so the driver does not need to enter their credentials again. Once registered to pay for parking, the driver simply enters their location code, parking duration, vehicle details and payment method.

1. Enter **location #** 2. Enter **parking duration** 3. Choose **payment method**

Nearby locations and maps: Maps are a great way to visually understand parking at a city level, encourage driver adoption of digital parking, and reduce traffic by empowering drivers to plan for parking ahead of time.

Maps enable drivers to find the correct location number instead of rushing back to their vehicle. When **location** services are turned on, drivers are able to visualize parking locations around them or wherever PayByPhone is available. Drivers can also interact with the map to stay informed of hours, restrictions, and accepted payment methods. Combined with **Nearby Parking**, **Recent**, and **Favorite locations**, PayByPhone makes it easier than ever to park.

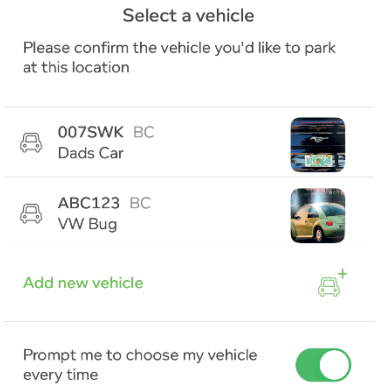


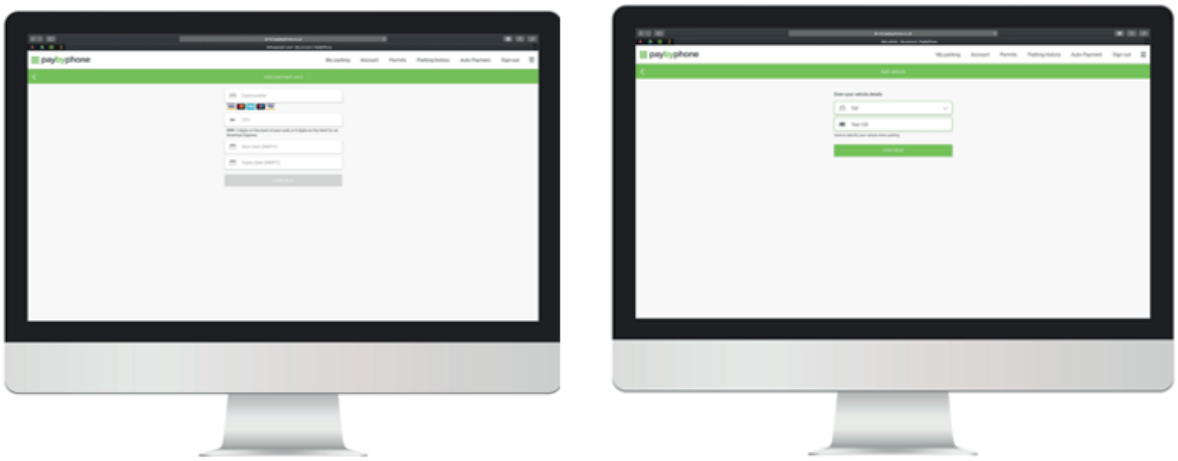
Payment: Provides the option to pay using a registered payment card (and entering CVV). Payment options include Mastercard, Visa (debit and credit), American Express, Discover, Apple Pay, Google Pay, and PayPal.

Digital Wallet: As PayByPhone does offer payment via PayPal, this option can be considered as a type of digital wallet. Drivers can log into their PayPal account and make a one-time payment for a single parking session. PayPal is available for client accounts that require PayByPhone to be the merchant of record (MoR).

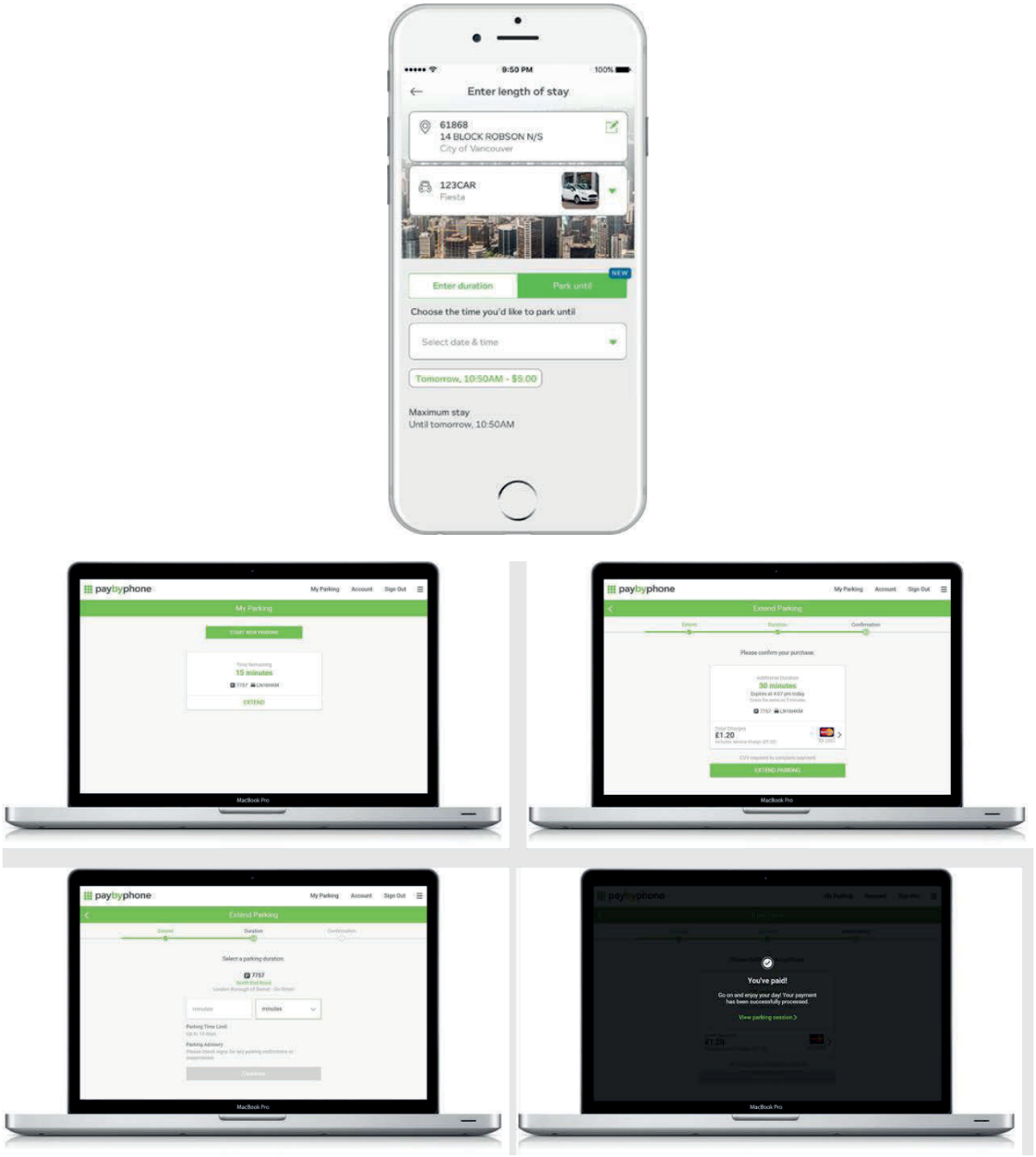
Payment Cards and Vehicles: Payment cards/vehicles can be managed via all available channels. Each account can have multiple cards/vehicles**.** We make it quick and easy to add/amend details by enabling the smartphone camera to upload multiple payment card details and vehicle named with a picture uploaded.

This has resulted in a significant reduction of errors (e.g., wrong vehicle paid for) and subsequent citations. There is also an optional prompt to select the 'correct' vehicle for multi-vehicle accounts each time the motorist parks, as opposed to the service defaulting to the last vehicle parked.





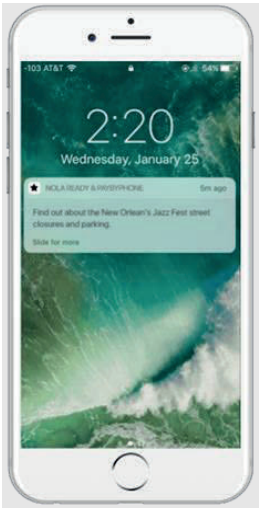
Extending parking sessions: Drivers can extend their parking at the same location up to the maximum stay restrictions and may immediately purchase another parking session after the first parking session has expired. The parking status can be viewed instantly with a 'swipe right' using our iPhone Widget.



SMS Receipts, Reminders & Email Receipt: Once registered a driver must **OPT-IN** to receive optional SMS reminders which includes confirmation of session booking and a reminder that their parking session is due to expire shortly (10 minutes prior to expiry). In addition, once the driver has paid, they will receive a free email receipt and if opted-in the confirmation/reminder messages.

Push notifications: Along with in-app messaging, PayByPhone's push notifications maximize driver engagement and retention, which help drive adoption rates in the City. Based on the geolocation of the driver, PayByPhone uses a real-time push and email engagement tool with built-in analytics.

This allows the City to engage drivers with transactional, promotional, and service-level messaging on a segmented audience basis. Notifications could include items such as parking bans, snow emergencies, or parking changes during special events or sporting events.



If an attempt to process a parking session is unsuccessful, drivers are informed that their parking session did not complete and are advised of the reason why the purchase was unsuccessful. This is usually due to the:

- Payment being declined by the driver's bank.
- Vehicle not allowed to park in a specific location.

The PayByPhone system also sends a free push notification if a driver starts a payment transaction but does not complete – regardless of where they were at in the process.

Interactive Voice Recognition (IVR)

Our IVR service (local toll number) enables drivers to commence/finish/extend parking sessions. The IVR service provides instructions in clear English language to capture the parking session information.

- **First time callers** are automatically rerouted to the registration process.
- **Registered users** are fast-tracked to the payment process.
- **Extend** existing parking session, only duration/payment card's CVV code are entered to confirm the transaction.

When data is entered, the IVR service requires confirmation that the data is correct at all stages of the transaction without the need to speak to a customer advisor.

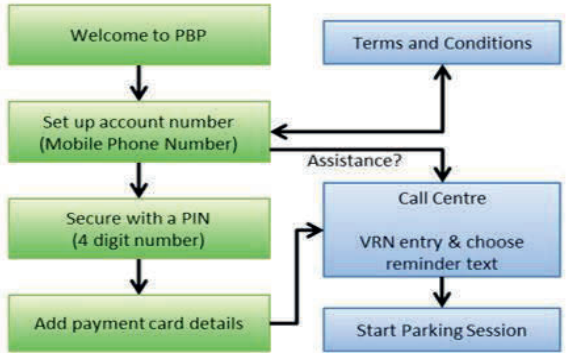


Figure: Registration Process

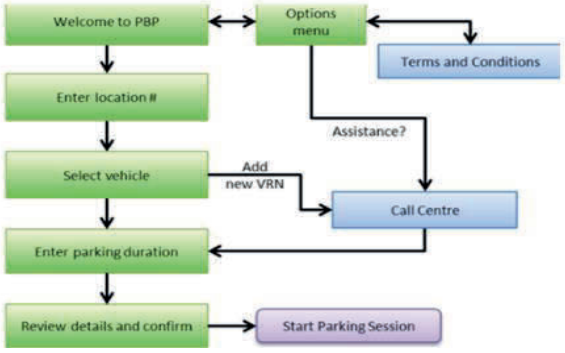


Figure: Payment Process

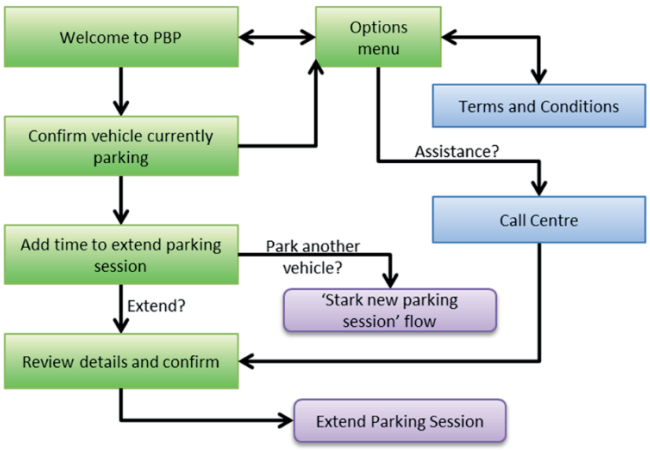


Figure: Extend Process

Customer Support

Part of what makes PayByPhone a successful adoption story and sets us apart from our competitors, is access to our customer support service, available to end-users 24x7x365. This free service (utilizing a local rate telephone number) connects the Driver to a live agent who can set them up with a PayByPhone account should they experience any issues doing so themselves.

The customer support line (available in English, French, and Spanish) also addresses questions and escalates technical queries. Our unique customer support services reduce the number of calls routed to the City staff for app support.

Phone: Drivers can contact the 24x7x365 customer service line any time for help with account setup, to initiate a parking session, add/edit a vehicle, add/edit a payment method, or seek clarification on anything they do not understand. Our multilingual support staff are available to provide assistance or handle complaints and escalate as needed.

Email: Our customer support agents are available Monday to Friday, 8 a.m. to 5:30 p.m. to handle email-based support requests. They can set up new accounts, start/end parking sessions, add/remove vehicles, and add/remove payment types. They can also handle complaints and escalate technical queries.

Innovation

PayByPhone continually innovates to keep abreast of consumer and client needs so that it remains the most used and loved mobility parking payment app in the world. We are dedicated to offering drivers a host of features that facilitate a contactless, frictionless, and enjoyable parking experience. We know that by implementing our solution, the City will always have the latest and greatest value-added features and capabilities that come from partnering with clients from around the world to innovate parking.

These are the features unique to PayByPhone innovation:

“Alexa, ask PayByPhone to start parking": PayByPhone’s integration with Amazon takes the in-car parking payment experience to another level and brings mobility as a service (MaaS) into sharp focus as a value add to any City looking to progressively streamline its technological outreach in parking services. Amazon Echo Auto connects to Alexa using a mobile device and plays through car speakers via Bluetooth or auxiliary input, allowing the driver access to over 90,000 skills. By enabling the skill and connecting their existing PayByPhone account through account linking, drivers simply say: "Alexa, ask PayByPhone to start parking” to begin a new parking session at the desired spot and location.

"Hey Siri, park me at work": PayByPhone has enhanced the parking experience, leveraging voice command technology to offer complete hands-free mobile parking. Voice assisted technology offers a safe and convenient way to transact throughout the parking journey. Drivers in all PayByPhone regions can use the iOS app, Siri to pay for parking and extend their parking session using Shortcuts in the language of their choice. The supported languages are English, French, Spanish, Dutch, Flemish/Dutch NL, German, Italian, Punjabi,

Welsh, and Simplified and Traditional Chinese (written and spoken [Mandarin and Cantonese]). Once configured, paying for parking is as simple as saying “Hey Siri, park me at work.”

Optionally, drivers can create a Siri Shortcut through the PayByPhone app, or through the Apple Shortcut app.

The default phrase is “Park with PayByPhone.” This Shortcut guides the driver through a series of steps to start a new parking session. Drivers can create as many variations of a voice command as they wish, for example, “park at work,” “park at the gym,” or “park at school.”

Drivers can voice-command using either their phone or the technology in their car to activate Siri.

On the phone: The driver doesn’t have to unlock their phone or open the PayByPhone app to park with Siri. They simply interact with Siri on their device or complete an entire parking session using only voice commands.

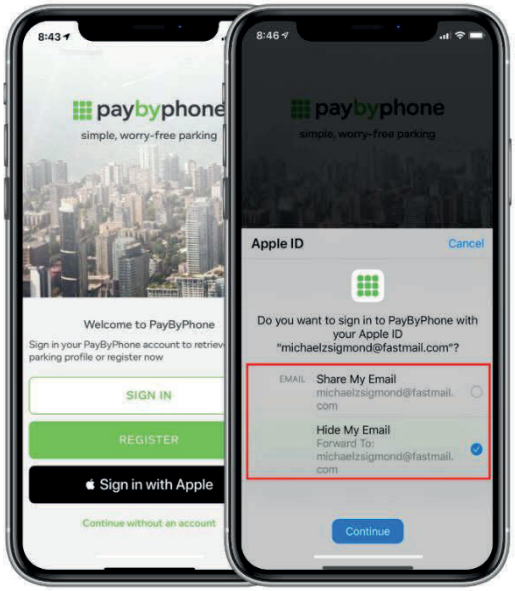
In the car: A driver can pay for parking, extend parking, or get information on an active session by pressing the steering wheel voice button, or simply say “Hey Siri” followed by their Shortcut.

Near field communication (NFC): First installed by PayByPhone in 2011, NFC scanning simplifies and speeds up the parking payment process for drivers in areas where this feature is offered. When a driver taps their NFC-enabled phone against the NFC-enabled sticker, the PayByPhone app automatically opens on their smartphone, displaying the payment page complete with the location number. This action reduces the time it takes to pay for parking because drivers don’t need to load the PayByPhone app and enter their location number. All they do is enter the parking duration to complete their payment.

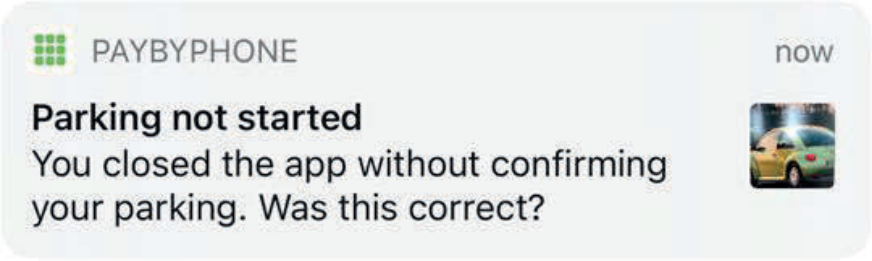
QR codes: These codes can easily be added to signage and decals. Once the QR code is scanned via the driver's mobile device, the application will automatically launch, including the location number and parking information linked to that QR code.

Extending time remotely via Smart Watch: PayByPhone notifies the driver via an SMS alert that their parking session is about to expire. It allows for the extension of time, provided the additional time purchased does not exceed the maximum time allowed for that specific parking space.

Apple Sign In: For a much faster onboarding app experience, drivers can use **Apple Sign In** to register and log into the PayByPhone app. **Apple Sign In** enables drivers on the iOS platform to register a new PayByPhone account or log into an existing account using their Apple ID credentials and iOS biometric authentication (Face ID and Touch ID). This means no need to enter an email address or create a password. The feature also offers more control over privacy with the **Hide My Email** option.



Reminder to complete: Reminder to complete is a message that pops up if a parking transaction has been started but not completed. This unique feature stems from in-depth analysis of driver behavior in real situations. This point of detail is a good example of the constant refinement and enhancement to the PayByPhone service thanks to its many international deployments.



6. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment option.

Our customer friendly and easy-to-use mobile payment solution will allow your drivers to self-serve and manage their parking payments with no need to visit or call the City office. Part of what makes PayByPhone a successful adoption story and sets us apart from our competitors, is access to our customer support service, available to drivers 24x7x365. This free service (utilizing a local rate telephone number) connects the driver to a live agent who can set them up with a PayByPhone account should they experience any issues doing so themselves.

The customer support line (available in English, French, and Spanish) also addresses questions and escalates technical queries. Our unique customer support services reduce the number of calls routed to the City staff for app support.

Phone: Drivers can contact the 24x7x365 customer service line any time for help with account setup, to initiate a parking session, add/edit a vehicle, add/edit a payment method, or seek clarification on anything they do not understand. Our multilingual support staff are available to provide assistance or handle complaints and escalate as needed.

Email: Our customer support agents are available Monday to Friday, 8 a.m. to 5:30 p.m. to handle email-based support requests. They can set up new accounts, start/end parking sessions, add/remove vehicles, and add/remove payment types. They can also handle complaints and escalate technical queries.

Parker: Chatbot offers quick and efficient access to a dynamic version of the PayByPhone help center. The chatbot can be reached via the app menu and at www.paybyphone.com. This tool can interact with drivers' questions, and it can be taught to grow continually to improve responses. The chatbot manages escalations in real-time, depending on the driver's needs. It can establish if the driver needs live help or if the issue needs to be escalated to Tier 2 agents via an email. Depending on the scenario, the driver is either provided with a call center telephone number or a Help Request ticket (email) is created and sent to Tier 2 agents for review and response/interaction with the driver.

Signage: Our signage includes our globally recognized brand, which significantly increases consumer adoption. Signage is the first thing that catches the driver's attention when parking. It's important, therefore, that signage is clear and easy to read. PayByPhone's design team will work with the City to create the ideal signage for its parking operation. We'll provide the first round at the designated locations.

The number of signs required and where to strategically place them is unique to each client and their parking landscape. The PayByPhone experience gains momentum when it's front and center in the line of sight. Our signage uses bright, sharp colors for legibility and immediate visibility to attract the driver's attention to location number and pertinent information.

We recommend the following for on-street parking:

- Ideally the driver can read the location from inside their vehicle.
- Decal on every single-space meter (front and back).
- One sticker on all four sides of a pay station.
- One 18x24 metal sign per block or every 10 spaces.

Figure: 18x24 metal sign with City logo.

We recommend the following for off-street parking:

One sticker on all four sides of a pay station.

One 18x24 sign for every 20 to 25 spaces. (Signage count increases if the lot has many rectangular shapes and hidden areas.)

Figure: Example of meter and pay station decal/sticker.

7. Offers an easy-to-use data management interface that minimizes manual data entry

The PayByPhone app (and Web instance) is not only easy to use but it has been designed with the consumer in mind to minimize manual data entry as much as possible. The flow is intuitive and prompts the user to select their location, duration, vehicle, and payment method via prompts and a natural flow that reduces or eliminates error.

Our registration process reduces barriers to entry by collecting only the minimum information necessary to uniquely secure an account and identify the driver before quickly getting them into the payment for parking flow. New drivers can sign up and park using PayByPhone in two minutes or less. Registration can be via several channels:

App: Our smartphone mobile app is available for download on both the Apple App Store and the Google Play Store. The app works with iOS 11.0 (or higher), Android 5.0 (or higher), and Windows.

Website: For the website option, drivers can park and pay quickly without registering for an account or needing to download the app.

QR codes: These codes can easily be added to signage and decals. Once the QR code is scanned via the driver's mobile device, the application will automatically launch, including the location number and parking information linked to that QR code.

Phone: No smartphone, no problem. Our optional interactive voice response (IVR) system enables drivers to pay for parking even with a simple flip phone.

Voice: Contactless, frictionless, and 100 percent hands-free. Drivers can park with the PayByPhone app using Siri and Amazon Echo Auto through Alexa.

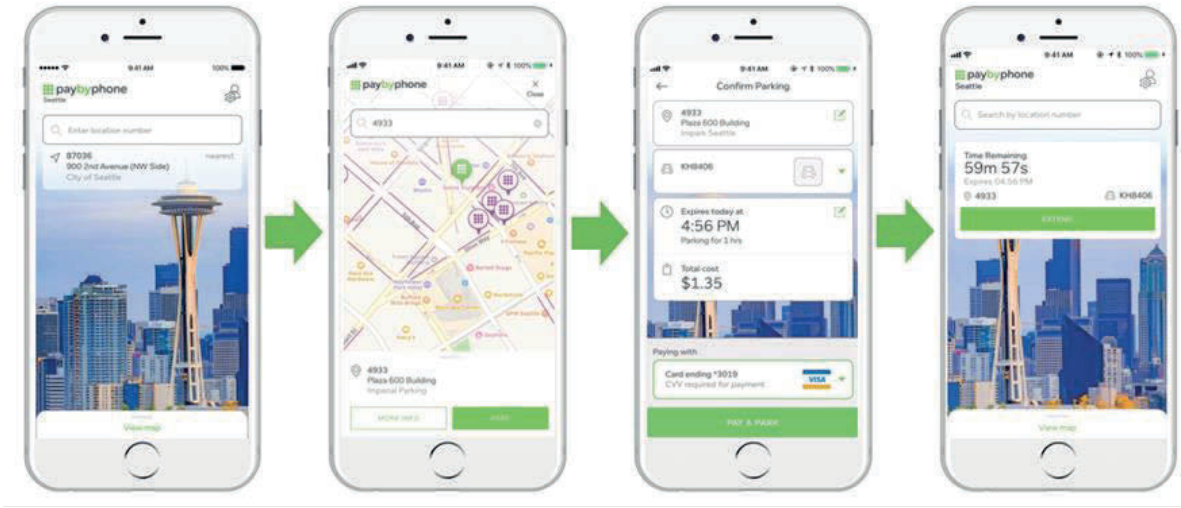
Drivers can pay for their parking using our smartphone app, by calling a toll-free number from any phone, or by using our mobile website.

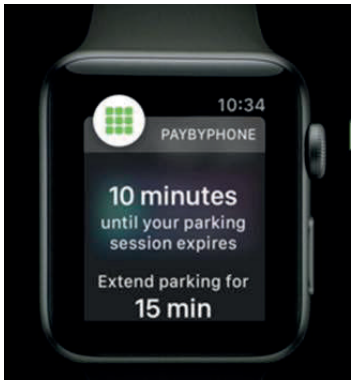
IVR offerings provide the City with the unique ability to offer equitable offerings for drivers who do not have a smart phone to utilize our services.

PayByPhone supports QR code technology if requested by the client, and our system supports both pay-by-space and pay-by-plate setups.

PayByPhone accepts all major and many emerging payment options including Mastercard, Visa (debit and credit), American Express, Discover, Apple Pay, Google Pay, and PayPal. Drivers can also extend their parking session using their Apple Watch.

For the website option, drivers can park and pay quickly without registering for an account. PayByPhone doesn't require pre-registration to park and we also operate a "guest account" service for drivers (an industry first). Drivers simply click the Park button on the website and are prompted to enter a location code, parking duration, vehicle plate number, email address, and valid credit card. Additionally, drivers who do not yet have a PayByPhone account can quickly create an account using their Apple ID and pay for parking in 10 seconds or less.





Our pre-payment feature allows the City to accept parking payments in advance of the parking start time, providing drivers with a way to pay for parking at the time they park, but their time does not begin a countdown until the required start time.

For example, if payment is required at 8 a.m. and the driver pays for two hours at 7:30 a.m., their parking session is valid for two hours from 8 a.m. based on the payment start time. Drivers are emailed a receipt upon completion of each transaction.

Regarding the City's residential permits, currently managed with physical decals, the City can utilize our Rights and Rates feature, which will allow elimination of physical decals and management via our app for virtual permitting.

Rights and Rates – PayByPhone can support different rate structures for different profile types through the optional PayByPhone **Rights and Rates** feature. This could include reduced/free rates for eligible drivers or the right to park in a restricted location such as providing discounted parking rates for residents, accessible parking spots for people with disabilities, or longer stay times for commercial cars. Parking rules depend on the driver profile. PayByPhone can either pull these eligible license plates automatically from an existing database or the City can manually add license plates to a **Rights and Rates** group. During COVID-19, PayByPhone's **Rights and Rates** feature was used by municipalities to waive parking fees for health care and other essential workers as well as remove the maximum stay restrictions for these drivers, thereby allowing crucial services to continue uninterrupted.

8. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.

The City will receive full access to our real-time operational reporting solution via our secure cloud-based back-office system. Access includes:

Back-Office Reporting Suite: provides operational/customer service/back-office/patroller (enforcement) reports.

Parking Business Insight Dashboard: offering insights into key metrics, drilling down into the performance of each parking zone.

Back-Office Reporting Suite

The City will have access to our cloud-based reporting dashboards via permissions-based roles and password protected enabling you to make educated and accurate policy decisions. Our operational reporting suite provides:

Operational Reports

Operational Report 1: All Payments Individual Transaction Detail sets out the data linked to every transaction we process.
Operational Report 2: Revenue by Date sets out the total daily transactions processed on each day for the calendar month chosen.
Operational Report 3: Revenue by Date/Zone/Block provides the same information as Operational Report 2.

Operational Report 4: Revenue Daily by Zone/Block shows all payments processed by date.
Operational Report 5: Revenue by Location Detail. Payments, refunds, declines and associated fees occurring in each location.
Operational Report 6: Revenue Summary by Lot and Zone/Block. Total transaction count and payment amount for each location.
Operational Report 7: Usage by Location. Summary of usage occurring in each location.

Customer Support Reports

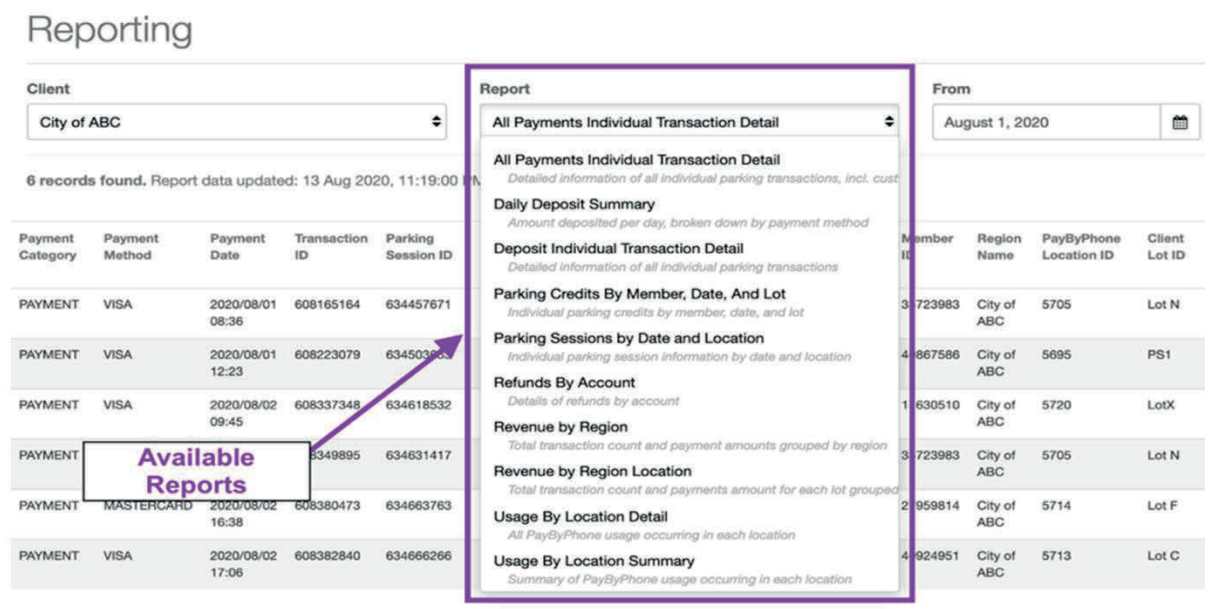
Transactions, registrations, and unique users broken down by method.
Customer Parking History: Customer parking history of a customer by account number
Extended session:% extended parking sessions v all cashless parking sessions
Sign up via Web vs IVR:% new users by IVR (automated phone line) v website/app.
Vehicle Parking History: Customer parking history of a customer by VRN

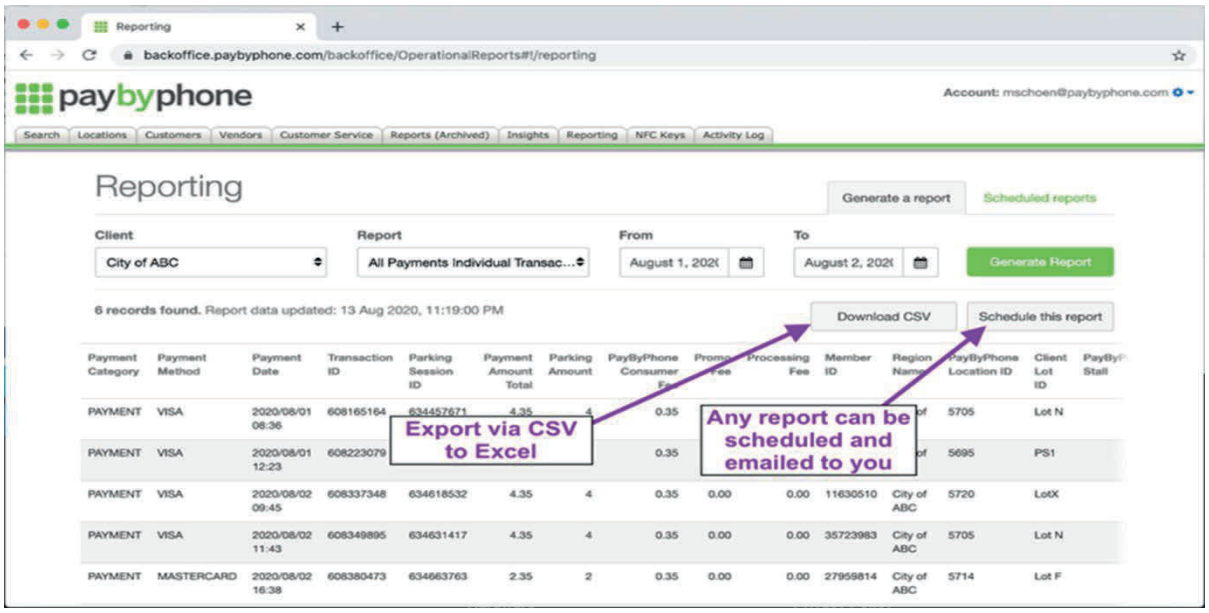
Financial Reports

Transactions by Tariff Band: Breakdown of transactions by tariff and location including both on and off-street parking.
UK – Revenue (NO VAT / VAT calculated): Includes zone, transaction ID, start date, duration, fees, and payment card type by individual transaction.
UK – Revenue – By Charge Date: Daily summary report for all locations including total number of transactions, duration, and fees.
UK – Revenue – By Lot and Charge Date with Zone/Block: Daily summary report by location including total number of transactions, duration, and fees.
UK – Revenue – Daily by Zone: Includes zone, location, transaction ID, start date, duration, fees, individual transaction.
Revenue – Summary by Zone: Summary report by zone including location, total number of transactions, duration, and fees.

Patroller (Enforcement) Reports

Checking Details by Location: Details when enforcement checks are being done by location and supplies query ID, date, and time stamp for each check.
Parked Vehicles by query ID: Valid sessions upon enforcement check based on query ID.
Parking Session by Lot and Date: All parking sessions in a specific location and time frame.
Patroller Report – Parked Vehicles (LIVE): Lists current parking sessions by location.





Parking Business Insights (BI)

Keen to get ahead of the curve in providing our clients with powerful business intelligence, we have developed a suite of dashboard reports, these 'Insights' provide our clients with key information relating to their parking estate and the PayByPhone deployment.

This solution, which is integrated into our back-office, offers "snapshot" insights into key metrics which matter most to the City. These include transaction growth (year-on-year/month-on-month), total revenue (including the monthly average), transaction totals (overall and by location), service uptake (by platform), and the number of unique visitors (including the monthly average).

This solution will enable the City to drill down into the performance of each controlled parking zone, additional key metrics include:

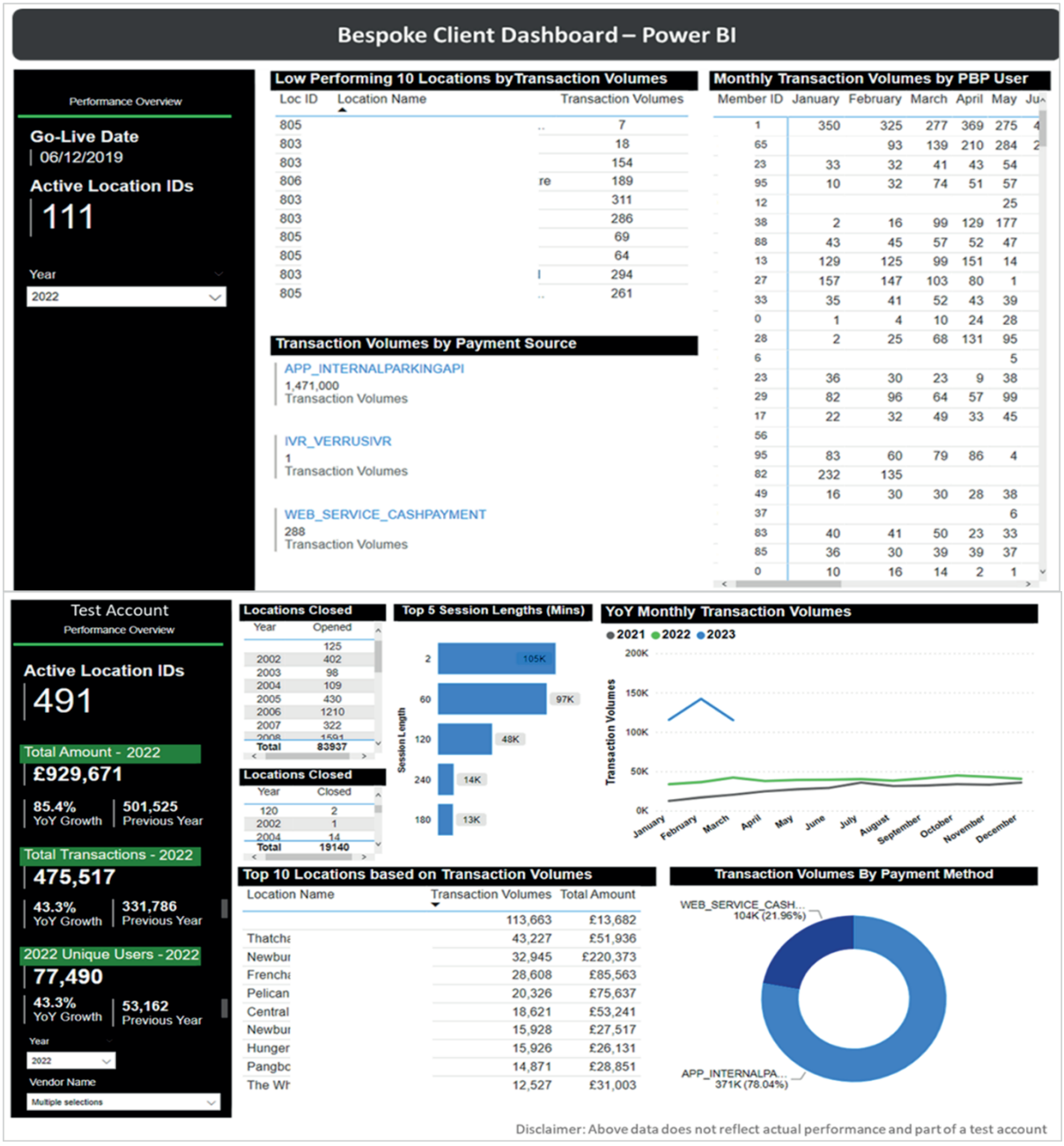
- Overview graphs for parking activity, broken in daily, weekly & monthly formats.
- Total revenue, transactions, and users, including monthly average/high/low.

- Transactions by channel.
- Top 5 performing locations.
- Payment methods.

The Parking sessions seasonality tab will show the monthly transactions in City over the last 12 months, additionally this tool provides the ability to drill-down at location level and view the transactional activity in days of the week and see the hourly trend per location.

The Traffic Calendar will provide an overview of the parking traffic in borough over a calendar year. At a glance, the map shows the busiest days and weeks, in addition you can also see the hourly trend of parking sessions.

Our Operations Management Dashboard also provides a snapshot of your busiest locations. As the screenshot below illustrates, this will show the City the average transaction value at these locations (avg. rate per user), the number of unique customers and the total number of transactions and revenue booked at these locations.



Looker

In addition to PayByPhone's Parking BI (Insights) tool, we also use Google's Looker tool as a business intelligence software and data analytics platform that will help you explore, analyse, and share real-time business analytics easily.

Your Client Success Manager will be able to share/export 'looks' to you. These will come to you as scheduled reports based on your set of criteria.

Like our Parking BI tool, Looker is a business intelligence and visualization tool that provides interactive dashboards and provides users with faster access to the data they need. It will provide the City with the ability to create your own insights and KPI metrics to manage the effectiveness of the solution.

Our business intelligent software and data analytics platform 'Looker' is designed to help you explore, analyse and share real-time business analytics easily. This intelligent piece of software can be designed in partnership with you to ensure we capture the relevant analytics the City requires.

9. Allows for reservation of spaces for events, including the ability to prepay for parking.

PayByPhone has established partnerships to facilitate event parking in access-controlled environments (Arrive). For event parking, there are many challenges to ensure an efficient, free-flowing operation given the mass arrival and departure vehicle flow patterns. The reservation of spaces for events within an open lot can be tricky to manage and will require a manual effort by the City to ensure designated reserved spaces are available to guests upon arrival. Additional discussion may be necessary regarding the City's goals with reservations and how this may be managed within the City's parking portfolio.

For example, in order to expediently manage the traffic flow and collect parking payment, PayByPhone has collaborated with Major League Baseball's Miami Marlins and loanDepot Stadium to achieve this objective. During Miami Marlins games, access control equipment is disabled, and gate arms are lifted to facilitate vehicles to park in open spaces quickly. Once vehicles are parked and drivers are in the stadium, drivers use the PayByPhone app to pay for parking by validated registration of vehicle license plates. Payment reminders are also broadcast on the jumbotron screen during the game.

Our pre-payment feature allows the City to accept parking payments in advance of the parking start time, providing drivers with a way to pay for parking at the time they park, but their time does not begin a countdown until the required start time.

For example, if payment is required at 8 a.m. and the driver pays for two hours at 7:30 a.m., their parking session is valid for two hours from 8 a.m. based on the payment start time. Drivers are emailed a receipt upon completion of each transaction.

10. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.

PayByPhone's mobile payment offerings are real-time, and our solution can accommodate a variety of transactional offerings including hourly, daily, weekly, monthly and even annual offerings—all from our app. Your driver's license plate becomes their virtual permit—thus eliminating the need for decals. Our app or web offering is quick and easy to access, and drivers are easily able to manage their account including their vehicle information. District-based pricing can be accommodated with our dynamic rates engine.

PayByPhone users can manage their account via our app as well as the Web, which includes the ability to modify and track account details such as update settings and profile, review usage, view transactions and email a copy of a receipt.

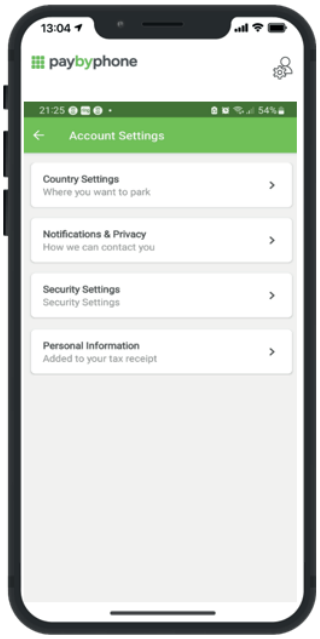
Registered users can self-serve their individual account quickly and easily via any of the channels as shown below.

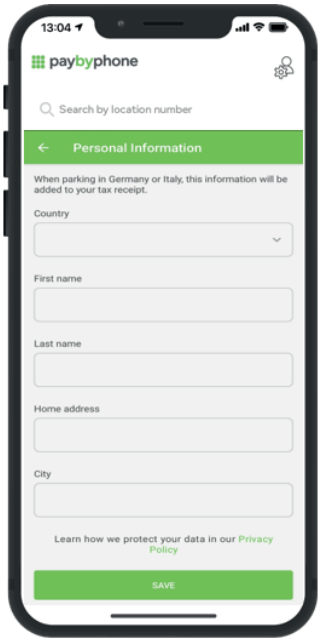
Platform	Management	Receipts
iOS/Android/Windows Mobile App	▦	▦
Mobile/Desktop Web	▦	▦
IVR Service	▦	▦
24x7x365 Live Agents	▦	▦
Text (SMS) Service	▦	▦
Cash	▦	▦

The account management facility enables users as a minimum to:

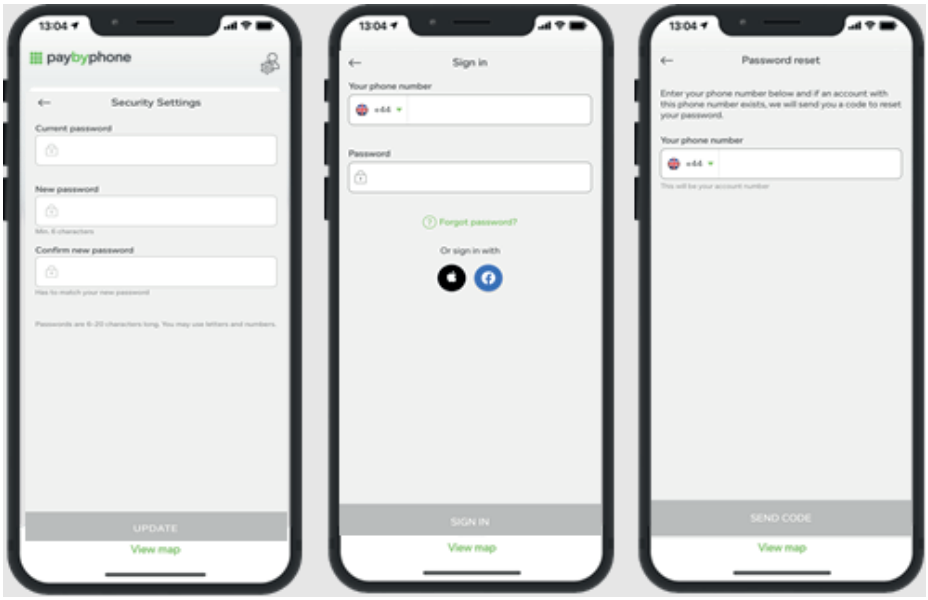
	IVR	Mobile Web	SMS	Apps	Website	Live Agent
First Name	*	*	*	*	✓	✓
Last Name	*	*	*	*	✓	✓
Email Address	*	✓	*	✓	✓	✓
Email Receipts	*	✓	*	✓	✓	✓
SMS Options	✓	✓	*	✓	✓	✓
Pin	*	✓	*	✓	✓	✓
Skip Pin IVR	*	✓	*	✓	✓	✓
Payment Details	✓	✓	*	✓	✓	✓
Vehicle Details	*Live Agent*	✓	*	✓	✓	✓
Delete Account	*	*	*	*	✓	✓

Amend Personal Details





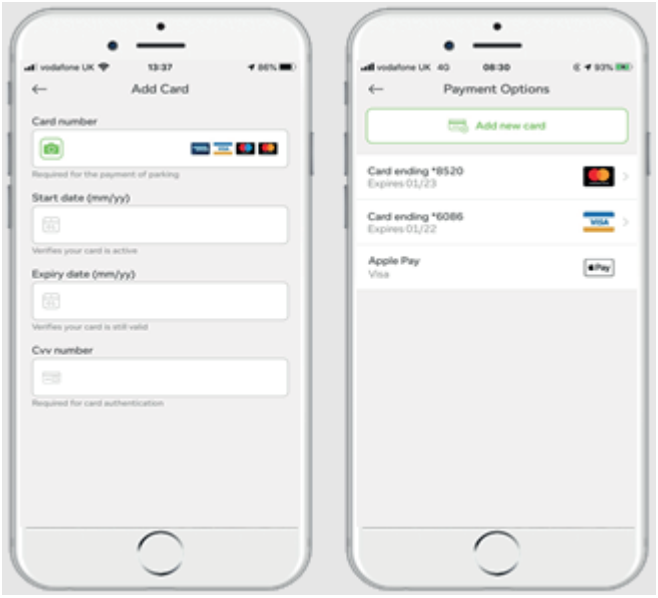
Amend Password



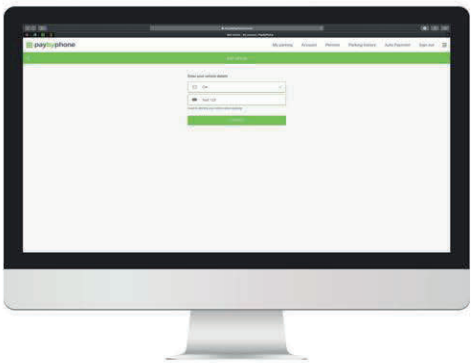
Managing payment/license plate methods

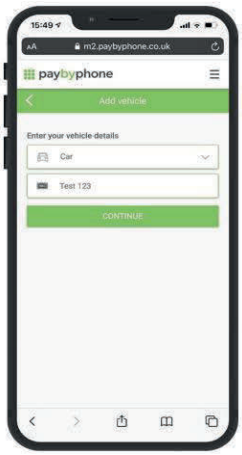
Payment **cards/vehicles can be managed via all available channels. Each account can have multiple cards/vehicles. We make it quick and easy to add/amend details by e**nabling the smartphone camera to upload payment card details and each vehicle to be named and a picture uploaded. This functionality has resulted in a significant reduction of errors (e.g., wrong vehicle paid for) and subsequent PCNs. There is also an optional prompt to select the 'correct' vehicle for multi-vehicle accounts each time a user parks, as opposed to the service defaulting to the last vehicle parked.

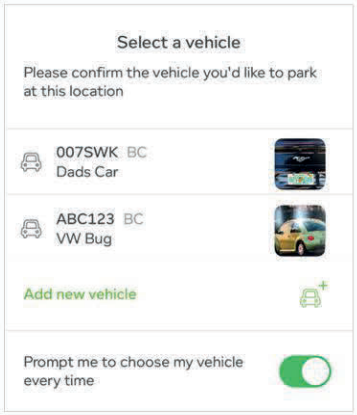
Adding Payment Cards - Add, Modify, Remove



Adding Vehicles - Add, Modify, Remove





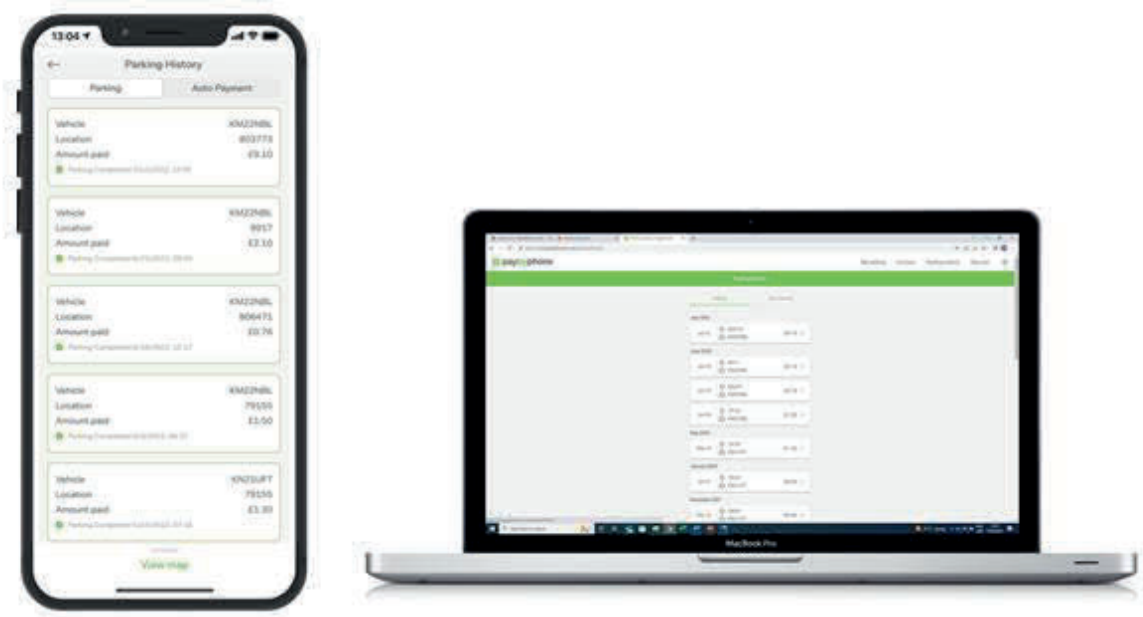


Produce receipts/invoices, VAT receipts.

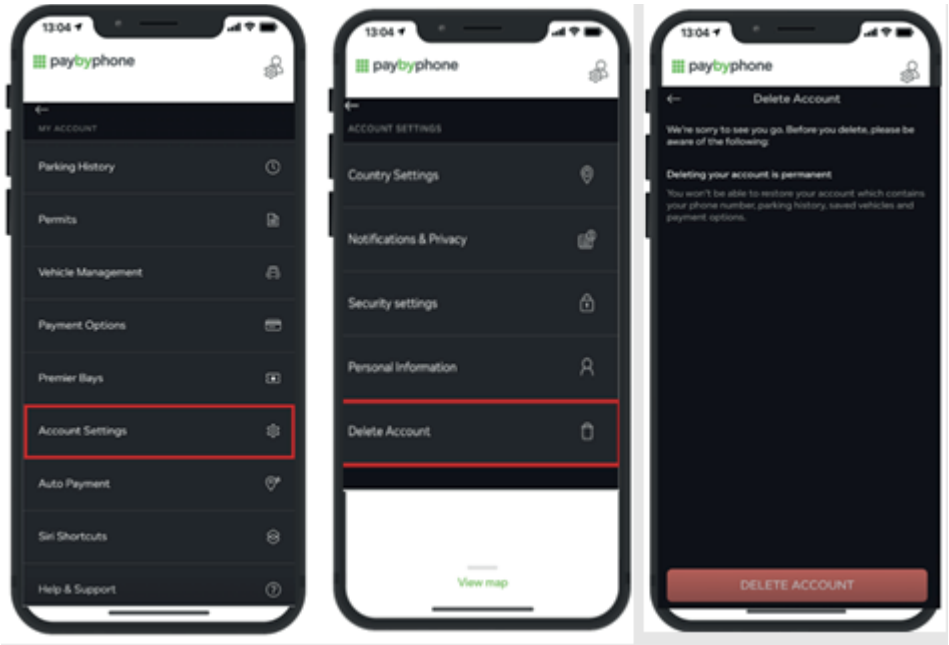
Where the end-user provides an email address, the system will automatically send a receipt detailing the parking transaction. End Users can view/obtain/download and/or print VAT receipts via the PayByPhone website, free of charge.

Review historical transactions.

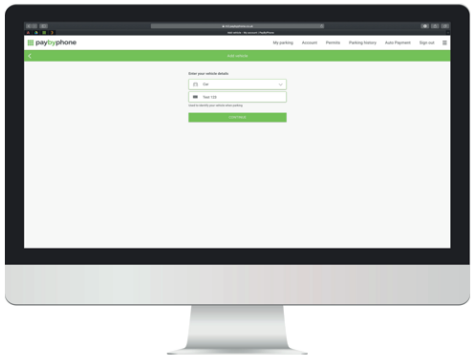
The end-user is able to review their historical transactions by selecting ‘Parking History’ and emailed through their online account. If the end-user has provided an email address, they will automatically receive an email with every transaction carried out.

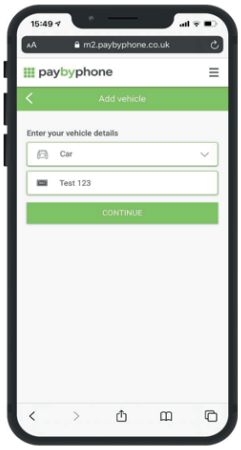


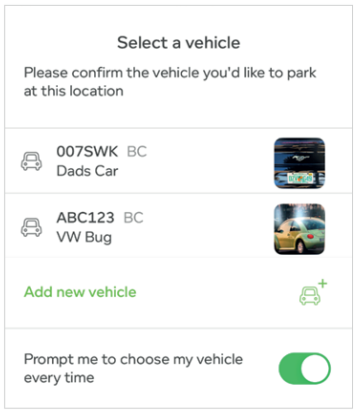
Unsubscribe.



Drivers can add as many vehicles as they wish to their account. Adding and removing a vehicle is very simple. Our photo icon feature allows users to include a vehicle photo next to each vehicle to ensure the correct vehicle is selected when initiating a transaction and reducing the chances of paying for parking on the wrong vehicle.





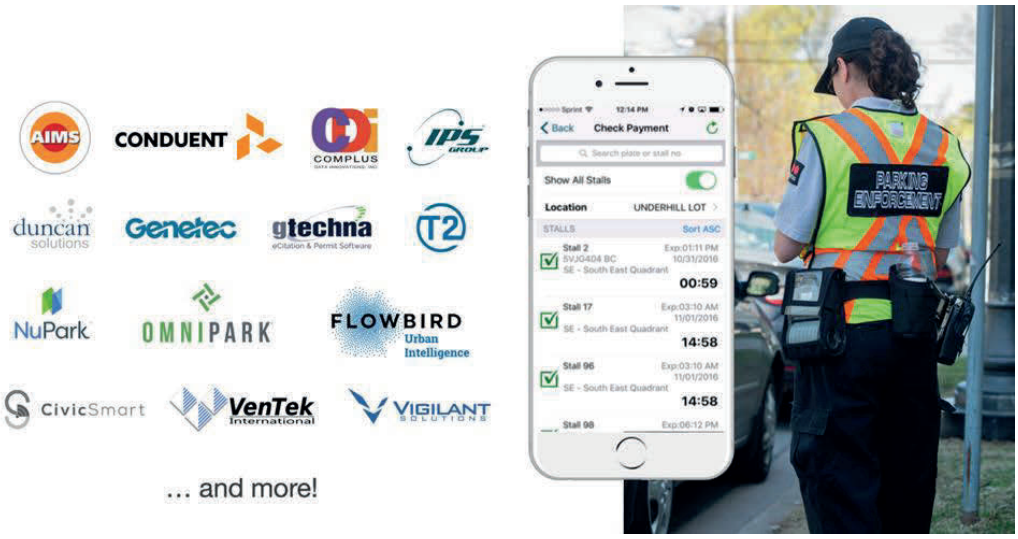


District-Based Permit Pricing

PayByPhone can support different rate structures for different profile types through the optional PayByPhone **Rights and Rates** feature. This could include reduced/free rates for eligible drivers or the right to park in a restricted location such as providing discounted parking rates for residents, accessible parking spots for people with disabilities, or longer stay times for commercial cars. Parking rules depend on the driver profile. PayByPhone can either pull these eligible license plates automatically from an existing database or the City can manually add license plates to a **Rights and Rates** group. During COVID-19, PayByPhone's **Rights and Rates** feature was used by municipalities to waive parking fees for health care and other essential workers as well as remove the maximum stay restrictions for these drivers, thereby allowing crucial services to continue uninterrupted.

11. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).

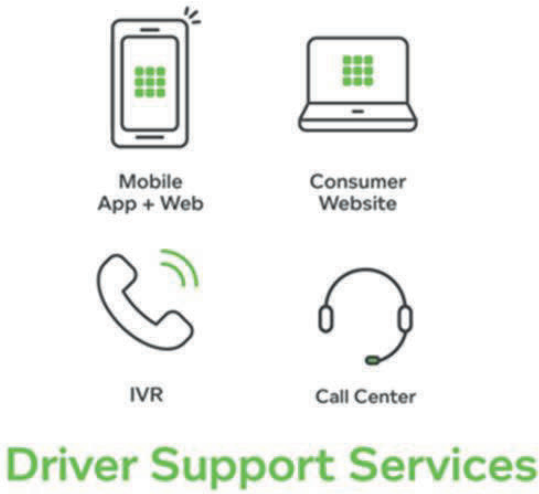
PayByPhone is a SaaS company providing mobile payment solutions. We do not provide LPR technology services; however, we integrate with a variety of LPR vendors for real-time enforcement needs. Examples of enforcement integrations we support are Passport, Genetec, and Vigilant, to name a few.



12. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

Customer Support: PayByPhone offers the most comprehensive customer support package on the market while ensuring equitable payment options for your drivers. Coupled with a self-serve back-end platform that administers real-time reporting and data analytics into your parking operations, we're renowned for our outstanding customer support service. It sets us apart from our competitors.

This free service (utilizing a local rate telephone number) connects the driver to a customer support agent who can set them up with a PayByPhone account should they experience any issues doing so themselves. The customer support line (available in English, French, and Spanish) also addresses questions and escalates technical queries.



Support service: We operate a support service for drivers. This service is free to use from a local rate telephone number. Our agents can set up new accounts, start/end parking sessions, and add/remove vehicles. They can also handle complaints and escalate technical queries. This service is provided in English, French, and Spanish. Drivers have the option to transfer to a live customer service agent at any time when using the customer service telephone support system.

Email support service: Our customer support agents – who are available Monday to Friday from 8 a.m. to 6:30 p.m. – handle email-based support requests. Agents can set up new accounts, start/end parking sessions, add/remove vehicles, and add/remove payment types. They can also handle complaints and escalate technical queries.

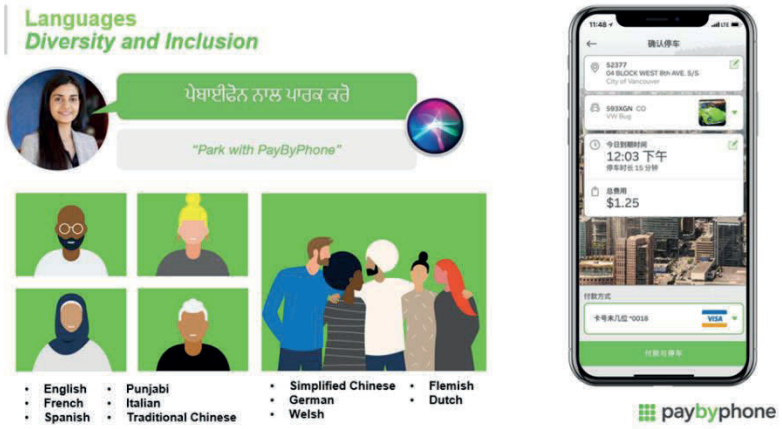
Online help center: PayByPhone maintains an online help center for drivers. This site includes step-by-step guides covering registration, payment, account management, vehicle management, reminders, receipts, permits, corporate accounts, and refunds.

Language support: Our smartphone app is available in English, French, Spanish, Punjabi, Danish, Italian, Simplified and Traditional Chinese (written and spoken [Mandarin and Cantonese]), German, Welsh, Dutch, and Swedish. Our support service is also available in English, French, and Spanish. Our public facing website can be translated into more than 65 languages.

Management and analytics: We use Zendesk – the world's biggest cloud-based helpdesk solution – to track and manage drivers' support tickets. We also leverage Zendesk's "advanced analytics" and "machine learning" capabilities to continuously enhance our processes around driver satisfaction and performance.

Multilingual: PayByPhone's global presence means a large variety of languages are supported by our app. Our mobile app supports Spanish, French, German, Mandarin, Simplified Chinese, Punjabi, Welsh, Italian, Polish, Dutch, with many more on the way as we expand even more across the globe.

We have the capability through our call centre partners to handle over 21 European languages both for oral and written communication. For Non-European GLA languages such as Gujarati, Hindi etc, we use a translation services company called Languageline. Languageline offers a translation service for correspondence and interpreting services for in bound calls in 170 languages.



13. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

Please refer to our response within item 11 above.

14. The City's preference is that proposers furnish labor, materials, and equipment necessary to implement the parking management solution in line with the objectives outlined above, including installation of signage and other requisite materials. Any role the City is to perform in this regard must be clearly identified in the proposal.

PayByPhone acknowledges this statement and complies. Please see our included pricing proposal, which includes above-mentioned services.

2. Completed W-9

Form **W-9**
(Rev. October 2018)
Department of the Treasury
Internal Revenue Service

Request for Taxpayer Identification Number and Certification

▶ **Go to *www.irs.gov/FormW9* for instructions and the latest information.**

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

Print or type. See Specific Instructions on page 3.

1 Name (as shown on your income tax return). Name is required on this line; do not leave this line blank.
PayByPhone US Inc.

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

3 Check appropriate box for federal tax classification of the person whose name is entered on line 1. Check only **one** of the following seven boxes.

☐ Individual/sole proprietor or single-member LLC ☑ C Corporation ☐ S Corporation ☐ Partnership ☐ Trust/estate

☐ Limited liability company. Enter the tax classification (C=C corporation, S=S corporation, P=Partnership) ▶ _____

Note: Check the appropriate box in the line above for the tax classification of the single-member owner. Do not check LLC if the LLC is classified as a single-member LLC that is disregarded from the owner unless the owner of the LLC is another LLC that is **not** disregarded from the owner for U.S. federal tax purposes. Otherwise, a single-member LLC that is disregarded from the owner should check the appropriate box for the tax classification of its owner.

☐ Other (see instructions) ▶

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

5 Address (number, street, and apt. or suite no.) See instructions.
600 - 1290 Homer Street, 6th Floor

Requester's name and address (optional)

6 City, state, and ZIP code
Vancouver, BC V6B 2Y5

7 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 instructions for Part I, later. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN*, later.

Note: If the account is in more than one name, see the instructions for line 1. Also see *What Name and Number To Give the Requester* for guidelines on whose number to enter.

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

or

Employer identification number
8 7 - 3 6 5 2 8 6 5

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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
3. I am a U.S. citizen or other U.S. person (defined below); and
4. 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 for Part II, later.

Sign Here Signature of U.S. person ▶ Date ▶ Nov. 8, 2023

General Instructions

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

Future developments. For the latest information about developments related to Form W-9 and its instructions, such as legislation enacted after they were published, go to *www.irs.gov/FormW9*.

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, *later.*

Cat. No. 10231X Form **W-9** (Rev. 10-2018)

Document Ref: RXWJJ-GHFY8-XUBQW-YYNRF

By signing the filled-out form, you:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),

2. Certify that you are not subject to backup withholding, or

3. 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

4. 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*, later, for further information.

Note: If you are a U.S. person and a requester gives you a form other than Form W-9 to request your TIN, you must use the requester's form if it is substantially similar to this Form W-9.

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien;
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States;
- An estate (other than a foreign estate); or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax under section 1446 on any foreign partners' share of effectively connected taxable income from such business. Further, in certain cases where a Form W-9 has not been received, the rules under section 1446 require a partnership to presume that a partner is a foreign person, and pay the section 1446 withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid section 1446 withholding on your share of partnership income.

In the cases below, the following person must give Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States.

- In the case of a disregarded entity with a U.S. owner, the U.S. owner of the disregarded entity and not the entity;
- In the case of a grantor trust with a U.S. grantor or other U.S. owner, generally, the U.S. grantor or other U.S. owner of the grantor trust and not the trust; and
- In the case of a U.S. trust (other than a grantor trust), the U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person or the U.S. branch of a foreign bank that has elected to be treated as a U.S. person, do not use Form W-9. Instead, use the appropriate Form W-8 or Form 8233 (see Pub. 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items.

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.

2. The treaty article addressing the income.

3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.

4. The type and amount of income that qualifies for the exemption from tax.

5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity, give the requester the appropriate completed Form W-8 or Form 8233.

Backup Withholding

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 24% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt interest, dividends, broker and barter exchange transactions, rents, royalties, nonemployee pay, payments made in settlement of payment card and third party network transactions, and certain payments from fishing boat operators. Real estate transactions are not subject to backup withholding.

You will not be subject to backup withholding on payments you receive if you give the requester your correct TIN, make the proper certifications, and report all your taxable interest and dividends on your tax return.

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,

2. You do not certify your TIN when required (see the instructions for Part II for details),

3. The IRS tells the requester that you furnished an incorrect TIN,

4. The IRS tells you that you are subject to backup withholding because you did not report all your interest and dividends on your tax return (for reportable interest and dividends only), or

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See *Exempt payee code*, later, and the separate Instructions for the Requester of Form W-9 for more information.

Also see *Special rules for partnerships*, earlier.

What is FATCA Reporting?

The Foreign Account Tax Compliance Act (FATCA) requires a participating foreign financial institution to report all United States account holders that are specified United States persons. Certain payees are exempt from FATCA reporting. See *Exemption from FATCA reporting code*, later, and the Instructions for the Requester of Form W-9 for more information.

Updating Your Information

You must provide updated information to any person to whom you claimed to be an exempt payee if you are no longer an exempt payee and anticipate receiving reportable payments in the future from this person. For example, you may need to provide updated information if you are a C corporation that elects to be an S corporation, or if you no longer are tax exempt. In addition, you must furnish a new Form W-9 if the name or TIN changes for the account; for example, if the grantor of a grantor trust dies.

Penalties

Failure to furnish TIN. If you fail to furnish your correct TIN to a requester, you are subject to a penalty of $50 for each such failure unless your failure is due to reasonable cause and not to willful neglect.

Civil penalty for false information with respect to withholding. If you make a false statement with no reasonable basis that results in no backup withholding, you are subject to a $500 penalty.

Criminal penalty for falsifying information. Willfully falsifying certifications or affirmations may subject you to criminal penalties including fines and/or imprisonment.

Misuse of TINs. If the requester discloses or uses TINs in violation of federal law, the requester may be subject to civil and criminal penalties.

Specific Instructions

Line 1

You must enter one of the following on this line; **do not** leave this line blank. The name should match the name on your tax return.

If this Form W-9 is for a joint account (other than an account maintained by a foreign financial institution (FFI)), list first, and then circle, the name of the person or entity whose number you entered in Part I of Form W-9. If you are providing Form W-9 to an FFI to document a joint account, each holder of the account that is a U.S. person must provide a Form W-9.

a. **Individual.** Generally, enter the name shown on your tax return. If you have changed your last name without informing the Social Security Administration (SSA) of the name change, enter your first name, the last name as shown on your social security card, and your new last name.

Note: ITIN applicant: Enter your individual name as it was entered on your Form W-7 application, line 1a. This should also be the same as the name you entered on the Form 1040/1040A/1040EZ you filed with your application.

b. **Sole proprietor or single-member LLC.** Enter your individual name as shown on your 1040/1040A/1040EZ on line 1. You may enter your business, trade, or "doing business as" (DBA) name on line 2.

c. **Partnership, LLC that is not a single-member LLC, C corporation, or S corporation.** Enter the entity's name as shown on the entity's tax return on line 1 and any business, trade, or DBA name on line 2.

d. **Other entities.** Enter your name as shown on required U.S. federal tax documents on line 1. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on line 2.

e. **Disregarded entity.** For U.S. federal tax purposes, an entity that is disregarded as an entity separate from its owner is treated as a "disregarded entity." See Regulations section 301.7701-2(c)(2)(iii). Enter the owner's name on line 1. The name of the entity entered on line 1 should never be a disregarded entity. The name on line 1 should be the name shown on the income tax return on which the income should be reported. For example, if a foreign LLC that is treated as a disregarded entity for U.S. federal tax purposes has a single owner that is a U.S. person, the U.S. owner's name is required to be provided on line 1. If the direct owner of the entity is also a disregarded entity, enter the first owner that is not disregarded for federal tax purposes. Enter the disregarded entity's name on line 2, "Business name/disregarded entity name." If the owner of the disregarded entity is a foreign person, the owner must complete an appropriate Form W-8 instead of a Form W-9. This is the case even if the foreign person has a U.S. TIN.

Line 2

If you have a business name, trade name, DBA name, or disregarded entity name, you may enter it on line 2.

Line 3

Check the appropriate box on line 3 for the U.S. federal tax classification of the person whose name is entered on line 1. Check only one box on line 3.

IF the entity/person on line 1 is a(n) . . .	THEN check the box for . . .
• Corporation	Corporation
• Individual • Sole proprietorship, or • Single-member limited liability company (LLC) owned by an individual and disregarded for U.S. federal tax purposes.	Individual/sole proprietor or single-member LLC
• LLC treated as a partnership for U.S. federal tax purposes, • LLC that has filed Form 8832 or 2553 to be taxed as a corporation, or • LLC that is disregarded as an entity separate from its owner but the owner is another LLC that is not disregarded for U.S. federal tax purposes.	Limited liability company and enter the appropriate tax classification. (P= Partnership; C= C corporation; or S= S corporation)
• Partnership	Partnership
• Trust/estate	Trust/estate

Line 4, Exemptions

If you are exempt from backup withholding and/or FATCA reporting, enter in the appropriate space on line 4 any code(s) that may apply to you.

Exempt payee code.

- Generally, individuals (including sole proprietors) are not exempt from backup withholding.
- Except as provided below, corporations are exempt from backup withholding for certain payments, including interest and dividends.
- Corporations are not exempt from backup withholding for payments made in settlement of payment card or third party network transactions.
- Corporations are not exempt from backup withholding with respect to attorneys' fees or gross proceeds paid to attorneys, and corporations that provide medical or health care services are not exempt with respect to payments reportable on Form 1099-MISC.

The following codes identify payees that are exempt from backup withholding. Enter the appropriate code in the space in line 4.

1—An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2)

2—The United States or any of its agencies or instrumentalities

3—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

4—A foreign government or any of its political subdivisions, agencies, or instrumentalities

5—A corporation

6—A dealer in securities or commodities required to register in the United States, the District of Columbia, or a U.S. commonwealth or possession

7—A futures commission merchant registered with the Commodity Futures Trading Commission

8—A real estate investment trust

9—An entity registered at all times during the tax year under the Investment Company Act of 1940

10—A common trust fund operated by a bank under section 584(a)

11—A financial institution

12—A middleman known in the investment community as a nominee or custodian

13—A trust exempt from tax under section 664 or described in section 4947

Document Ref: RXWJJ-GHFY8-XUBQW-YYNRF

The following chart shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 13.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 7
Broker transactions	Exempt payees 1 through 4 and 6 through 11 and all C corporations. S corporations must not enter an exempt payee code because they are exempt only for sales of noncovered securities acquired prior to 2012.
Barter exchange transactions and patronage dividends	Exempt payees 1 through 4
Payments over $600 required to be reported and direct sales over $5,000[1]	Generally, exempt payees 1 through 5[2]
Payments made in settlement of payment card or third party network transactions	Exempt payees 1 through 4

[1] See Form 1099-MISC, Miscellaneous Income, and its instructions.

[2] However, the following payments made to a corporation and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, gross proceeds paid to an attorney reportable under section 6045(f), and payments for services paid by a federal executive agency.

Exemption from FATCA reporting code. The following codes identify payees that are exempt from reporting under FATCA. These codes apply to persons submitting this form for accounts maintained outside of the United States by certain foreign financial institutions. Therefore, if you are only submitting this form for an account you hold in the United States, you may leave this field blank. Consult with the person requesting this form if you are uncertain if the financial institution is subject to these requirements. A requester may indicate that a code is not required by providing you with a Form W-9 with "Not Applicable" (or any similar indication) written or printed on the line for a FATCA exemption code.

A—An organization exempt from tax under section 501(a) or any individual retirement plan as defined in section 7701(a)(37)

B—The United States or any of its agencies or instrumentalities

C—A state, the District of Columbia, a U.S. commonwealth or possession, or any of their political subdivisions or instrumentalities

D—A corporation the stock of which is regularly traded on one or more established securities markets, as described in Regulations section 1.1472-1(c)(1)(i)

E—A corporation that is a member of the same expanded affiliated group as a corporation described in Regulations section 1.1472-1(c)(1)(i)

F—A dealer in securities, commodities, or derivative financial instruments (including notional principal contracts, futures, forwards, and options) that is registered as such under the laws of the United States or any state

G—A real estate investment trust

H—A regulated investment company as defined in section 851 or an entity registered at all times during the tax year under the Investment Company Act of 1940

I—A common trust fund as defined in section 584(a)

J—A bank as defined in section 581

K—A broker

L—A trust exempt from tax under section 664 or described in section 4947(a)(1)

M—A tax exempt trust under a section 403(b) plan or section 457(g) plan

Note: You may wish to consult with the financial institution requesting this form to determine whether the FATCA code and/or exempt payee code should be completed.

Line 5

Enter your address (number, street, and apartment or suite number). This is where the requester of this Form W-9 will mail your information returns. If this address differs from the one the requester already has on file, write NEW at the top. If a new address is provided, there is still a chance the old address will be used until the payor changes your address in their records.

Line 6

Enter your city, state, and ZIP code.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN.

If you are a single-member LLC that is disregarded as an entity separate from its owner, enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note: See *What Name and Number To Give the Requester,* later, for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local SSA office or get this form online at *www.SSA.gov*. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at *www.irs.gov/Businesses* and clicking on Employer Identification Number (EIN) under Starting a Business. Go to *www.irs.gov/Forms* to view, download, or print Form W-7 and/or Form SS-4. Or, you can go to *www.irs.gov/OrderForms* to place an order and have Form W-7 and/or SS-4 mailed to you within 10 business days.

If you are asked to complete Form W-9 but do not have a TIN, apply for a TIN and write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note: Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded U.S. entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if item 1, 4, or 5 below indicates otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). In the case of a disregarded entity, the person identified on line 1 must sign. Exempt payees, see *Exempt payee code*, earlier.

Signature requirements. Complete the certification as indicated in items 1 through 5 below.

1. Interest, dividend, and barter exchange accounts opened before 1984 and broker accounts considered active during 1983. You must give your correct TIN, but you do not have to sign the certification.

2. Interest, dividend, broker, and barter exchange accounts opened after 1983 and broker accounts considered inactive during 1983. You must sign the certification or backup withholding will apply. If you are subject to backup withholding and you are merely providing your correct TIN to the requester, you must cross out item 2 in the certification before signing the form.

3. Real estate transactions. You must sign the certification. You may cross out item 2 of the certification.

4. Other payments. You must give your correct TIN, but you do not have to sign the certification unless you have been notified that you have previously given an incorrect TIN. "Other payments" include payments made in the course of the requester's trade or business for rents, royalties, goods (other than bills for merchandise), medical and health care services (including payments to corporations), payments to a nonemployee for services, payments made in settlement of payment card and third party network transactions, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), ABLE accounts (under section 529A), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

What Name and Number To Give the Requester

For this type of account:	Give name and SSN of:
1. Individual	The individual
2. Two or more individuals (joint account) other than an account maintained by an FFI	The actual owner of the account or, if combined funds, the first individual on the account[1]
3. Two or more U.S. persons (joint account maintained by an FFI)	Each holder of the account
4. Custodial account of a minor (Uniform Gift to Minors Act)	The minor[2]
5. a. The usual revocable savings trust (grantor is also trustee) b. So-called trust account that is not a legal or valid trust under state law	The grantor-trustee[1] The actual owner[1]
6. Sole proprietorship or disregarded entity owned by an individual	The owner[3]
7. Grantor trust filing under Optional Form 1099 Filing Method 1 (see Regulations section 1.671-4(b)(2)(i)(A))	The grantor*
For this type of account:	**Give name and EIN of:**
8. Disregarded entity not owned by an individual	The owner
9. A valid trust, estate, or pension trust	Legal entity[4]
10. Corporation or LLC electing corporate status on Form 8832 or Form 2553	The corporation
11. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
12. Partnership or multi-member LLC	The partnership
13. A broker or registered nominee	The broker or nominee
14. Account with the Department of Agriculture in the name of a public entity (such as a state or local government, school district, or prison) that receives agricultural program payments	The public entity
15. Grantor trust filing under the Form 1041 Filing Method or the Optional Form 1099 Filing Method 2 (see Regulations section 1.671-4(b)(2)(i)(B))	The trust

[1] List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

[2] Circle the minor's name and furnish the minor's SSN.

[3] You must show your individual name and you may also enter your business or DBA name on the "Business name/disregarded entity" name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

[4] List first and circle the name of the trust, estate, or pension trust. (Do not furnish the TIN of the personal representative or trustee unless the legal entity itself is not designated in the account title.) Also see *Special rules for partnerships*, earlier.

*Note: The grantor also must provide a Form W-9 to trustee of trust.

Note: If no name is circled when more than one name is listed, the number will be considered to be that of the first name listed.

Secure Your Tax Records From Identity Theft

Identity theft occurs when someone uses your personal information such as your name, SSN, or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

If your tax records are affected by identity theft and you receive a notice from the IRS, respond right away to the name and phone number printed on the IRS notice or letter.

If your tax records are not currently affected by identity theft but you think you are at risk due to a lost or stolen purse or wallet, questionable credit card activity or credit report, contact the IRS Identity Theft Hotline at 1-800-908-4490 or submit Form 14039.

For more information, see Pub. 5027, Identity Theft Information for Taxpayers.

Victims of identity theft who are experiencing economic harm or a systemic problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

Document Ref: RXWJJ-GHFY8-XUBQW-YYNRF

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to *phishing@irs.gov*. You may also report misuse of the IRS name, logo, or other IRS property to the Treasury Inspector General for Tax Administration (TIGTA) at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at *spam@uce.gov* or report them at *www.ftc.gov/complaint*. You can contact the FTC at *www.ftc.gov/idtheft* or 877-IDTHEFT (877-438-4338). If you have been the victim of identity theft, see *www.IdentityTheft.gov* and Pub. 5027.

Visit *www.irs.gov/IdentityTheft* to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide your correct TIN to persons (including federal agencies) who are required to file information returns with the IRS to report interest, dividends, or certain other income paid to you; mortgage interest you paid; the acquisition or abandonment of secured property; the cancellation of debt; or contributions you made to an IRA, Archer MSA, or HSA. The person collecting this form uses the information on the form to file information returns with the IRS, reporting the above information. Routine uses of this information include giving it to the Department of Justice for civil and criminal litigation and to cities, states, the District of Columbia, and U.S. commonwealths and possessions for use in administering their laws. The information also may be disclosed to other countries under a treaty, to federal and state agencies to enforce civil and criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism. You must provide your TIN whether or not you are required to file a tax return. Under section 3406, payers must generally withhold a percentage of taxable interest, dividend, and certain other payments to a payee who does not give a TIN to the payer. Certain penalties may also apply for providing false or fraudulent information.

Document Ref: RXWJJ-GHFY8-XUBQW-YYNRF

Signature Certificate

Reference number: RXWJJ-GHFY8-XUBQW-YYNRF

Signer	Timestamp	Signature
Sonny Samra Email: ssamra@paybyphone.com		
Sent:	08 Nov 2023 22:33:22 UTC	
Viewed:	08 Nov 2023 22:40:34 UTC	
Signed:	08 Nov 2023 22:40:50 UTC	
Recipient Verification:		IP address: 172.56.104.65
✓Email verified	08 Nov 2023 22:40:34 UTC	Location: Seattle, United States

Document completed by all parties on:
08 Nov 2023 22:40:50 UTC

Page 1 of 1

Signed with PandaDoc

PandaDoc is a document workflow and certified eSignature solution trusted by 40,000+ companies worldwide.

3. Bid Packet

CITY OF DESTIN, FLORIDA

REQUEST FOR BIDS
RFP NO. 23-13-PW

PAID PARKING SOLUTION

City of Destin, Florida
November 2, 2023

Lance A. Johnson, City Manager
Phone (850) 837-4242
4200 Indian Bayou Trail
Destin, Florida 32541

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

NOTICE TO BIDDERS

The City of Destin, Florida, is currently receiving sealed competitive proposals for a Paid Parking Solution Contract for City parking lots for **three years with the option for two additional one-year renewals, not to exceed five years**. Interested parties should contact the City Clerk's office to obtain copies of the bid documents by calling them at 850-837-4242. The Scope of Work will include, but not be limited to, software, hardware, and customer services to support an existing Paid Parking Program. The successful Bidder shall be required to supply the City with copies of current Liability Insurance and Worker's Compensation coverages. Bids must be received by the City Clerk's Office at the City of Destin, 4200 Indian Bayou Trail, Destin, Florida 32541, in a sealed envelope clearly marked "**RFP No. 23-13-PW, PAID PARKING SOLUTION**", along with the name, return address and telephone number of the bidder, no later than **2:00 p.m. CST, on Thursday, December 14, 2023**. The City reserves the right to reject any and all Bids or portions thereof, to waive minor defects and informalities in the process, to accept the Bid(s) or take any other actions deemed by the City to be in the City's best interest.

Lance A. Johnson
City Manager

Bidder Initial: ___TT_____ 2

REQUEST FOR BIDS
RFP NO. 23-13-PW
PAID PARKING SOLUTION

CHECKLIST

The following items must be provided for your bid to be considered responsive.

1. **Completed bid form (Exhibit A)**
2. **Responsive Bidder Qualifications Statement (Exhibit B)**
3. **Proof of required Workman's Compensation Insurance documents**
4. **Proof of adequate Liability Insurance**
5. **Completed W-9 [available at http://www.irs.gov/pub/irs-pdf/fw9.pdf]**
6. **Bid Packet initialed on all pages**
7. **Copy of General Liability Insurance Documents (Worker's Compensation)**
8. **Copy of State license (if required for job)**
9. **Copy of City License (if business office is in Destin)**
10. **Completed Public Entity Crimes Form (Exhibit C)**
11. **Completed Drug Free Form (Exhibit D)**
12. **Addenda (if applicable)**
13. **Three References (minimum) to include Contact Name, organization, project names and dates, Contact's telephone and email.** ***References should be from other municipalities, county governments, airports, event centers, etc.***

Other documents as requested in bid package.

1.0 INTRODUCTION

The City of Destin is issuing a Request for Proposal (RFP) to secure proposals from qualified contractors for **PAID PARKING SOLUTION**.

It is the responsive proposer's responsibility to read and understand the requirements of this request for proposal. Responsive proposers are required to state exactly what they intend to furnish the City of Destin via this solicitation and must indicate any variances to the terms, conditions and specifications of this proposal, no matter how slight. If variations are not stated in the proposal, it shall be construed that the bid fully complies with all conditions identified.

Before submitting a bid, each responsive bidder will, at bidder's own expenses, make or obtain any additional examinations, investigations and studies, and obtain any additional information and data that may affect costs, permitting, progress, performance of furnishing of the project and that the responsive bidder's deems necessary to determine its proposal.

Responsive bidder will examine all documents included in this Request for Proposals (RFP) carefully and shall make a written request to the City's authorized representative for interpretation or correction of any ambiguity, inconsistently, or error herein.

Any interpretation or correction will be issued as an Addendum by the City. Only a written interpretation or correction by Addendum shall be binding. Responsive bidders are cautioned against relying on any interpretation or correction given by any other method.

The submission of a proposal shall not be deemed an agreement between the responsive bidder and the City. The proposal is a contractual offer by the responsive bidder to perform services in accordance with this RFP Solicitation. The City shall not be obligated to respond to any bid submitted nor be bound in any manner by the submission.

2.0 INSTRUCTION TO RESPONDENTS

A. All RFP's will be publicly opened and recorded for acknowledgement of receipt in the City Hall Boardroom on **December 14, 2023** no later than 2:00 P.M. (CST). All responsive bidders or their representatives are invited to be present. The City Hall Boardroom is located at Destin City Hall, 4200 Indian Bayou Trail Destin, FL 32541.

B. Any responses received after the stated time and date will NOT be considered. It shall be the sole responsibility of the responsive bidder to have their RFP submittal **delivered to City Clerk's Office** for receipt on or before the above stated time and date. RFP responses which arrive after the above stated deadline as a result of delay by the mail service shall not be considered, and arrangements shall be made for their return at the responsive bidder's request and expense. The City reserves the right to consider

submittals that have been determined by the City to be received late due solely to mishandling by the City after receipt of the RFP and prior to the award being made.

C. Respondents may request information regarding the RFP in writing from City Clerk Rey Bailey, clerk@cityofdestin.com. Such a request shall be received in writing at least seven (7) days prior to the submittal deadline.

D. If any addendum(s) are issued to this Request for Bid, the City will attempt to notify all prospective respondents. It shall be the responsibility of each respondent, prior to submitting the RFP response, to contact the City Clerk's Office, at (850) 837-4242 to determine if any addendum(s) were issued and to complete any addendum acknowledgements as part of their RFP response.

E. Complete and submit Responsive Bidder Qualification Statement, form herein as Exhibit B. Clearly indicate the legal name, address and telephone number of the responsive bidder. Responses shall be signed above the typed or printed name and title of the signer. The signer shall have the authority to bind the responsive bidder to the submitted RFP. Responsive bidders must note their Federal I.D. number on their RFP submittal.

F. *One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy* of the RFP responses (on USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

G. All expenses for making RFP submittals to the city are to be borne by the responsive bidder.

H. Responses shall be evaluated by the Bid Committee based on all information submitted and the lowest, most responsive and responsible bidder will be recommended to the City Council for approval.

I. The Bid Committee shall consist of City of Destin staff members.

J. Each responsive bidder, by submission of an RFP submission, acknowledges that in the event of any legal action challenging the award of the RFP; damages, if any, shall be limited to the actual cost of the preparation of the RFP. K.

PROCUREMENT SCHEDULE	
Tasks	**Date**
RFP Advertised	Week of November 13th, 2023
Last Day for Questions to be Submitted	December 7, 2023
Due Date/Bid Opening	December 14, 2023
Tentative Date - Bid Committee Evaluation	December 21, 2023
Tentative Date - City Council Meeting	January 2, 2024
Tentative Date - Notice of Award	Week of January 2, 2024

Tentative Date - Execution of Contract	January 2024

3.0 PROJECT CONTRACTOR REQUIREMENTS

The City of Destin is seeking an independent contractor, to include all necessary independent subcontractors, with all applicable licenses to supply the services described in this advertisement.

3.1 Licensing Requirements

Provide all applicable licenses: include license name, license numbers and contact information. Contractor must be Florida Certified or Okaloosa Registered and provide a license of qualifier.

3.2 Insurance Requirements

a. Respondents shall be required to provide proof of General Liability Insurance with a minimum liability insurance requirement of $1,000,000 for combined single limit and Worker's Compensation Insurance in accordance with the laws of the State of Florida and in amounts sufficient to secure the benefits of the Florida Workmen's Compensation Law for all types of employees, including those of subcontractors.

b. Respondent shall produce proof of insurance in the types and amounts required by the City, including the foregoing and any additional coverages, including Automobile Liability and or Builder's Risk Insurance, as may be defined at the time of contract. The City shall be named as an additional insured party and all binders, policies or certificates of insurance shall include a provision that such insurance coverage shall not be cancelled or amended without at least thirty days' notice to the City. All coverage shall be with carriers admitted doing business in the State of Florida. Carriers shall be A rated (or better) by A M Best Company. City reserves the right to modify its insurance requirements with 60 days' notice.

3.3 Bonding Requirements

Performance and Payment Bond – No Performance and/or Payment bonds are anticipated with this contract.

3.4 Permitting Requirements

The contractor is required to obtain all required permits prior to the start of any work.

3.5 Codes and Standards

All project work shall be done in accordance with all applicable Federal, State and local codes and standards which include, but not limited to State Building Codes, City Codes and Ordinances, etc.

4.0 PROJECT OBJECTIVES AND BACKGROUND

The City is looking for an integrated, turnkey solution that can be managed and operated by the City with vendor maintenance and support. Services are to include a product that provides for phone/app-based payments, revenue and data management, real-time parking availability information (preferred), robust reporting, intuitive customer service tools, and software and equipment to support parking enforcement and collections.

Proposals must provide for the design, integration, installation, testing, training and support needed to implement the solution, including the provision and placement of parking and wayfinding signage. City recognizes that there will be a need for pay stations to ensure equity amongst users, but desires to minimize the number that are needed and to avoid handling of cash/coins. Proposers should identify the type and number of pay stations they would deploy and how the stations would be integrated with their software solution.

The City's principal objective is to reduce congestion and improve the availability of parking in both our Harbor and Beach Parking Districts by influencing user parking preferences, increasing parking turnover rates, and improving the overall user experiences. Another objective is to allow patrons to pay by mobile device for parking beyond the initial period and to receive notifications when their time is about to expire so they can remotely add time. With that in mind, the parking management solution must satisfy the following:

a. Accommodates a range of convenient, stable and secure electronic and online payment methods with functionality that includes daily settlement and automated financial reconciliation options.
b. Provides a customer friendly, easy-to-use system that eliminates trips to City offices or phone calls to City staff to address routine transactions and/or appeals. This includes the use of signage to provide clear directions to parking locations and payment options.
c. Offers an easy-to-use data management interface that minimizes manual data entry.
d. Provides on-demand and structured reporting of revenues, transactions, and parking data, including utilization, turnover rates, and enforcement trends.
e. Allows for reservation of spaces for events, including the ability to prepay for parking.
f. Facilitates real-time parking permit management that offers easy access to customer and vehicle information. The solution must accommodate district-based permit pricing.
g. Utilizes license plate recognition technology for monitoring and enforcement of parking operations including digital chalking and integration with DMV and related platforms (preferred).
h. Offers customer service support in multiple languages with easy-to-use help screens, online technical support and tutorials, product educational materials, and telephone hotline service.

i. Provides real-time reporting of unpaid sessions (for lots equipped with camera equipment, preferred option.)

The City's preference is that proposers furnish labor, materials, and equipment necessary to implement the parking management solution in line with the objectives outlined above, including installation of signage and other requisite materials. Any role the City is to perform in this regard must be clearly identified in the proposal.

BACKGROUND

Destin's Harbor District is a working waterfront with a mix of tourist-oriented retail, restaurants, recreational opportunities (pontoon boat and jet-ski rentals, dolphin tours, etc.), and infrastructure to support the City's commercial fishing fleet. The City of Destin is a major property owner with a boardwalk and parks that provide public access to Destin Harbor and Choctawhatchee Bay.

Tourist-oriented businesses are the predominant form of development on the south side of US98 along with the commercial fishing industry. On the north side of US98, restaurants and tourist-oriented uses.

Paid parking lots along the Harbor are mixed, with both public and private parking opportunities available. The City maintains three parking areas within this District:

Marler Street Parking Lot – approximately 150 spaces (paved)
Destin Community Center – approximately 90 spaces (paved)
Zerbe Street Parking Lot – approximately 80 spaces (unpaved)

Current daily parking rates for the Harbor District are $20. Destin residents can also receive a "Resident Pass/decal that allows unlimited use of these lots. In addition, a nonresidential Harbor Parking Pass is available for $205 per calendar year.

Destin's Beach Parking District provides parking opportunities for those wishing to enjoy the wonders of the Emerald Coast. Land Uses adjacent to these areas are primarily shortterm residential (condos, townhomes, single-family homes, etc.). The City maintains both beach parks and beach accesses within this area. Parking rates for this District are currently $20 for 4 hours.

Paid Parking lots within this area are currently 100% publicly owned with the vast majority of spaces as off-street parking spaces within the Right-of-Way. The City maintains seven parking areas within this District:

Gulf Shore Drive – approximately 45 spaces (parallel along street)

Hutchinson – approximately 13 spaces (off street lot)
Barracuda – approximately 8 spaces (off street lot)
Pompano – approximately 29 spaces (off street lot)
Terra Cotta – approximately 13 spaces (off street lot)
Norriego Point – approximately 25 spaces (off street lot) Shirah – approximately 11 spaces (off street lot)

5.0 DISCLOSURES

5.1 No Contact Clause

All prospective bidders are hereby instructed to not contact any member of the City of Destin City Council, City Manager, or City of Destin staff member other than the authorized city contact person identified below, regarding this solicitation or the bidder's submittal package. In order to ensure a fair, competitive, and open process, once a project is advertised, all communications between interested bidders and the City must be directed to:

City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541 850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

Any such contact with anyone but the Clerk may be cause for rejection of your submittal.

5.2 Inquiries

The City will not respond to oral inquiries. Proposers may submit written, e-mailed or faxed, inquiries regarding this RFP. The City will respond to written, e-mailed or faxed; inquiries received at least five (5) working days prior to the RFP due date. The last day for inquiries is **December 14, 2023 at 2:00 p.m. (CST).** Questions or requests for Bid documents, plans and specifications regarding this RFP may be directed to the City Clerk, 4200 Indian Bayou Trail 32541 (850) 837-4242 or rbailey@cityofdestin.com

5.3 Addenda

Submitter acknowledges that it is the submitter's responsibility to determine whether an Addendum has been issued; and if so, to obtain copies of such Addendum from the City Clerk of Destin, and agrees to be bound by all addenda that have been issued for this Request for Proposal. If addendum is issued, responsive bidder shall sign and return each

addendum with the submittal package. Failure to return signed any and all addenda may disqualify the submittal.

5.4 Conflict of Interest Disclosure

Each proposal is subject to the provisions of Florida Statutes, Chapter 112, providing that all responsive bidders must disclose with the RFP submittal the name of any officer, director, or agent who is also a public officer or an employee of the City of Destin. Further, all responsive bidder must disclose the name of any City officer or employee who owns, directly or indirectly, an interest of five percent or more in the Bidding firm.

5.5 Drug-Free Workplace Program

Preference may be given by the City of Destin to companies demonstrating a Drug-Free Workplace Program whenever two or more proposals, which are equal in respect to quality and service, are received and rated by the City. Responsive bidders intending to demonstrate a Drug-Free Workplace Program shall provide certification form with the RFP submittal.

5.6 Public Entity Crime Disclosure

Each submittal shall contain a completed Public Entity Crime Form (Attachment #1) pursuant to Florida Statutes, Section 287.132-133, providing that no public entity shall accept any proposal from or award any contract to, or transact any business in excess of the threshold amount for Category Two ($25,000) for a period of thirty-six months from the date placed on the convicted vendor list.

5.7 Reservation of Rights

The City reserves the right to reject any and all proposals or portions thereof, to waive minor defects and informalities in the process, to re-advertise, to accept the proposal or award multiple proposals or take any other actions deemed by the City to be in the City's best interest.

5.8 Public Records

IF THE CONTRACTOR HAS QUESTIONS REGARDING THE APPLICATION OF CHAPTER 119, FLORIDA STATUTES, TO THE CONTRACTOR'S DUTY TO PROVIDE PUBLIC RECORDS RELATING TO THIS CONTRACT, CONTACT THE CUSTODIAN OF PUBLIC RECORDS AT (850) 837-4242, CITY CLERK, 4200 INDIAN BAYOU TRAIL, DESTIN, FL.

The successful responsive bidder shall:

1. Keep and maintain public records required by the CITY to perform the service.

2. Upon request from the City's custodian of public records, provide the CITY with a copy of the requested records or allow the records to be inspected or copied within a reasonable time at a cost that does not exceed the cost provided in this FS Chapter 119 or as otherwise provided by law.

3. Ensure that public records that are exempt or confidential and exempt from public records disclosure requirements are not disclosed except as authorized by law for the duration of the contract term and following completion of the contract if the CONTRACTOR does not transfer the records to the public agency.

4. Upon completion of the contract, transfer, at no cost, to the CITY all public records in possession of the contractor or keep and maintain public records required by the CITY agency to perform the service. If the GROUP transfers all public records to the CITY upon completion of the contract, the CONTRACTOR shall destroy any duplicate public records that are exempt or confidential and exempt from public records disclosure requirements. If the CONTRACTOR keeps and maintains public records upon completion of the contract, the GROUP shall meet all applicable requirements for retaining public records. All records stored electronically must be provided to the CITY, upon request from the City's custodian of public records, in a format that is compatible with the information technology systems of the CITY.

6.0 BID & SUBMITTAL REQUIREMENTS

All bids to be considered must be in the possession of the Destin City Clerk no later than 2:00 p.m. CST, on **December 14, 2023**. Submittals may be mailed or delivered to the Office of the City Clerk at the address below and shall be submitted in a sealed envelope clearly marked shall be submitted in a sealed package clearly marked on the outside "**RFP NO. 2311-PW, PAID PARKING SOLUTION**" and note the time and date of the opening. Regardless of method of delivery, each responsive bidder shall be responsible for their Bid being delivered on time, as the City of Destin assumes no responsibility for same. Proposals offered or received after the time set for the Bid Opening will be rejected and returned unopened to the submitter.

Mailing and Hand Delivery Address:
City Clerk Rey Bailey
City of Destin
4200 Indian Bayou Trail
Destin, Florida 32541 850-837-4242
clerk@cityofdestin.com
Office Hours: Monday- Friday, 8:00 A.M. TO 5:00 P.M.

6.1 Submittal Preparation

Submittals should be prepared in the following order:

1. **Submittal Coversheet:** provide a submittal cover sheet that includes project number, project name, bid opening date and responsive bidder contact information.
2. **Bid Form,** Exhibit A
3. **Responsive Bidder Qualification Statement,** Exhibit B
4. **Completed Public Entity Crime Form**, Exhibit C
5. **Completed Drug Free Workplace Certification Form**, Exhibit D
6. **Qualification and Experience Narrative (no more than 2 pages, single-spaced, one-sided)**
7. **Three (3) Municipal/Airport/Etc. References (will contain the following at a minimum)**
    a. Name
    b. Organization
    c. Types of Services Provided
    d. Telephone Number
    e. E-mail
8. **Proof of Insurance:** provide proof of insurance meeting minimum insurance requirements as outlined in section 3.2 Insurance Requirements.
9. **Proof of licensing and certifications:** provide proof of licensing and certifications meeting minimum requirements as outlined in section 3.1 License Requirements.
10. **Addendums** (if applicable)

One (1) original, so designated, six (6) copies for a total of seven (7) submissions, and one (1) digital copy of the RFP responses (on CD or USB drive). Submissions shall be portrait orientation, "8 1/2 X 11" where practical and double-sided. One sheet of paper printed on both sides is considered 2 pages. **Please do not use wire spiral bindings, plastic covers, and plastic binding materials for your submittals.**

Failure to provide any of the above listed mandatory information shall result in the elimination of the submittal package from consideration.

6.2 Criteria for Determining Lowest, Most Responsive and Responsible Bidder

The City of Destin's Bid Committee will recommend the lowest, most responsive and responsible bidder to the City Council for their approval. The criteria to be used for this determination is listed below by relative order of importance.

EVALUATION CRITERIA	POINTS
Price Proposal	40

Qualifications/Experience	20
Project Approach/Proposed Timeline	20
Past Performance/References	20
TOTAL	**100**

1. Price Proposal (Lump Sum)

a) Costs will be evaluated based on the prices/charges provided.
b) Are costs reasonable?
c) Did responsive bidder provide all the requested cost information?
d) How competitive is the price proposal compared to the others received?

2. Qualifications and Experience

a) Does the contractor have the experience necessary to carry out the specific work for this project? Does the contractor have experience with similar projects?
b) Does the background and qualifications of individual key team members provide proven technical, operational, and managerial experience needed to handle the proposed project? Are the company structure and the relation of the project team clearly shown?

3. Project Approach and Performance Differentiators

a) Does the submittal include detailed information that demonstrates the responsive bidder's understanding of the scope of work and how they intend to meet the objectives of the project?
b) Does submittal demonstrate the firm's ability to manage existing budgets and implement cost controls throughout a project?
c) Has responsive bidder demonstrated knowledge of local site conditions and applicable requirements? Does submittal contain approach to receiving permitting and maintaining the original construction scheduled as provided for in the scope of work?
d) Is project approach specific, describing the means and methods of accomplishing the work. Does it identify any key issues on the project and/or propose some potential solutions?
e) Is the contractor's schedule and availability practical and meet project requirements?

4. Past Performance

a) Do past performance evaluations and/or past performance information provided reflect a trend of satisfactory performance?

Basis of evaluation:

(i) A pattern of successful completion of work
(ii) A pattern of work identical to, similar to, or related to the work the project requires.
(iii) Ability shown, through workmanship provided on other projects. (b) Do references demonstrate the company's quality of work?

EXHIBIT A

CITY OF DESTIN, FLORIDA
RFP NO. 23-11-PW, MISCELLANEOUS MECHANICAL SERVICES

BID FORM

PART I Bid submitted by:

Company: PayByPhone US Inc.
Address: 48 Wall Street
City & State: New York, New York Zip Code: NY 10005

Telephone: (740) 416.0948 Fax: (1) 866.286.5401

E-mail: TTrussell@paybyphone.com

Number of Years in Business: 22 years Contact Name Teresa Trussell

PART II (complete as appropriate, include additional sheets as needed)
List the proposed unit prices for labor and materials below.

Please note: All pricing has been provided in the same manner in which the City requested; however, a table has been added to ensure alignment is maintained.

Item	Unit Price or %
1. Fees	
1) Merchant Fee (flat): PayByPhone cannot serve as merchant of record within the state of Florida. The City must serve as merchant of record, and merchant fees are determined by the City and the selected merchant provider's negotiated rates.	N/A
2) Merchant Fee Percentage: See response in item 1 above	N/A
3) Transaction Fee: Client pays to PayByPhone per Transaction (Client may charge driver a non-embedded, on-top of price of parking convenience fee of $0.35)	$0.35
4) Merchant Processing Fee: See description within item 1.1 above	N/A
5) Other Fees (List), list additional items on a separate sheet	

Bidder Initial: ___TT_____ 1

a. Mobile payment services setup fee for all Initial Parking Locations (one time fee)	~~$1,500~~ Waived
b. Integration with enforcement solution software: PayByPhone will cover the cost of (1) enforcement integration with an existing partner at launch.	Included
c. Monthly minimum of total Transaction Fees[3]	$250 per month
d. Mobile payment service setup fee for Additional Parking Locations (after initial launch/setup)	$250 per location
e. Optional Add-On Services Rights & Rates setup fee (one-time fee): 0-750 Spaces Rights & Rates monthly subscription fee for one (1) Right	 ~~$1,000~~ $500 ~~$299~~ per month $199
2. Materials: Materials not provided as part of the program's implementation (signage, camera systems, etc.), list below (list additional items on a separate sheet). If these items, in part or in while, are provided as part of the Proposal, please state such in the proposal.	
a. Signage – first round of signage production at service launch (installation not included)	Included
b. Training, consulting, marketing, and customer support as described in the Agreement	Included
c. Standard City Dynamic Label	Included
3. Please list any additional items not previously addressed above (use additional sheets as required)	None

To ensure responsiveness, you must submit this form and the mandatory information listed in Sections III and IV.

THE BID FORM IS CONTINUED ON THE NEXT PAGE

PART III Certifications:

In accordance with your request for Bids, instructions and specifications, attached hereto, and subject to all conditions thereof, I(we), the undersigned, hereby propose and agree if this Bid is accepted, to contract with the City of Destin, Florida to construct any items or furnish any service requested herein and deliver same without additional cost to the City of Destin at the specified location for the quotations listed above.

The undersigned further declares that he/she has carefully examined the specifications referenced on this Bid Form and is thoroughly familiar with them and their provision(s). He further declares that no other person than the Bidder herein named has any interest in this Bid or in the contract to be

executed, and that it is made without any connection with any other person(s) making Bid for the same articles, and it is in all respects fair and without collusion and fraud.

Signature and Certification:

Name and Title of Authorized Representative: SATYAJIT SAMRA, SENIOR DIRECTOR OF BUSINESS GROWTH

(Print or Type)

Signature: Sonny Samra

Date of Bid: December 7, 2023

Note: See RFP Section III, Bid Requirements, and attach all required information to Bid form.

The City of Destin reserves the right to reject any and all Bids or portions thereof, to waive minor defects in the process and to accept the Bid or any combination of Bid Items or take any other actions deemed by the City to be in the City's best interest. The City also reserves the right to assign additional work to the successful Bidder based upon their Bid proposal or negotiation as may be necessary to meet grant funding or completion requirements.

END OF BID FORM

EXHIBIT B RESPONSIVE BIDDER QUALIFICATION STATEMENT

The undersigned certifies under oath the truth and correctness of all statements and of all answers to questions made hereinafter:

SUBMITTED TO: City of Destin
CITY CLERK'S OFFICE
4200 Indian Trail Bayou
Destin, Florida 32541
Telephone: (850) 837-4242

Check One

Submitted By:
Name: PayByPhone US Inc.
Address: 48 Wall Street
City, State, Zip: New York, NY 10005
Telephone No.: 740.416.0948
Fax No.: 1.866.286.5401

Corporation X
Partnership ___
Individual ___
Other ___

1. State the true, exact, correct and complete name of the partnership, corporation, trade or fictitious name under which you do business and the address of the place of business.
   The correct name of the responsive bidder is:
   PayByPhone US Inc.
   The address of the principal place of business is:
   600-1290 Homer Street, 6th Floor, Vancouver, BC, V6B 2Y5, Canada.
2. If responsive bidder is a corporation, answer the following:
   a. Date of Incorporation: 2019
   b. State of Incorporation: Vancouver, British Columbia
   c. President's name: Satyajit Samra
   d. Vice President's name: Not applicable
   e. Secretary's name: Olga Bochkaryova
   f. Treasurer's name: Nick Hamill
   g. Name and address of Resident Agent: NRAI Services, Inc. 1200 South Pine Island Road, Plantation, Florida 33324, US
3. If responsive bidder is an individual or a partnership, answer the following:
   a. Date of organization: Not applicable
   b. Name, address and ownership units of all partners:
      Not applicable
   c. State whether general or limited partnership: Not applicable

4. If responsive bidder is other than an individual, corporation or partnership, describe the organization and give the name and address of principals:
Not applicable

5. If responsive bidder is operating under a fictitious name, submit evidence of compliance with the Florida Fictitious Name Statute.
Not applicable

6. How many years has your organization been in business under its present business name?
PayByPhone US Inc. was founded in 2019, 4 years.

Under what other former names has your organization operated?
None

7. Indicate registration, license numbers or certificate numbers for the businesses or professions, which are the subject of this Bid. Please attach certificate of competency and/or state registration.
The parent company of PayByPhone US Inc., PayByPhone Technologies Inc., is registered for business in the State of Florida, certification attached. PayByPhone US Inc. has a pending business license application that is being finalized by the Florida Department of State.

8. Have you ever failed to complete any work awarded to you? If so, state when, where and why:
PayByPhone has completed 100% of all awarded mobile payment services with the exception of a client who cancelled the award due to unrelated issues. An example of a situation where a client may cancel is they simply change their mind and install hardware instead of any mobile provider, do not complete the necessary workbook to implement mobile payments, etc.

9. List the pertinent experience of the key individuals of your organization (continue on insert sheet, if necessary)
Please see attached resumes for all key individuals within PayByPhone's organizational structure. **Appendix 1 - Resumes**

10. State the name of the individual who will have personal supervision of the work:
Teresa Trussell, Director of Client Success

11. State the name and address of attorney, if any, for the business of the responsive bidder:

11. State the name and address of attorney, if any, for the business of the responsive bidder:
Olga Bochkaryova – General Counsel, PayByPhone Technologies Inc.
600-1290 Homer Street, 6th Floor, Vancouver, BC, V6B 2Y5, Canada.

12. State the names and addresses of all businesses and/or individuals who own an interest of more than five percent (5%) of the responsive bidder's business and indicate the percentage owned of each such business and/or individual:
PayByPhone Technologies Inc - 600-1290 Homer Street, 6th Floor, Vancouver, BC, V6B 2Y5, Canada – Owns 100% of PayByPhone US Inc.

13. State the names, addresses, and the type of business of all firms that are partially or wholly owned by responsive bidder:
Not applicable

14. Annual Average Revenue of the responsive bidder for the last three years as follows:

		Revenue Index Number
a.	Government Related Work	5
b.	Non-Governmental Related Work	4
	Total Work (a +b):	9

Revenue Index Number

1.	Less than $100,000
2.	$100,000 to less than $250,000
3.	$250,000 to less than $500,000
4.	$500,000 to less than $1 million
5.	$1 million to less than $2 million
6.	$2 million to less than $5 million
7.	$5 million to less than $10 million
8.	$10 million to less than $25 million
9.	$25 million to less than $50 million
10.	$50 million or greater

15. Bank References:

Bank	**Address**	**Telephone**
TD Canada Trust	700 West Georgia Street Pacific Centre	416.983.2772

Bidder Initial: ___TT_____ 19

16. What will be your turnaround time for written responses to City inquires?
PayByPhone commits to respond to City inquires within 24 business hours of inquiry receipt.

17. List and describe all bankruptcy petitions (voluntary or involuntary) which have been filed by or against the responsive bidder, its parent or subsidiaries or predecessor organizations during the past five (5) years. Include in the description, the disposition of each such petition.
Not applicable PayByPhone has had no bankruptcy petitions (voluntary or involuntary) which have been filed by or against PayByPhone, our Parent or subsidiaries or predecessor organizations during the past 5 years.

18. List all claims, arbitrations, administrative hearings and lawsuits brought by or against the responsive bidder or its predecessor organization(s) during the last five (5) years. The list shall include all case names, case arbitration or hearing identification numbers, the name of the project which the dispute arose, and a description of the subject matter of the dispute.
Not applicable, PayByPhone has no claims, arbitrations, administrative hearing and lawsuits brought by or against PayByPhone or its predecessor organization(s) during the last 5 years.

19. List and describe all criminal proceedings or hearings concerning business related offenses to which the responsive bidder, its principals or officers or predecessors' organization(s) were defendants.
We can confirm there has been no criminal proceedings or hearing concerning business related offenses to which PayByPhone, its principles or officers or predecessors' organization(s) were defendants.

20. Has the responsive bidder, its principals, officers or predecessors' organization(s) been CONVICTED OF a Public Entity Crime, debarred or suspended from bidding by any government during the last five (5) years? If so, provide details.
PayByPhone can confirm that none of our principals, officers or predecessor's organization have been convicted of a Public Entity Crime, debarred or suspended from bidding by any government during the last 5 years.

The responsive bidder acknowledges and understands that the information contained in response to this qualification statement shall be relied upon by owner in awarding the contract and such information is warranted by responsive bidder to be true. The discovery of any omission or misstatement that materially affects the responsive bidder qualifications to perform under the

Bidder Initial: ___TT_____ 20

contract shall cause the owner to reject the submittal, and if after the award, to cancel and terminate the award and/or contract.

(Signed) _____

(Title) President

Subscribed and sworn to before me
This 30th day of November, 2023

_____
Notary Public (Signature)
Rebecca Dhindsa
My Commission Expires: does not expire

END OF SECTION

Bidder Initial: TT 21

EXHIBIT C
PUBLIC ENTITY CRIMES DISCLOSURE

SWORN STATEMENT UNDER SECTION 287.133 (3) (A)
FLORIDA STATUTES, ON PUBLIC ENTITY CRIMES

THIS FORM MUST BE SIGNED IN THE PRESENCE OF A NOTARY PUBLIC OR OTHER OFFICER AUTHORIZED TO ADMINISTER OATHS.

1. This sworn statement is submitted with Bid, Proposal or Contract City of Destin, Florida Request For Bids RFP No. 23-13-PW Paid Parking Solution

2. This sworn statement is submitted by PayByPhone US Inc. whose business address is 48 Wall Street, New York, New York 10005, US and (if applicable) Federal Employer Identification Number (FEIN) is 87-3652865 (If the entity has no FEIN, include the Social Security Number of the individual signing this sworn statement:

_____

3. My name is Satyajit Samra and my relationship to the entity named above is President.

4. I understand that a "public entity crime" as defined in Paragraph 287.133(a)(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 or contract for goods or services to be provided to any public entity or any agency or political subdivision of any other state or of the United States and involving antitrust, fraud, theft, bribery, collusion, racketeering, conspiracy, or material misrepresentation.

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

6. I understand that an "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

Bidder Initial: TT 22

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 of shares constituting a controlling income among persons when not for fair interest in another person, or a pooling of equipment or income among persons when not for fair market value under a length agreement, shall be a prima facie case that one person controls another person. A person who was knowingly convicted of a public entity crime, in Florida during the preceding 36 months shall be considered an affiliate.

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

8. 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 this sworn statement, nor any officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management of the entity, nor affiliate of the entity have been charged with and convicted of a public entity crime subsequent to July 1, 1989.

____The entity submitting this sworn statement, or one or more of the officers, directors, executives, partners, shareholders, employees, members, or agents who are active in management 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. (please attach a copy of the final order)

____The person or affiliate was placed on the convicted vendor list. There has been a subsequent proceeding before a hearing officer of the State of Florida, Division of Administrative Hearings. The final order entered by the hearing officer determined that it was in public interest to remove the person or affiliate from the convicted vendor list. (please attach a copy of the final order)

X The person or affiliate has not been placed on the convicted vendor list. (Please describe any action taken by, or pending with, the Department of General Services.)

Date: Nov 30 2023

(Signature)

Bidder Initial: ___TT_____ 23

PROVINCE OF BRITISH COLUMBIA, CANADA
CITY OF Vancouver

PERSONALLY APPEARED BEFORE ME, the undersigned authority, who, after first being sworn by me, affixed his/her signature at the space provided above on this 30th day of November, 2023, and is personally known to me, or has provided as identification.

Notary Public
Rebecca Dhindsa
My Commission ~~expires:~~ does not expire

Bidder Initial: TT 24

EXHIBIT D DRUG-FREE WORKPLACE CERTIFICATION

The below signed Bidder certifies that it has implemented 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 employees 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 occurring in the workplace no later than five (5) working days after such conviction.

5. Impose a sanction on or require the satisfactory participation in drug abuse assistance or rehabilitation program if such is available in the employee's community, by any employee who is convicted.

6. Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

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

COMPANY: PayByPhone US Inc.
ADDRESS: 48 Wall Street
CITY: New York STATE: New York ZIP CODE: 10005
TELEPHONE NUMBER: 604-642-4286

SIGNATURE: DATE: Nov 30 2023
NAME (TYPED OR PRINTED): Satyajit Samra
TITLE: President

Bidder Initial: TT 25

4. Conflict of Interest Disclosure

Each proposal is subject to the provisions of Florida Statutes, Chapter 112, providing that all responsive bidders must disclose with the RFP submittal the name of any officer, director, or agent who is also a public officer or an employee of the City of Destin. Further, all responsive bidders must disclose the name of any City officer or employee who owns, directly or indirectly, an interest of five percent or more in the Bidding firm.

We can confirm there are no conflicts of interest.

5. Appendix 1 – Resumes

JONNY COMBE, President and CEO

Jonny is the President and CEO of PayByPhone with nearly two decades of experience in sales and service leadership within the automotive and technology sectors. As President and CEO, Jonny ensures PayByPhone shareholder maximization and the long-term success of the company by defining and executing effective strategies.

PayByPhone Technologies Inc.
President and CEO

2022 – Present

- Support the Board of PayByPhone Technologies Inc. in developing a meaningful long-term vision and an effective strategy for the company.
- Oversee all business activities in the areas of product development, commercial, and HR to ensure they produce results consistent with overall strategy.
- Build strong relations with key partners and stakeholders and act as central point of contact for important shareholders.

PayByPhone Limited
CEO, Corporate

2022 – 2022

- Responsible for implementing effective strategies to accelerate the growth and development of PayByPhone's global B2B business.
- Led the global Business division to build a business line that would generate increased monthly recurring revenue.

PayByPhone Limited
Chief Executive Officer, UK

2018 – 2022

- Developed and implemented a new business strategy to ensure successful, rapid growth over a 36-month period.
- Oversaw a complete restructure of the business including building a new management team and worked with leaders to develop a culture of high performance across the entire business.

University of Stirling
BA, Marketing

ANTHONY CASHEL, Chief Client Officer

Anthony Cashel is PayByPhone's Chief Client Officer and brings more than 15 years' experience in the automotive industry. He previously sat on the British Parking Association's Technology and Innovation Board. Anthony oversees the day-to-day commercial aspects of the business, safeguarding the company culture, leading, mentoring, and developing all staff in Europe and North America. Anthony will spearhead the development and execution of PayByPhone's growth strategy in on- and off-street commercial parking and successfully expand into new markets that align with the company's international growth strategies.

PayByPhone Technologies Inc. Chief Client Officer

2022 – Present

- Responsible for the overall strategic direction of our Global City and Parking Operator business.
- Reports monthly to the Management Board on progress of strategic goals.
- Drives cross-functional synergies and best practice across all markets.

PayByPhone UK Limited Managing Director, UK

2022 – 2022

- Developed the strategic direction for the UK business, including development and mentoring of the team.
- Oversaw the development of the company culture and ensured alignment with our internal goals.
- Developed best practice approaches to the utilization of data as part of our ongoing growth strategy.

PayByPhone UK Limited Marketing & Operations Director, UK

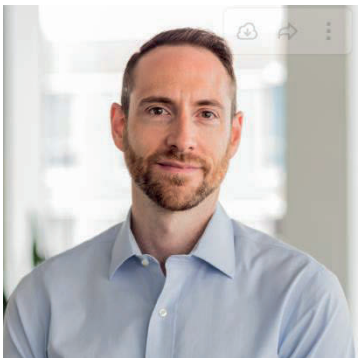
2020 – 2022

- Oversaw the rebuilding of the UK Marketing and Operations team into a highly effective cross-functional team capable of seamlessly delivering multiple campaigns, projects, and client implementations.
- Developed and launched the multi-award winning Meters for Trees environmental programme.
- Responsible for the mangement of all PayByPhone marketing campaigns, including the successful Park with Pudsey and Green Christmas initiatives.

Anthony holds a degree in Marketing from the University of Greenwich having graduated in 2003. He also holds a Green Belt in Six Sigma achieved in 2008.

Nick Hamill, Chief Financial Officer

As PayByPhone's CFO, Nick oversees finance, legal, compliance, and administration. Nick has worked in accounting and finance since 2008 holding progressively senior leadership positions over that time. Most recently he has spent 6 years in the financial services and financial technology sectors including 2 years as Vice President, Finance at PayByPhone. Nick is passionate about leveraging technology to drive efficient, scalable processes and prioritizing sustainable growth at PayByPhone. He is a Chartered Professional Accountant and Chartered Business Valuator



PayByPhone Technologies Inc.
Chief Financial Officer — **2023 – Present**
Vice President, Finance — **2021-2023**

- Strategic leadership of global finance, legal, compliance, operations, and administration functions;
- Executive finance responsibility for Canadian, US, and European legal entities;
- Commercial analysis and contract approval of North American business development;
- Review and present financial results and business direction at board meetings; and
- Coach and mentor 45 direct and indirect reports in four countries.
- Improved bottom line by $3M per month by controlling costs and implementing revenue initiatives, expanding gross margin from 66% to 80%;
- Project managed the global implementation of NetSuite ERP, aligning global accounting standards in a modern cloud solution;
- Restructured the organization by centralizing and globalizing departments and reporting lines to improve operational processes and achieve efficiencies

Silver Chef Inc.
Vice President, Finance — **2019 – 2021**

- Lead the accounting, finance, credit underwriting, data analytics, and collections departments;
- Internal and external financial reporting;
- FP&A and liquidity management;
- Lead consolidated annual budgeting process;
- Large exposure underwriting ($100K+);
- Coordination of annual external audit and tax compliance;
- Implementation of new financial contract management system; and
- Coach and mentor 14 direct and indirect reports.

Corporate Finance Institute, Certified Banking and Credit Analyst
Canadian Institute of Chartered Business Valuators – Chartered Business Valuator
Institute of Chartered Accountants of British Columbia - Chartered Accountant
University of British Columbia - Diploma in Accounting, Completion of CA prerequisites,
University of Victoria - Bachelor of Commerce, General Business and Finance

NIGEL CARROLL, Chief Technology Officer

Nigel is a business-oriented, decisive technology leader who has been building ecommerce solutions since 2001. He built his global delivery track record leading teams through multiple U$50 million plus change portfolios during 20 years at HSBC, RBS, and IBM. Over the last 10 years he has held leadership roles in start-up and public sector organizations. He is a change agent with experience in strategy formation and execution, banking, digital channel enablement, and multi-site delivery. As PayByPhone's chief technology officer, Nigel leads the global Development organization, focusing on product, people, and technology.

PayByPhone Technologies Inc.
Chief Technology Officer

2022 – Present

- Lead PayByPhone's global Development organization.
- Responsible for the definition and execution of the tech strategy, day-to-day operations, and delivery of the business change.

BCLDB - Canadian Provincial Government
Chief Information Officer

2019 – 2022

- BCLDB is a multi billion dollar wholesale and retail company. Responsible for definition and execution of the digital strategy, day to day operations and delivery of the business change. With a CAD$70-million annual budget and 300 team members.

SLC - UK Government
Chief Technology Officer

2017 – 2019

- SLC is responsible for student loans in the UK. Responsible for definition and execution of the technology strategy, day to day operations and delivery of business change. With a £90-million annual budget and 700 team members.

Enliven Financial
Chief Technology Officer

2015 – 2016

- Enliven is a Consumer Finance FinTech. Responsible for establishing all digital capabilities through technology partners.

MBA - Edinburgh Business School, UK
Bachelor of Electrical Engineering - Warwick University, UK

CARMEN DONNELL, CAPP, Managing Director, North America

Carmen brings over 16 years of parking, transportation, and mobility industry experience alongside a keen interest in relationship management. Carmen is a respected sales leader and an active participant in many industry organizations. As such, Carmen prides herself in viewing parking solutions from the client's perspective. She has the knowledge and background to customize operations to serve any need. Recently promoted to managing director of North America for PayByPhone, Carmen is responsible for functional aspects and members of the Commercial team in the US and Canada. This includes Sales, RFP, Marketing, Implementation and Client Success groups. Working closely alongside the Chief Client Officer, Global, and other PayByPhone operative departments, Carmen's top focus is to deliver results that are aligned with PayByPhone's overall growth strategy and ensuring that the clients are happy, all while creating a team that promotes personal and professional growth and development.

PayByPhone Technologies Inc.
Managing Director, North America

2022 – Present

- Responsible for overall strategy and execution for North American Commerical team.
- Report monthly KPIs on progress towards company and team goals to executive stakeholders.
- Lead Sales, RFP, Marketing, Implementation, and Client Manamgement team members.

PayByPhone Technologies Inc.
Vice President, Sales, North and South West America

2019 – 2022

- Provided mentoring, coaching, and industry experience to build sales directors' knowledge and skill sets.
- Led RFP production and content team.
- Created and executed annual strategy and produced regular KPIs of progress towards company and team goals.

T2 Systems Canada Inc.
Regional Sales Manager and Team Lead

2008 – 2019

- Coached and mentored pay station regional sales managers.
- Engaged in large opportunity strategy across company pay station portfolio and pipeline.
- Managed a territory with 150+ existing accounts and responsible for all new logo acquisition.

TERESA TRUSSELL, CAPP, Senior Sales Director & Director of Client Success

Teresa has decades of parking industry experience. Prior to joining PayByPhone in 2019, Teresa served as Ohio University's Parking Operations Supervisor for nearly 20 years where she earned her Certified Administrator of Public Parking (CAPP) certification through the International Parking & Mobility Institute (IPMI). Teresa served as an active IPMI CAPP board member through 2020, and actively serves on the Accessible Parking Coalition Advisory Council for IPMI. In her current role at PayByPhone, Teresa is responsible for sales and client relationship building & leadership. Teresa leverages her operational background along with her extensive training in client service leadership to tap into her clients' needs to ensure our services match their desired outcomes. Her personable and client-focused approach allows her to create long-lasting relationships that build trust and are the key to PayByPhone's and the client's success.

PayByPhone Technologies Inc.
Senior Sales Director & Director of Client Success

2019 – Present

- Create and manage sales opportunities.
- Build and nurture prospective and client relationships.
- Work with existing clients to create adoption growth campaign activities.
- Perform on-site meetings and participate in on-site activities.

Ohio University, Parking Operations Supervisor
Parking Operations Supervisor

2000 – 2018

- Managed day-to-day parking operations.
- Evalluated technology and planned/executed implementation process.
- Developed routine communication lans for internal and external use.

Ohio University
Master of Social Science

2019

Ohio University
Bachelor of Human and Consumer Sciences

2017

Terri Darvill - Client Success Account Manager

Strategic CSAM with over 12-years of experience boosting revenue, forging strong customer relationships, and delivering exceptional customer experiences. Oversee all aspects of client relationships to retain, renew and grow existing accounts. Recognized as a top-performing employee for client management and sales excellence.

PayByPhone Technologies Inc.
Client Success Account Manager

2021 – Present

- Manage a book of business ranging across 75+ clients, including municipalities, universities, government agencies, and private operators.
- Track client contracts and negotiate renewals in advance of expiration, while evaluating for increased profitability opportunities. (98% contract renewal and retention rate)
- Conduct monthly, quarterly, and annual meetings to develop the relationship, drive initiatives, and identify potential growth opportunities.

T2 Systems
Inside Sales Account Manager

2018 – 2021

- National Account Manager for a series of large municipalities, government agencies, universities, and private operators. (Fiscal planning/ budgets/ marketing)
- Responsible US and Canadian territory, spanning across all of North America.
- Developed and grew both existing, and new business. (Hardware and SaaS)
- Successfully launched multiple new products/ product lines.

Westmount Storage/ U-Lock Mini Storage
Client & Office Manager

2015 – 2018

- Creation and implementation of new policies and procedures.
- Managed 900+ tenants, and over 100k square feet of property.
- Frontline customer service, including merchandise sales, daily contracts, and client complaints.
- Hiring and onboarding of new all employees. (Full reference & background checks)
- In charge of 24/7 Avigilon security system. (1st Emergency call out)
- Created a variety of public facing promotional materials, such as newspaper advertisements, posters, brochures, social media posts, and website data.
- Manager of vendor/ client relationships, merchandise/ supply purchasing and stock.
- Daily, monthly, and annual financial reporting/ reconciliation

Cameron Sinclair, Interim Implementations and On-Boarding Manager

Strategic Customer Service Manager with over 20 years of experience boosting revenue, solidifying strong customer relationships, and delivering exceptional customer experiences for B2B and B2C environments. Recognized as a top-performing employee for determination, quick responses, problem solving and client retention.

PayByPhone Technologies Inc.
Interim Implementations and On-Boarding Manager **2019 – Present**

- **Accountable** for onboarding new and existing clients while ensuring efficiency, precision and performance timelines are met.
- **Maintain** close strong relationships with all clients while ensuring all needs are met in a timely manner.
- **Collaborate** with appropriate team members to ensure high-profile clients and internal teams are properly supporting one another to build success plans, manage onboarding projects, program implementation, define project scope, training, and marketing operations.
- **Responsible** for trouble shooting integrations, handheld issues, overall queries related to technical connections.
- **Conduct** a team to ensure Sales Directors, Development, Project Management teams are updated to guarantee seamless transition between departments.
- **Support** All teams in product innovation and roadmap strategy through customer insight.

Canem Systems
Payroll and Human Resources Clerk **2014 – 2019**

- **Completed** payroll entry for over 1000+ employees throughout Canada, entry of RRSP, Vacation Pay, Banked time and retro Pay for Union and Non-Union members. Complied up to date data for garnishments, rate changes and completed monthly remittances.
- **Liaised** with all branches management and directors to ensure accuracy and timely processing payroll.
- **Responsible** for incoming Bond and Surety Tenders, Certificates of Insurance, AP/AR Vendor Set-ups, Couriers, uploading company contracts, Office Supply Orders, and Executive Travel coordination.

Langara College – Diploma Arts and Science **2005**
UNFV – Bachelors General Studies (Geography Major) **2007**
Marketing Management Certificate (Communications) **2012**

Nicole Tsakok, Client Success On-Boarding Manager

Nicole has been with PayByPhone for almost 5 years, onboarding and managing clients' parking operations. Nicole currently focus's is onboarding and implementation work, such as setting up a client's parking operations in our system, boarding merchant accounts, and training.

PayByPhone Technologies Inc.
Client Success On-Boarding Manager **2020 – Present**

- Managed cities and parking operators which generated $20M in parking revenue annually.
- Lead with full ownership and respoinibility for onboarding and implementing 22 clients from contract execution to go-live while maintaining an average NPS score of 9.5
- Advocate for clients while collaborating with Product/Dev to create the best experience using PayByPhone's software. This often lead to taking on the Product Manager's responsbilities to ensure use cases are met, e.g., creating and deploying surveys, and conducting user interviews and product discovery in NA and Europe.

PayByPhone Technologies Inc.
Senior Client Success Coordinator **2018 – 2020**

- Lead Implementation Manager for onboarding numerous new PayByPhone clients; set up their Merchant Account, parking locations, rates, perform end-to-end testing, and go-to market plan.
- Own project coordination, monitoring and responding to client queries and managing change requests.

York University – Product Management Certificate
Pragmatic Institute – PMC Level 1 – Product Management Certificate **Ongoing**
BCIT – Associate Certificate in Technical Writing with Distinction
University of British Columbia – BA in Asian Area Studies
University of Waterloo – Mechanical Engineering

City of Destin RFP 23-13-PW Paid Parking Solution

SCORE TABLULATION SUMMARY SHEET

Date: 2/1/2024

	Blinkay	HotSpot by Arcadis	iParq	ParkMobile	Passport Labs	PaybyPhone	Premium Parking	RiseTek	Mobile Smart City
Ryan Scott	52	68	54	94	90	95	58	66	56
Michael Burgess	68	82	82	93	95	93	88	80	75
Jeff Cozadd	65	87	87	95	87	90	75	65	60
Total Score	185	237	223	**282**	272	278	221	211	191

ITEM # 2024-7437

CITY OF DESTIN

AGENDA ITEM

COUNCIL MEETING DATE: March 4, 2024
TYPE OF AGENDA ITEM: City Manager Report
AGENDA OUTLINE NUMBER: 4.C.

TO: City Council

THRU: Louis Zunguze, Interim City Manager
Kimberly Kopp, City Attorney

FROM: Michael Burgess, Public Services Director
Krystal Strickland, Finance Director

DATE: 02/29/2024

SUBJECT: Paid Parking Fees and Taxes - Direction from Council

I. BACKGROUND: The City's current and proposed Paid Parking vendors charge fees for their services, which include a transaction fee as well as a merchant fee associated with electronic payments. In addition, the City must pay Sales Tax (7%) for these transactions to the State of Florida. Staff seeks the Council's direction on the assignment of these fees and taxes.

Options

1. The end-user (parker) pays the transaction fee, applicable merchant processing fees, and sales tax as part of the transaction. The City would then pay the State sales tax as normal.

2. The end-user (parker) pays only the transaction fee and applicable merchant processing fees. The City would pay the sales tax.

3. The City pays all fees and sales tax for each transaction.

II. DISCUSSION: This item seeks direction from Council concerning the assignment and payment of fees and taxes associated with the City's Paid Parking Program.

History

Parking fees are committed by Resolution 2021-03 for parking related expenditures as follows:

B. Funds from the Parking Special Revenue Fund shall be committed only for parking related expenditures at existing and future parking locations, including but not limited to installation and maintenance of pay stations, merchant services and other collection expenses, periodic restriping, repaving and signage updates (including virtual and electronic signage) maintenance and utility expenses of parking facilities, purchase of land for public parking purposes, parking lot expansions both vertical and horizontal, installation and maintenance of public transit infrastructure at city parking facilities, and for related debt service.

Currently, the City pays the sales tax (7%) and all payment processing fees (transaction, merchant, gateway, admin, and collection letter fees). Payment processing fees have been just over $64,000 per year for the past two years. We also charge utilities and operating supplies (signage replacement) to the parking fund. The current balance of the Parking Fund is over $1 million. The FY 2024 budget includes plans to consolidate the Sibert-Zerbe parking lots at an estimated cost of $525,000. Below is the trend to date by fiscal year:

122 PARKING FUND (COMMITTED; TRANSPORTATION)	FY2022 ACTUALS	FY2023 YTD Actuals	FY2024 YTD Actuals
122-34 Charges for Services	425,670	769,260	87,205
122-36 Investment Income	74	4,448	8,686
TOTAL REVENUES	**425,744**	**773,708**	**95,891**
122-54 Transportation	77,900	90,696	10,491
122-59 Capital Outlay	-	-	-
TOTAL EXPENDITURES	**77,900**	**90,696**	**10,491**
Excess (deficiency) of revenues over expendit	**347,845**	**683,011**	**85,400**
122-38 Transfers In	-	-	-
122-58 Transfers Out	-	-	-
Total other financing sources (uses)	-	-	-
122 Net change in fund balances	347,845	683,011	85,400
122 Fund Balance (deficit), Beginning	-	347,845	1,030,856
122 Fund Balance (deficit), Ending	347,845	1,030,856	1,116,256

A. Link to Strategic Goals / Objectives: I. Financially Sound City providing Service Excellence

II. Enhanced Quality of Life and Safety for Families

B. Effect on Budget (EOB):

Effect on Parker	Parking Fee	Sales Tax	Tx Fees	Total	
Option 1	$ 15.00	$ 1.05	$ 1.15	**$ 17.20**	
Option 2	$ 15.00	$ 1.05		**$ 16.05**	
Option 3	$ 15.00			**$ 15.00**	
Effect on City Net Revenue (assume 67,000 tx)					
	Parking Fee	**Sales Tax**	**Tx Fees**	**Net to City per tx**	**Effect on Budget**
Option 1	$ 15.00			$ 15.00	$ 1,005,000
Option 2	$ 15.00	$ (1.05)		$ 13.95	$ 934,650
Option 3	$ 15.00	$ (1.05)	$ (1.15)	$ 12.80	$ 857,600

C. Level of Service (LOS): There will be no effect on the level of service associated with the Paid Parking Program. This item merely seeks direction from the Council concerning the payment of fees and taxes incurred for each parking session.

D. Legislative Sponsor:

III. CONCLUSION: This item seeks direction from Council concerning the assignment and payment of fees and taxes associated with the City's Paid Parking Program.

IV. RECOMMENDED MOTION: I move to direct the City Manager to utilize Option ____ (1, 2, or 3) with .the selected contractor during contract negotiations.

Attachments:

None

ITEM # 2024-7512

CITY OF DESTIN

AGENDA ITEM

COUNCIL MEETING DATE: March 4, 2024
TYPE OF AGENDA ITEM: Action Item
AGENDA OUTLINE NUMBER: 4.D.

TO: City Council

THRU: Louis Zunguze, Interim City Manager
Kimberly Kopp, City Attorney

FROM: Steve O'Connor, Principal Planner

DATE: February 26, 2024

SUBJECT: Fuel and Pollutant Abatement Plan

I. BACKGROUND: In February 2024, the Harbor and Waterways Board (HWB) hosted the local Coast Guard Commander to explain how the Coast Guard facilitates, manages, and tracks how entities develop and record their Fuel and Pollution Spill Plans. From that discussion, the Harbor & Waterways Board recommended that Staff develop a standardized **Fuel & Pollutant Abatement Plan** for all Commercial Marine activity users and marinas.

II. DISCUSSION: Staff took the Coast Guard's document, **'FDEP Discharge Contingency Plan'** (see attachments) and developed a Destin specific plan in consultation with the Harbor & Waterways Board. There were items and elements the Board recommended adding based on the disparity between the Fuel Abatement Plans the City currently accepts (see attachments). The difference between the two examples is vast and highlights the need for a standard document that gives the City adequate information to ensure each commercial marine entity is properly following procedures to mitigate any accidental spill or discharge into the waters of Destin. Further, it ensures the facility managers have all the information necessary to activate the plan in case of a discharge.

The intent of the plan is to ensure users of the waters of Destin are doing so in a responsible and environmentally sound manner. But it goes further to ensure the employees of each entity are educated on the plan and how to activate it. The plan specifically gives the users the information on who to contact in the event of a discharge, and you will notice, the City of Destin is not listed on the immediate contact list since we do not have the responsibility nor the capability to respond to such an event. But there is an after-the fact requirement to contact the City, if we don't already know about the event.

Implementation: The recommendation for implementation from Staff, and concurred by the Harbor & Waterways Board, is to start by requiring this plan to be submitted as part of

the **Annual Livery Registration**, beginning with the **2025 Season** application window this coming Fall. This will require education throughout this Spring and Summer, so the users and entities are aware and prepared. Staff did present this plan briefly to the Livery Operators during the recent Code Compliance Livery Operators Workshop.

Staff also recommends that this plan be required when a non-residential, multifamily, or commercial marina or docking facility proposes and submits an application for a new facility, rebuilding a facility, or modifications to an existing facility.

The goal for this implementation plan will be to get a **Fuel & Pollutant Abatement Plan** from all non-residential, multifamily, or commercial marina or docking facilities that is standardized with one repository for such plans with the City. The requirement for operators and facility managers to ensure their employees are aware and trained on the activation of the plan will help ensure more individuals are capable and responsible to respond to a discharge which will help with the future health of the waters of Destin, specifically Destin Harbor.

COMPREHENSIVE PLAN CONSISTENCY:

- **POLICY 5-1.4.2**: Implement Environmental Policies.
- **POLICY 5-1.4.13**: Protect Natural Resources.
- **OBJECTIVE 5-1.5**: Maintain and improve surface water quality and quantity.
- **POLICY 5-1.5.9**: Improve Water Quality within Destin Harbor (Old East Pass).
- **OBJECTIVE 6-1.1**: Protect coastal resources, wetlands, estuaries, living marine resources, and wildlife habitats.
- **OBJECTIVE 6-1.2**: Reduce adverse impacts to water quality in coastal waters.

A. Link to Strategic Goals / Objectives: #2 Enhanced quality of life and safety for families
#4 Effective, efficient, and aesthetically pleasing infrastructure
#6 A green and sustainable environment

B. Effect on Budget (EOB): There is no anticipated effect on the budget.

C. Level of Service (LOS): There is no anticipated effect on the LOS other than increased awareness of spill response requirements for operators and users of marine facilities.

D. Legislative Sponsor:

III. CONCLUSION: In conclusion, there was a large disparity between the required and approved **Fuel & Pollutant Abatement Plan** the City currently accepts and has on file. The proposed and recommended Fuel & Pollutant Abatement Plan will fill the void and standardize this across the board. It will help educate all marine facility operators and their tenants of the facilities about their roles and responsibilities if a spill or discharge occurs.

HARBOR & WATERWAYS BOARD RECOMMENDATION:
At the August 2023 Harbor and Waterways Board Meeting, the Board recommended that Staff adopt the **Fuel & Pollutant Abatement Plan** for Livery and all Non-residential or Multi-family marine facilities.

IV. RECOMMENDED MOTION: I move City Council adopt the **Fuel & Pollutant Abatement Plan** and the implementation plan as presented.

ALTERNATIVE MOTION(S): I move City Council adopt with modifications/deny the proposed **Fuel & Pollutant Abatement Plan**.

Attachments:

1. 1 - DRAFT Fuel & Polluntant Abatement Plan
2. 2 - FDEP Discharge Contigency Plan - less than 10,000 gallons
3. 3 - Example current Fuel Abatement Plan #1
4. 4 - Example current Fuel Abatement Plan #2

City of Destin Fuel & Pollutant Abatement Plan

All commercial, institutional, industrial, or non-residential operation along the Destin Harbor or a Waterway of Destin, FL that includes a marina, docking facility, or other similar facility over any water body shall provide the following information. The applicant shall also retain a copy on site with the responsible facility manager. The City of Destin may require at any time the responsible parties to update their plan based on new operations or other changes as deemed necessary by the City Manager or designee.

I. FACILITY/MARINA/PROPERTY INFORMATION:

Facility Address:

Street:

City: State: Zip:

Facility Manager Phone Number:

24 Hour Emergency Contact Number:

Radio Frequencies Used:

Hours of Operation:

II. OPERATOR INFORMATION:

Company Name:

Owner/Operator Name:

Address: Street:

City: State: Zip:

Phone Number (Local Number Required):

Manager or Other Contact Name:

Address: Street:

City: State: Zip:

Phone Number (Local Number Required):

Owner/Operator/Manager email:

APPLICANT INITIALS: _____

III. EMERGENCY RESPONSE CONTACT PROCEDURE:

All responsible parties are required to contact the listed agencies below in the event of a spill. ***The applicant shall also provide the list of names responsible for any illicit discharge and the company's internal procedures in the event of a discharge.***

1) Florida Wildlife Commission & Florida Department of Environmental Protection: 1-800-320-0519
2) U.S. Coast Guard (National Response Center): 1-800-424-8802
3) Okaloosa County Sheriff: 911
4) Destin Fire Control District: 911

Company Emergency Contact List	
Name:	Phone Number:
Name:	Phone Number:
Name:	Phone Number:
Name:	Phone Number:
Name:	Phone Number:

IV. FACILITY DETAILS:

Largest Vessel Length at marine facility (whether or not the applicant operates vessel) **ft:**

Dock 1	Total Length	Total Square Footage	# of Slips	# of Vessels
Dock 2 *(if applicable)*	Total Length	Total Square Footage	# of Slips	# of Vessels
Dock 3 *(if applicable)*	Total Length	Total Square Footage	# of Slips	# of Vessels
Dock 4 *(if applicable)*	Total Length	Total Square Footage	# of Slips	# of Vessels
Dock 5 *(if applicable)*	Total Length	Total Square Footage	# of Slips	# of Vessels
Dock 6 *(if applicable)*	Total Length	Total Square Footage	# of Slips	# of Vessels

V. FUEL & POLLUTANT ON-SITE STORAGE:

Storage Type	# of Tanks	Diesel *(gallons)*	Heavy Oil *(gallons)*	Lube Oil *(gallons)*	Waste Oil *(gallons)*	Other *(gallons)*	Total *(gallons)*
Above Ground Tanks							
Underground Tanks							
Non-DEP regulated Storage							
Total:							

This space intentionally left blank

APPLICANT INITIALS: _____

V. ILLICIT DISCHARGE RESPONSE:

List all fuel & pollutant containment and cleanup equipment below. All commercial marine facilities shall have at a minimum the following equipment and it must be listed below and denoted on the site plan.

1. Oil sorbent hydrocarbon containment boom
    a. The length of containment boom should represent a factor of five times the length of the largest vessel expected to utilize the facility and the quantity of absorbent pads represents the largest potential spill expected within the marina facility.
2. Hydrocarbon absorbent pads
3. Granular absorbent equipment
4. Post cleanup equipment waste container
5. Yearly Inspected Firefighting equipment
    a. You must provide proof of inspection by the Fire Department or other entity authorized to inspect firefighting equipment.

Containment/Cleanup equipment	Location
1. Containment boom	
2. Hydrocarbon absorbent pads	
3. Granular absorbent equipment	
4. Post cleanup waste container	
5. Firefighting equipment	
Use another sheet of paper as needed and attach to this document for more equipment	

*****Site map with corresponding location of all equipment is required*****

<u>This space intentionally left blank</u>

APPLICANT INITIALS: _____

VII. OTHER REQUIRED DOCUMENTS:

When submitting this fuel & pollutant abatement plan the applicant shall also provide the document listed below. If these documents are not provided, no permit or registration will be issued until satisfied. Also if the application or required documents are not complete the City will require the applicant to resubmit the documents until they satisfy the needs of the application.

1) Site Plan detailing the items in sections III., IV., and V.
2) Emergency Response Coordinator & contact Information
3) The organizations or companies internal Emergency Response Procedures
4) Internal Emergency or Illicit Discharge Response Procedures
    a. Must include directions for Containment Boom Deployment
5) Operator's refueling plan and safety precaution or measures taken
    a. Where are vessels refueled
    b. How are vessels refueled
    c. What staff will refuel the vessels
6) Any other document required by Staff appropriate to the analysis of approving the Fuel & Pollutant Abatement Plan

VII. ACKNOWLEDGMENT

By signing this Fuel & Pollutant Abatement Plan, you are declaring all the information provided is correct and all equipment listed is provided on site for emergency or illicit discharge response. Further the applicant acknowledges that all staff are trained on the company's Internal Emergency or Illicit Discharge Response Procedures.

Applicant Signature: **Date**

Printed Name

APPLICANT INITIALS: _____

Terminal Facility Discharge Contingency Plan

Facilities Less than 10,000 gallons

A terminal facility can submit information to the Department in order to obtain a Discharge Prevention and Response Certificate (DPRC) under Section 376.065 F. S. A terminal facility contingency plan is defined in Chapter 62S-6.033 F.A.C. The information provided below should fulfill the requirements for facilities with less than 10,000 gallons of pollutants on site.

I. FACILITY INFORMATION

Facility Name: _____

Facility Address: _____

City, State, Zip: _____

Facility Phone Number: _____ ***Facility ID:*** _____

Radio Frequencies Used: _____

Hours of Operation: _____

Pollutant Storage Capacity:

# of Tanks	Pollutant Type	Diesel (gallons)	Heavy Oil (gallons)	Lube Oil (gallons)	Waste Oil (gallons)	Other (gallons)	All Pollutants Total Gallons
	Aboveground tanks						
	Underground tanks						
	Non-DEP regulated tanks						
	TOTAL CAPACITY						

Types of Transfers: _____

Description of Docks/Wharves: _____

# of Slips	# of Docks or Piers	Square Footage

Largest Vessel Information:

Length (feet)	Width (feet)	Fuel Capacity (gallons)

II. ORGANIZATION

OWNER			
Name:			
Address:			
Phone Number:		Email:	

OPERATOR			
Name:			
Address:			
Phone Number:		Email:	

FACILITY MANAGER			
Name:			
Address:			
Phone Number:		Email:	

OTHER CONTACT IN CHARGE			
Name:			
Address:			
Phone Number:		Email:	

III. NOTIFICATION

	Phone Number	Radio Frequency	Other
U.S. Coast Guard - National Response Center	800-424-8802		http://www.nrc.uscg.mil/
State Watch Office (FDEP)	800-320-0519		850-413-9911
Local Emergency Response			

IV. RESPONSE TO A DISCHARGE

Containment / Cleanup Equipment

(requires a boom of no less than 5 times the length of your longest vessel)

Equipment	Location

Directions for Boom Deployment** (within 1 hour of discovery of discharge)**: _____

_____

_____

_____

Local Cleanup Contractors or Equipment Sources:

Name	Phone Number

LIVERY VESSEL PERMIT APPLICATION
REFUELING PLAN APPROVAL

Date: _____

Vendor Name: _____

Physical Address of Rental Company: _____

Prior to renting a livery vessel, a Vendor shall file with the City a refueling plan approved by the Destin Fire Control District. In addition to any Destin Fire Control District requirements, the plan shall provide sufficient details and specifications to assure appropriate on-site maintenance and inspection, spill prevention and response training, a spill response plan to mitigate and report any impacts to the beach or the waters of the City of Destin, the Gulf of Mexico or East Pass; to provide proper safety precautions regarding the storage of fuels; and provide fire safety equipment. The Vendor shall in all operations comply with all provisions of the refueling plan.

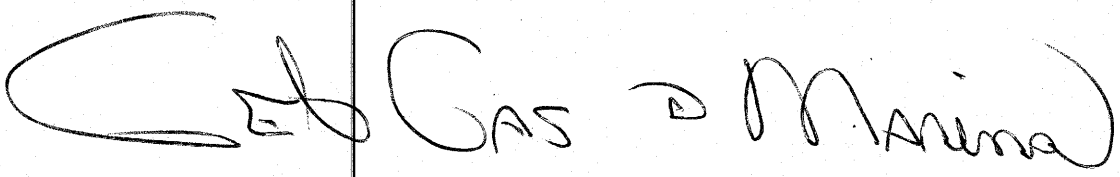
The attached refueling plan has been approved by the Destin Fire Control District.

_____ _____

Signature of Destin Fire Control District Representative Date

_____

Printed Name



[redacted]

[redacted] has a fueling operation with a total of (7) 500 gallon aboveground double walled tanks. Four are located [redacted] three just upland of the marina by pontoon boats. All tanks will be used to store unleaded gasoline. These fueling dispensers for unleaded gasoline will be located at the most waterward and most landward side of the dock in holding containers. The aboveground tanks and associated piping will meet all the requirements of Florida Department of Environmental Protect (FDEP) Rule 62-762 for aboveground petroleum tanks and associated piping.

All tanks will be double walled aboveground tanks. The double-walled piping will be underground and run inside a PVC chase pipe until it reaches the docks where there it will be run inside of a PVC chase pipe mounted above the water to the dock joists. The aboveground tank will have a product level gage that is visible on top of the tank. The aboveground tank will have 5-gallon secondary containment bucket at the fill pipe located at the top of the tank capture and product that may overflow during tank refueling operations. All dispensers will have containment buckets to capture any product that might leak from fittings connecting to the dispensers. An emergency shutoff switch will be located on the dock.

The aboveground tank, piping sump and dispenser pan will be visually inspected monthly for sign of product. Piping will be inspected per FDEP Rule 62-762 monthly. The fueling system shall be shut down in the event of product discovery during inspection of the tank, piping and dispenser sumps until the system is checked and repaired by a FDEP registered tank contractor. The facility shall retain and maintain records of all monthly inspection reports and tank system maintenance/repairs in accordance with FDEP Rule 62-762.

[redacted] will provide trained personnel and material on site to respond to certain type of spills. ABC fire extinguishers will be located at the fueling facility and will be tagged annually. The marina will stock on the premises DEP approved absorbent pads and booms for immediate deployment at the fueling facility. Fire equipment and spill containment equipment shall be inspected once a month and replaced every 5 years, or as necessary, depending on the circumstances and usage.

Boat engines will be required to be shut off and no smoking signs will be posted and strictly enforced by marina personnel during fueling operations.

[redacted]

FUEL SPILL QUICK REFERENCE GUIDE

FUEL SPILL – **IN THE WATER**

GASOLINE:

Quantity under 1 quart

1) Allow to evaporate
2) Shut off electrical power to the nearest area of the spill
3) Guard the area until safe from fumes and fire.

Quantity over 1 quart

1) Deploy Marina spill boom and add absorbent pillows as needed
   Boom and Pillows are located in exterior Crew Room or
   Emergency Spill Kit located on the Dock.
2) Shut off electrical power to the nearest areas
3) Guard the area until cleared of fumes and contaminated materials
4) At direction of the Spill Response Officer report details to the
   USCG at (850) 233 – 0366 (Panama City)
   USCG at (850) 243 – 1275 (Destin)

DIESEL:

Any quantity that produces a "SHEEN" over 1 square yard

1) Deploy Marina spill boom and add absorbent pillows as needed
   Boom and Pillows are located in exterior Crew Room or
   Emergency Spill Kit located on the Dock
2) Exclude boats and swimmers from containment zone
3) Guard the area until cleared of fumes and contaminated materials
4) At direction of the Spill Response Officer report details to the
   USCG at (850) 233 – 0366 (Panama City)
   USCG at (850) 243 – 1275 (Destin)

FOR LARGER QUANTITIES THAT ARE BEYOND THE CAPABILITIES OF THE MARINA'S EQUIPMENT
AT THE DIRECTION OF THE SPILL RESPONSE OFFICER
CALL: OKALOOSA COUNTY FIRE RESCUE
HAZ MAT/SPECIAL OPERATIONS UNIT
"911"

FUEL SPILL - **ON LAND**

Any fuel if quantity is over one (1) gallon – must be reported to the Spill Response Officer (Harbormaster)

[redacted]

FUEL SPILL MANAGEMENT and OPERATIONAL PROCEDURE

[redacted]

[redacted]

FUEL SPILL MANAGEMENT and OPERATIONAL PROCEDURES

1. Terminal Facility Description:

a)

Name: [redacted]

Location: [redacted]
Destin, FL. 32541

Latitude: 30- 23 – 48 North
Longitude: 86 – 30 – 18 West

Telephone: (850) 337 – 8250
(850) 650 – 2400
(850) 650 – 0420

Radio Frequency: VHF Channel 16 is monitored.

Pollutant Storage Capability: Two (2) 20,000 gal. underground storage tanks. One (1) tank contains 20,000 gals., of DIESEL and one (1) is a two compartment tank with one compartment containing 12,000 gals., of unleaded REGULAR and the other compartment 8,000 gals., of MID-GRADE gasoline.

Hours of Operation: [redacted] is open 7 days a week and hours of operations are seasonal.

Pollutants handled by [redacted] are DIESEL and GASOLINE fuel.

Types of Transfers conducted: Fuel is delivered by tanker truck to the fuel storage tanks located in the upper parking area about 300 feet North of the facility. Fuel is then dispensed to commercial and private vessels by means of the dispensers (pumps) on the three (3) fuel docks. Each fuel dock contains multiple diesel and gasoline fuel pumps.

b)

[redacted] has a seawall that runs East and West on the Destin Harbor. The seawall is approximately 225 feet long with three (3) finger piers that extend out seventy-five (75) feet from the seawall. These finger piers contain the fuel dispersers

[redacted]

[redacted]

(pumps) for the facility. The waterfront along the seawall contains the offices, ships store, and convenience store to service the boating public. There are no permanently moored vessels at the fuel docks. The largest vessel serviced by [redacted] is (70 – 80) feet in length and has a fuel capacity of approximately 1000 gallons of diesel fuel.

c)

The diurnal range of tides averages 1.5 feet and generally does not exceed four feet. Tides are affected by wind. South winds of long duration raise the water level and North winds of long duration lower the water level.

Currents in the area rarely exceed one (1- 3) knots. Average water depth in the facility Runs approximately eight (8) feet.

Within one hundred yards of the facility to the East is the [redacted] to the West are boat slips and t[redacted] To the South of the Marina lies the southern shoreline of the[redacted]

d)

Seasonal Weather: Climate is humid and subtropical. Average summer temperature is 82 degrees Fahrenheit and the winter temperature average 53 degrees Fahrenheit. Average rainfall is 58 inches, varying from a minimum of 37 inches, to a maximum of 90 inches. July, August and September are generally the wettest months.

Water temperatures in the summer range from 80 to 90 degrees Fahrenheit. Spring and Fall temperatures average 70 degrees Fahrenheit. Winter water temperatures fall to 55 degrees Fahrenheit.

Heavy fog is experienced 20 to 30 times per year forming late at night and dissipating soon after sunrise. About three-fourths of the fog occurs during the December through March period.

2. Organization:

a) Spill Response Officer for [redacted] shall be the Dockmaster, and or his Designee. These individuals have received spill response training from the Destin Fire Department. In the event of a spill, the Response Officers duty will be to stop the source of the discharge by whatever means necessary and to begin deployment of the spill containment boom to contain the spill. The Response Officer will contact the Destin Fire Department and if necessary Southern Waste Services (SWS) for additional containment and clean up of the spill. HarborWalk Marina has 100 feet of Spill Containment Boom on the premises and a self contained Emergency Spill Kit, with pontoon boats available for deployment of the boom.

[redacted]

[redacted]

b) Terminal Facility Response Team:
The Terminal Facility Response Team shall consist of Marina employees on duty at the time of the spill and shall receive directions from the Spill Response Officer.

c) Owner [redacted]

Operator: [redacted]

Manager: [redacted]

d) Facility Response Team – List of names and contact numbers of personnel available to respond to a product discharge are kept at the Marina Office.

3. Notification:

a) Notification will be made after discovery of a pollutant discharge by either the Dockmaster or his designee.

NATIONAL RESPONSE CENTER	(800) 424 – 8802
USCG MSO Panama City	(904) 233 – 0366
USCG MSO Mobile	(334) 441 – 5121
FDEP BER Panama City	(850) 872 – 7650

b) Immediately after, or if more than one of the above persons is present they shall simultaneously notify:

DESTIN FIRE DEPARTMENT	911 or (850) 837 – 8411
SWS	(800) 852 – 8878
[redacted]	(850) 974 – 5959

4. Verification:

a) In order to detect discharges, pumps are equipped with leak detectors and routine inspection patrols are conducted per day.

b) Verification of source, cause, type, volume, characteristics, and flow rates will be determined by the Spill Response Officer. This information will be conveyed to all the above noted.

5. On Scene Assessment:

[redacted]

[redacted]

The Dockmaster will be responsible for the initial determination of the size and the projected threat of discharge, movement of the pollutant, waters, shorelines and structures that may be affected, and any anticipated environmental damage and observations of wind velocity and direction, currents and other data that may assist in making discharge movement projections.

6. Response to Discharge:

a) [redacted] has 100 feet of spill containment boom to initially contain the spill. In addition, the Marina has on-site a self contained Emergency Spill Kit. Also, pontoon boats are available for boom deployment.

b) Destin Fire Department and Okaloosa County Hazmat will be contacted for containment booming, if required. Upon notification by the Dockmaster the Destin Fire Department and SWS personnel will respond with additional containment and clean up equipment to the East side of the parking lot adjacent to the water front. Secondary clean up equipment will be transported by SWS from their Panama City facility as soon as possible.

c) Clean up contractor for [redacted] is Southern Waste Services, (SWS) Located at 1619 Moylan Road, Panama City, Florida and 1783 West Nine Mile Road, Pensacola, Florida.

7. Discharge Mitigation:

The two double walled 20,000 gal. underground storage tanks are located North of the Marina building in the upper level parking lot. Tanks are piped with double walled 1 ½ inch fiberglass product piping. The piping runs approximately 250 feet to the first valve box at the West end of the Marina building to the valve box located at the Southwest end of the Marina building. This valve box contains three (3) two inch ball valves which can shut off the flow to the three sets of dispensers (pumps) and the lines running to the fueling piers. Lines to the fueling piers run from West to East and out to the fueling piers. An Emergency electric Fuel Shut Off is located in the Marina store and one each on the three fueling piers.

8. Protection of Sensitive or Critical Locations:

a) To the East of the Marina building is the [redacted] which can be contacted by calling [redacted] To the West of the Marina are twenty five boat slips occupied by commercial and private boats, and are part of the Marina property. Also, a number restaurants occupy the bulkhead area that is known as [redacted] To the South across the Destin Harbor channel [redacted]

b) The areas to the East can be protected by booming the Marina perimeter, as well as the West area [redacted] by booming the Western perimeter, to avoid pollutants from entering [redacted] Shoreline booming can be used to protect the beaches that are located to the South of the Marina.

9. Recovery and Disposal:

a) Southern Waste Services (SWS) has equipment necessary to clean a 10,000 gal. spill and is a State of Florida approved Category One and Category Two contractor for this area of Florida. SWS has the equipment required under Section 376.065 (3) Florida Statues, and is available at a charge to [redacted]

b) Deployment of spill equipment can be staged in the upper level parking lot, the parking lot located to the North of the [redacted] Charter fleet and the East end of the Marina building.

c) For a significant spill all containment of used absorbents and debris will be staged in the parking lots. Disposal of contaminated absorbents will be taken to the Hazmat Disposal Center located in Ft. Walton Beach, FL.. Waste oil and contaminated water can be handled by either Oil Recovery Company of Mobile, Alabama or Pensacola Pollution Control in Pensacola, FL.

[redacted]

OKALOOSA COUNTY FIRE RESCUE ORGANIZATION
HAZ MAT/ SPECIAL OPERATIONS UNIT
CONTRACT FOR SERVICES

Entered into by and between the OKALOOSA COUNTY FIRE RESCUE ORGANIZATION and [redacted] for services rendered in accordance with FLORIDA STATUTES, Chapter 16N-16 Pollutant Discharge Act, Section 16N-16.012 Discharge Cleanup Organization.

1. Terminal Facility Location:
   - A. Terminal Facility Name: [redacted]
   - B. Street: [redacted]
   - C. City: DESTIN County: OKALOOSA
   - D. State: Florida Zip: 32541
   - E. Telephone: [redacted] Fax: [redacted]
   - F. Adjacent water body: DESTIN HARBOR

In the event of a spill of any pollutant, including gasoline or diesel the "person in charge" (PIC) shall be notified. The PIC will determine if the pollution discharge has or threatens to enter adjacent surface waters. If so, he shall immediately advise the following:

OKALOOSA COUNTY HAZ MAT/ SPECIAL OPERATIONS UNIT, a certified Category One cleanup organization, will deliver and deploy 700 feet of oil containment boom owned by the Okaloosa County Fire Rescue Organization by calling (9-1-1).

Charge for such service shall be **$150.00** annually and be paid the first day of this contract. Any additional services needed or rendered other than boom deployment shall be in accordance with OKALOOSA COUNTY ORDINANCE 91-5.

FEE Schedule as follows:

1. **Haz Mat Team:** $125.00 an hour or $2.08 per minute for fraction thereof.
2. **Cleanup Disposal Fee:** Per 55 gallon drum - $450.00
   Fraction of drum - $200.00
   Cost of new drum - Actual cost
3. **Overtime cost of personnel:** Actual cost
4. **Supplies:** Actual cost plus 15% for shipping and handling

THIS AGREEMENT entered into by and between this date March 1, 2017
Period of Contract March 1, 2017 through March 1, 2018

SIGNED

WILLIAM LORD, Chief Officer
Okaloosa County Fire Rescue Organization

[redacted]

[redacted]

ITEM # 2024-7513

CITY OF DESTIN

AGENDA ITEM

COUNCIL MEETING DATE: March 4, 2024
TYPE OF AGENDA ITEM: Action Item
AGENDA OUTLINE NUMBER: 4.E.

TO: City Council

THRU: Louis Zunguze, Interim City Manager
Kimberly Kopp, City Attorney

FROM: Ryan Scott, City Engineer

DATE: February 27, 2024

SUBJECT: Dolphin Point- Public Parking Removal Request and Project Update

I. BACKGROUND: The Dolphin Point Homeowners Association (HOA) contacted Staff in October of 2022 to discuss safety concerns their community experiences revolving around the nine (9) public parking spaces that are located at the end of Moreno Point Road within public right-of-way (ROW) (see attached Dolphin Point HOA-Alisa Belcher.pdf). Staff has been working with the HOA and their architect since to get them to a point where they have a clear proposed solution to meet their needs.

II. DISCUSSION:
To alleviate the safety concerns, the Dolphin Point HOA is proposing a phased plan that involves multiple elements requiring several planning actions, based on final plans, to include but not limited to:

- **Development Order and potential variances. (The plan proposes to remove the nine (9) public parking spaces).**
- **Replace those spaces with sidewalk, roadside swales, landscaping, and fence.**
- **Secure the property by installing two gates into the community.**
- **Vacation of ROW**

The **first phase** of the project will be to remove the public parking, install the right-of-way upgrades, fence the property, and gate the west parking lot.

The **second phase** of the project would consist of requesting a vacation of right-of-way (ROW) for the portion of ROW past the Point South entrance to the current termination point, since this portion of ROW solely benefits the residents of Dolphin Point and has no benefit to the public. The vacation of this portion of ROW would allow for the final gate to be installed in a manner that allows maximum parking within the property and would completely secure the property.

Staff presented the ROW issues to the Public Works/Public Safety Committee on November 14, 2023, and the following motion was made:

> ***Motion by Committee Member Weidenhamer to recommend the City Council approve the removal of the public parking spaces along the northwest right-of-way of Moreno Point Road, with the understanding that Dolphin Point will request a Vacation of Right-of-Way through the Vacation of right-a-way process outlined in the Land Development Code at a later date, with Committee Member Perman providing the second.***

With no further discussion, Chairman Wood called for the vote, and the motion passed with a 6-0 vote.

A. Link to Strategic Goals / Objectives:

I. Financially sound city providing service excellence
II. Enhanced quality of life and safety for families
IV Effective, efficient and aesthetically pleasing infrastructure
VI. A green and sustainable environment

B. Effect on Budget (EOB): N/A

C. Level of Service (LOS): Eliminates unneeded city infrastructure and promotes more secure development for Dolphin Point.

D. Legislative Sponsor:

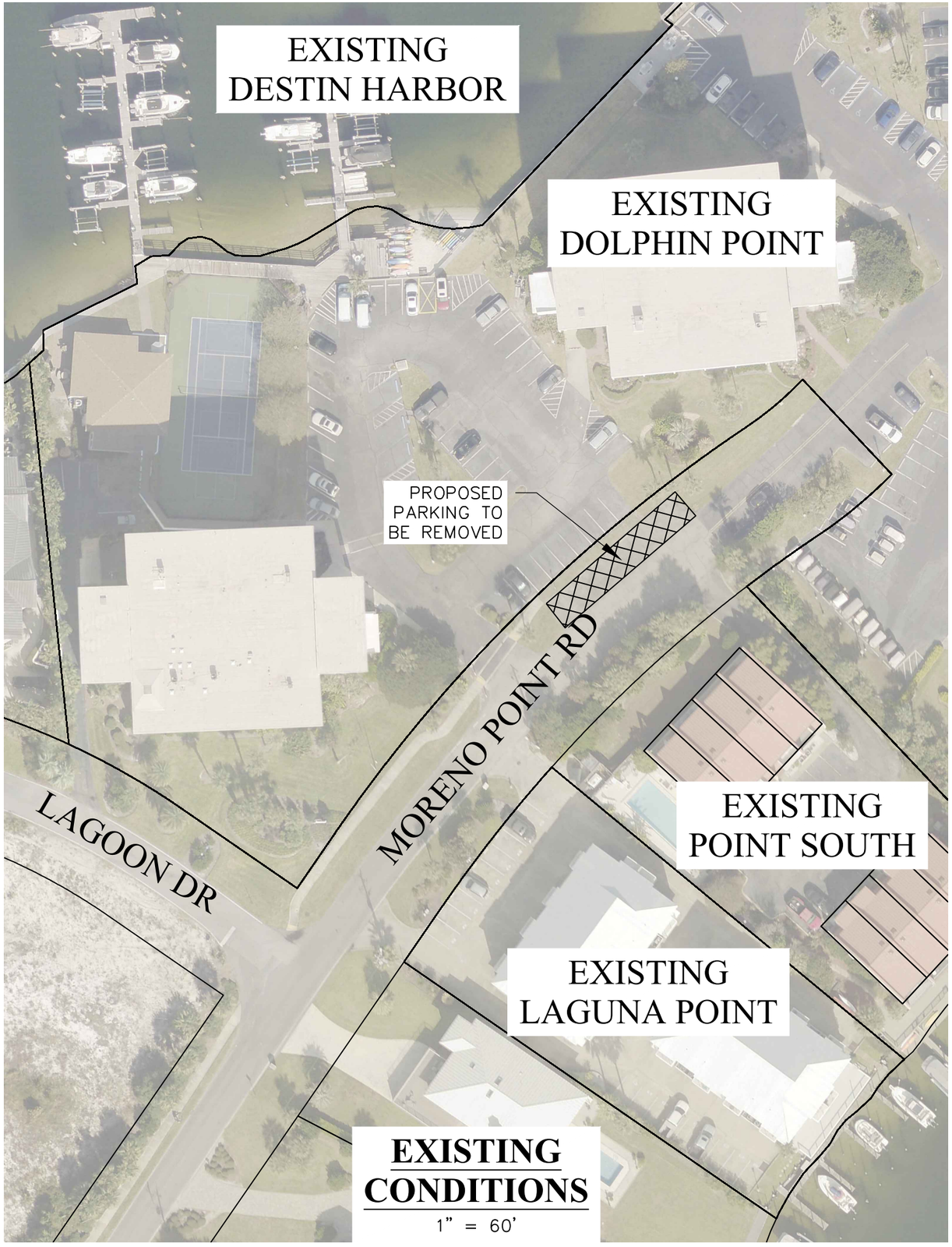
III. CONCLUSION: Staff recommends and supports removing the nine (9) public parking spaces since they do not provide a community benefit as the nearest public infrastructure from these parking spaces is a little over 1.3 miles away. As previously stated, the Public Works/Public Safety Committee recommended that City Council approval to remove the parking spaces with the understanding that Dolphin Point will be coming back in the future to request the vacation of ROW and development orders or other planning processes as applicable.

IV. RECOMMENDED MOTION:
I move to authorize the City Manager to permit removal of the public parking spaces.

ALTERNATIVE MOTION:
I move to reject the request to eliminate the nine (9) public parking spaces.

Attachments:

1. Dolphin Point Parking Removal Request-Layout1
2. Dolphin Point HOA-Alisa Belcher



EXISTING CONDITIONS

1" = 60'

PROPOSED CONDITIONS

1" = 60'

Proposal to the city of Destin

From: The Homeowner Association of Dolphin Point

30 Moreno Point Road

Destin FL 32541

Prepared by Alisa Belcher, HOA President of Dolphin Point Homeowner Association

Attention:

Louis Zunuze

Joe Bodi

Ryan Scott

Mayor Wagner

To: Louis Zunguze , Community Development Director/

Mayor Wagner and Destin City Council

From: Homeowners at Dolphin Point Condominiums (120 tax-paying property owners) represented by Alisa Belcher, president of the HOA

PROPOSAL/REQUEST

To partner with the city to complete a sidewalk project and landscaping adjacent to our property that requires removing eight designated public parking spaces that border our property on three sides of the designated public parking area. (Photos included)

NEED FOR THIS PARTNERSHIP WITH THE CITY:

Dolphin Point is a 6.5 acre property that sits on the Destin Harbor on the dead end of Moreno Point Road on Holiday Isle. The eight public parking places continually cause us many problems-(see documentation) in a meeting with the Destin City Planner it was determined that the nearest public entity is 1.8 miles away- Osteen Public Beach. The parking places that align our property have become notoriously known in Destin as free overnight or long term parking.

With the help of the city, and code compliance having to monitor multiple times daily and replace the no overnight parking signs the (long term parking lot reputation has slowed) however our problems with safety and trespassing still persist.

The recent enforcement and moratorium in the Destin harbor has made us a target for continual illegal liveries running their operation off of our private docks. They advertise public parking at Dolphin Point and a pick up spot against our harbor seawall and boat docks. This illegal activity promotes people to trespass across our property and puts us in a legal liability situation with people loading and unloading over on our harbor beach area as well as using all of our private amenities.

We are continually being compromised by uninvited guest on our property because they associate the public parking with assuming our property is also public for their use. The owners of Dolphin Point invested over 350,000 in 2017 to do required maintenance of our precious seawall. We are currently investing over 200,000 on

a dock renewal project of our dock areas. The illegal liveries and unwanted trespassers are putting a strain on our property and private ownership investments.

With the help of code compliance, (Brian Davis) and the harbor sheriffs we are trying to keep this from causing a dangerous situation. Dolphin Point has also had to invest in hiring security from Thursday- Sunday from May thru September to help us manage this problem with trespassing onto our property. The public parking places on our property encourage this activity and create the illusion that we are a public Destin park area. Dolphin Point represents 120 tax paying citizens of the Destin community that are being compromised. In addition, the homeowners on Lagoon Drive the street adjacent to us have expressed the same concerns of illegal trespassing onto their property to view sunsets or find possible illegal livery pick up locations off of their seawall and dock areas. The average home value on Lagoon Drive is over 3.5 million which represents a large base of tax paying citizens as well. The public spaces drive visitors to our property but with no public entity for them to go unless they are walking the two mile stretch to Osteen. Based on our years of observation and documentation of incidents there is no correlation to support that they are parking and walking to the public beach area at Osteen. They are parking in the public city spaces and using our pool, restrooms, grill areas and harbor pick up access.

The parking places have been in existence most likely since the property was developed in 1975- we have tried to secure county documents for the initial plan for this public parking area but they aren't available based on the age of its inception. The parking places due to age are also not adequate to accommodate large size SUVs of the last 20 years. This poses a serious safety concern for our residents and guests, large vehicles extending out into the roadway cause a visual hazard with crossing the property buildings from one side to the other. Two of our buildings sit on the left side of the right of way and one building and our swimming pool sit on the right hand side of the right of way. We have witnessed many children running across to the pool and almost being struck by a vehicle unable to see them because of the public parking spots. Our property also has many senior adults with health issues and they have been compromised by this same problem as well.

EXIBITS with Explanation of Problems

Safety and Liability

The parking spaces out in the area of concern are old and designed for smaller cars back in 1975- the current size of many work trucks, large campers, oversized SUV's, large F150 trucks all exceed the visibility sight line across our property-

DANGER potential loss of life

This presents a dangerous liability for the city and Dolphin Point with so many children on our property walking back and forth to the swimming pool- the line of sight is completely blocked almost daily and as owners we have witnessed on many occasions a near fatal accident of a child, adult pedestrian or pet. (See exhibit 1,2,3,4 and 5)

This is very dangerous and we watch it every day. It is also a hazard for drivers leaving our property and often can't pass properly on the city roadway due to vehicles extended out into the road. (See exhibit 1,2,3,4 and 5)

Illegal Liveries

We are observing the illegal liveries mentioned previously on a daily basis. Operators of these boat/pontoon rentals are advertising and telling customers to use city public parking to cross into our property which is trespassing and step onto our loading area and be picked up. This presents a hazardous liability to the property owners at Dolphin Point if there is an accident on our property of illegal uninvited trespassers and boats coming ashore on our beach and seawall area. Recently we had an illegal livery where the boat was drifting and almost hit our dock and a boat valued over 500,000 dollars. They were parked in the city public parking encroaching on private property to conduct business illegally. One of our areas has a locked gate for owners to use for the boat taxi or to be picked up on their own watercraft, however the illegal liveries and trespassers have left the gate open every time and this also presents a major safety threat for our guests to leave the gate into the water open. They aren't owners or renters at Dolphin Point, once again our safety is being compromised by trespassers being encouraged to use city public parking to invade our property... (See exhibit 6, 7, and 8)

TRESPASSING and Use of Private Property

Many people use the public city parking for their own personal enjoyment except there is no public entity for them to enjoy other than a public beach 2 miles away. We have people parking and coming over to our property to fish off of our seawall, this many times is around private vehicles belonging to our owners. We have signs posted in our parking lots that don't allow owners to cast within 50 feet of vehicles for safety and liability reasons and yet we have outsiders being encouraged to park in public city parking and violates rules of trespassing as well as illegal casting in our parking lots. Another piece of evidence represents a trespasser in public parking that brings their personal cooler, fishing rods and food to cook on our grills in the evening. (The same person has been caught many times and continues to trespass.) Using our grills also presents a major liability for all parties involved if there is a fire or grill explosion or serious burn to this person breaking the law. (See exhibits (9, 10, and 11)

SOLUTION REQUEST:

The HOA of Dolphin Point would like to request that the city of Destin partner with us to remove the public parking spaces and continue the sidewalk down to our property easement. In 2017, the city of Destin requested we partner with them to complete the sidewalk from the corner of Lagoon and Moreno Point Road up to our first property building entrance. (*Joe Bodi worked with us on this project) We worked with the city to pay for this project at their request and have gladly maintained the sidewalk and grass area that is right of way. We would like to enter another successful partnership and extend the sidewalk and landscape this area in the place of the public parking spots that are causing such a nuisance to us and our property. We are willing to maintain, landscape and pay for the necessary labor for the city to complete the sidewalk area to replace the public parking. The HOA is in the process of working on a fence and gate project to also help us with the safety and trespassing issues we are facing. I feel like as the president of the HOA we are willing to work on our behalf to help rectify this issue but we also are asking as citizens of the city and harbor we love so much for Destin council to partner with us to make this better and safer for our residents.

COST EFFECTIVENESS FOR THE CITY

The time and effort it is taking for code compliance to try and monitor and help with this situation cost the city and tax payers' money. The code compliance division has been doing a stellar job at helping to prevent the overnight parking and assist in towing, however they are short staffed and have so many additional priorities that their human ability to monitor 2-4 times daily including follow ups after midnight to tow is very difficult during busy times. This cost city money and puts a strain on valuable hardworking city employees. Taking away these spots to monitor that serve no public city entity would prove cost effective. Dolphin Point owners are willing to partner and pay for the sidewalk completion and landscaping to protect our property this alleviates the cost burden on the city as well. We are asking to help partner with the city to resolve an ongoing problem for tax paying citizens in our area and to prevent the trespassing on our property and prevent in dangerous outcomes while also offering to take on the financial burden of solving the problem for all parties involved.

Included:

*photographs of the area (including illegal liveries, overnight vehicles, trespassers parking in public parking using our amenities)

*survey and architectural drawing of area we would like to sidewalk (provided by Destin Architecture Group DAG)

SAFETY CONCERN:

PUBLIC PARKING CAUSING LIMITED SIGHT VISIBILITYFOR OUR CHILDREN GOING TO THE POOL- ALMOST AN ACCIDENT WEEKLY- CHILD, DOG, SENIOR ADULT OR BIKE RIDER

EXHIBIT 1-A

EXHIBIT 1-B

EXHIBIT 2

TRAILORS, CARS, OVERSIZED VEHICLES ABUSING PUBLIC PARKING-WITHOUT CODE COMPLIANCE ENFORCING DAILY THE PARKING SPOTS ARE USED AS LONG TERM STORAGE

EXHIBIT 3

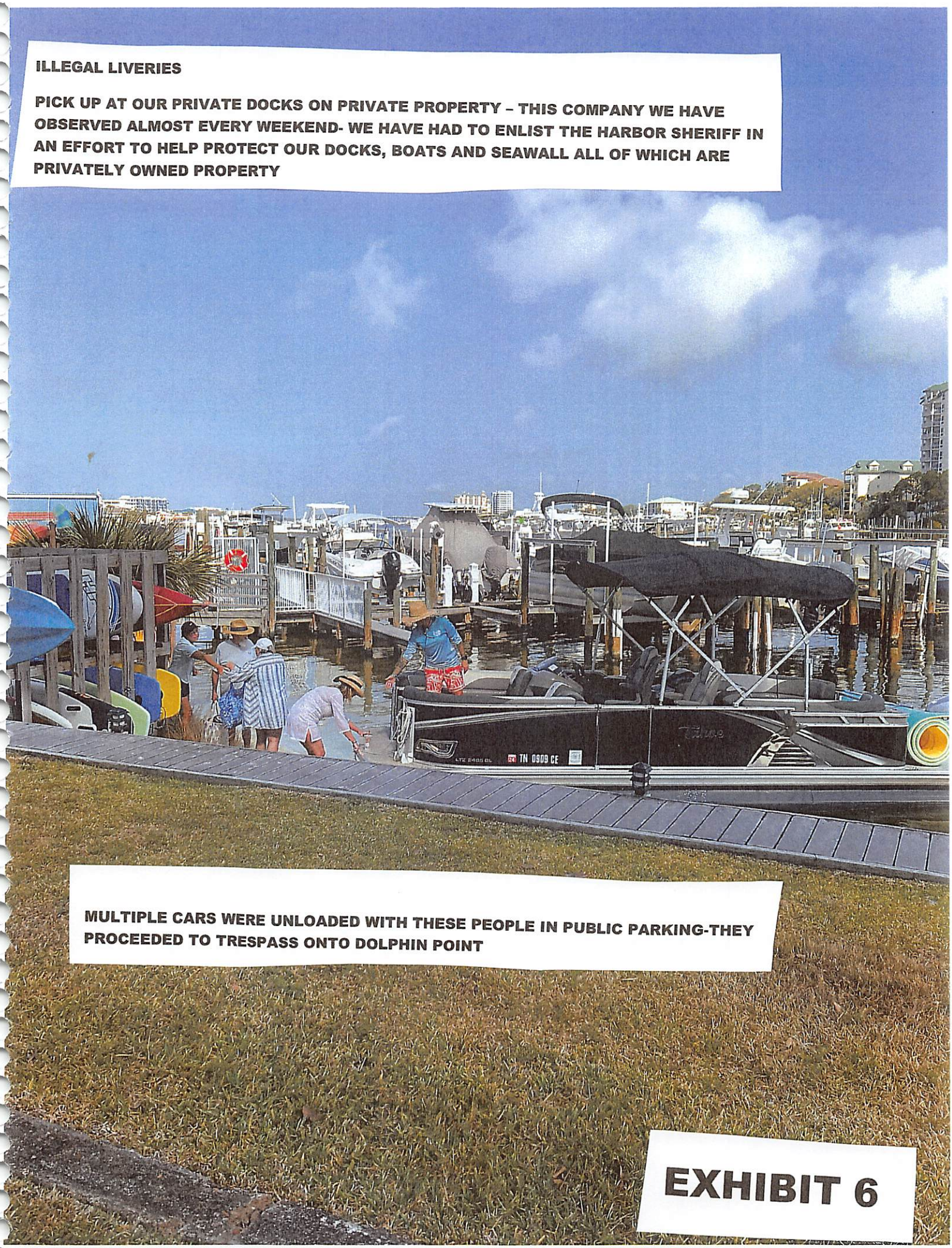
EXHIBIT 4

LADDER ON THIS TRUCK WAS A LONG EXTENSION LADDER AND BLOCKED CARS BEING ABLE TO TRAVEL DOWN THE RIGHT OF WAY OF THE ROAD- THE VISIBILITY HAZZARD FROM THIS CAR BLOCKED PEDESTRIANS BEING SEEN ON THE SIDEWALK- THIS VEHICLE PARKED OVERNIGHT TO LEAVE TOWN- RETURNED THREE DAYS LATER

EXHIBIT 5

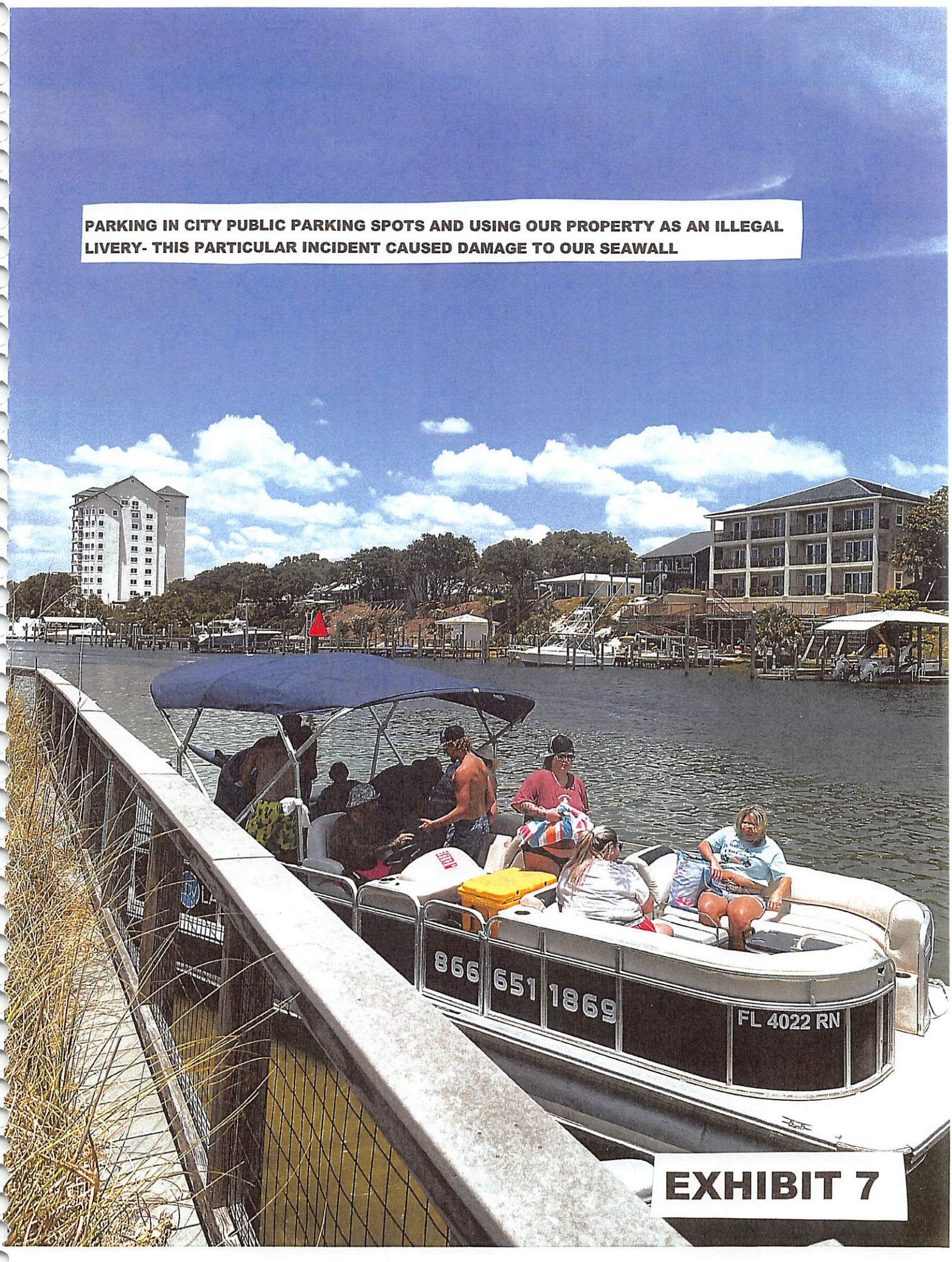
ILLEGAL LIVERIES

PICK UP AT OUR PRIVATE DOCKS ON PRIVATE PROPERTY – THIS COMPANY WE HAVE OBSERVED ALMOST EVERY WEEKEND- WE HAVE HAD TO ENLIST THE HARBOR SHERIFF IN AN EFFORT TO HELP PROTECT OUR DOCKS, BOATS AND SEAWALL ALL OF WHICH ARE PRIVATELY OWNED PROPERTY



MULTIPLE CARS WERE UNLOADED WITH THESE PEOPLE IN PUBLIC PARKING-THEY PROCEEDED TO TRESPASS ONTO DOLPHIN POINT

EXHIBIT 6


PARKING IN CITY PUBLIC PARKING SPOTS AND USING OUR PROPERTY AS AN ILLEGAL LIVERY- THIS PARTICULAR INCIDENT CAUSED DAMAGE TO OUR SEAWALL
866 651 1869
FL 4022 RN
EXHIBIT 7

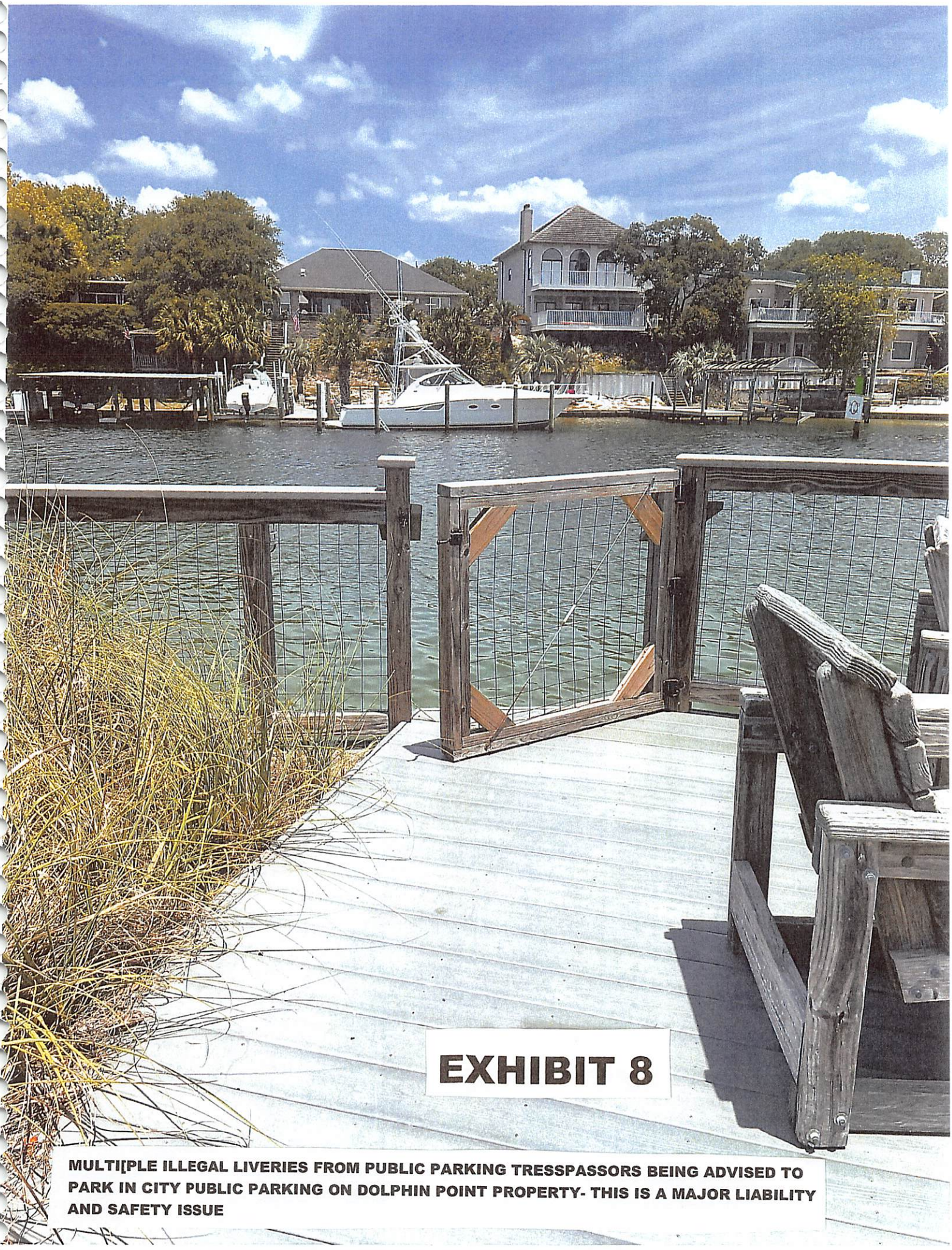
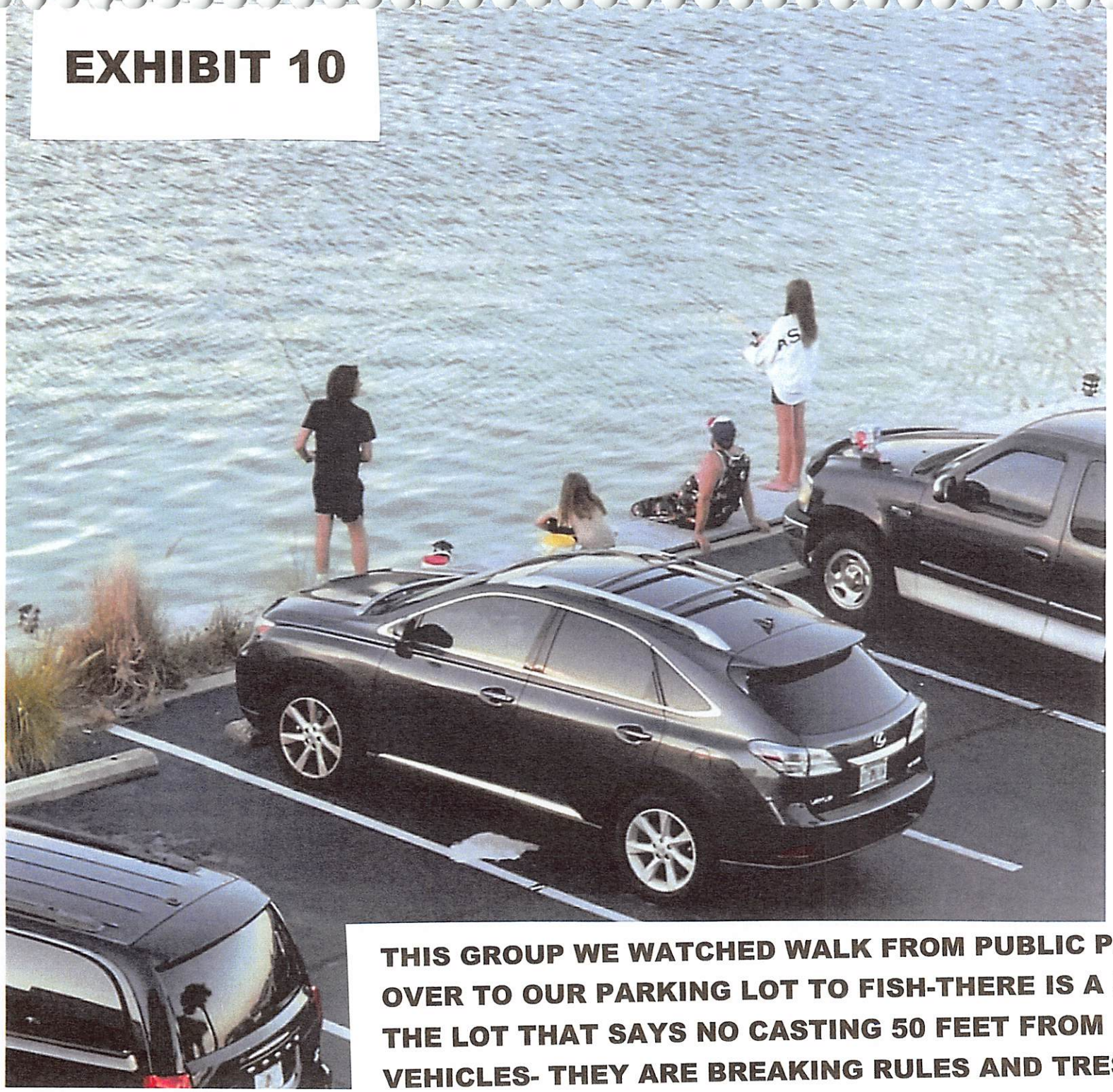


EXHIBIT 8

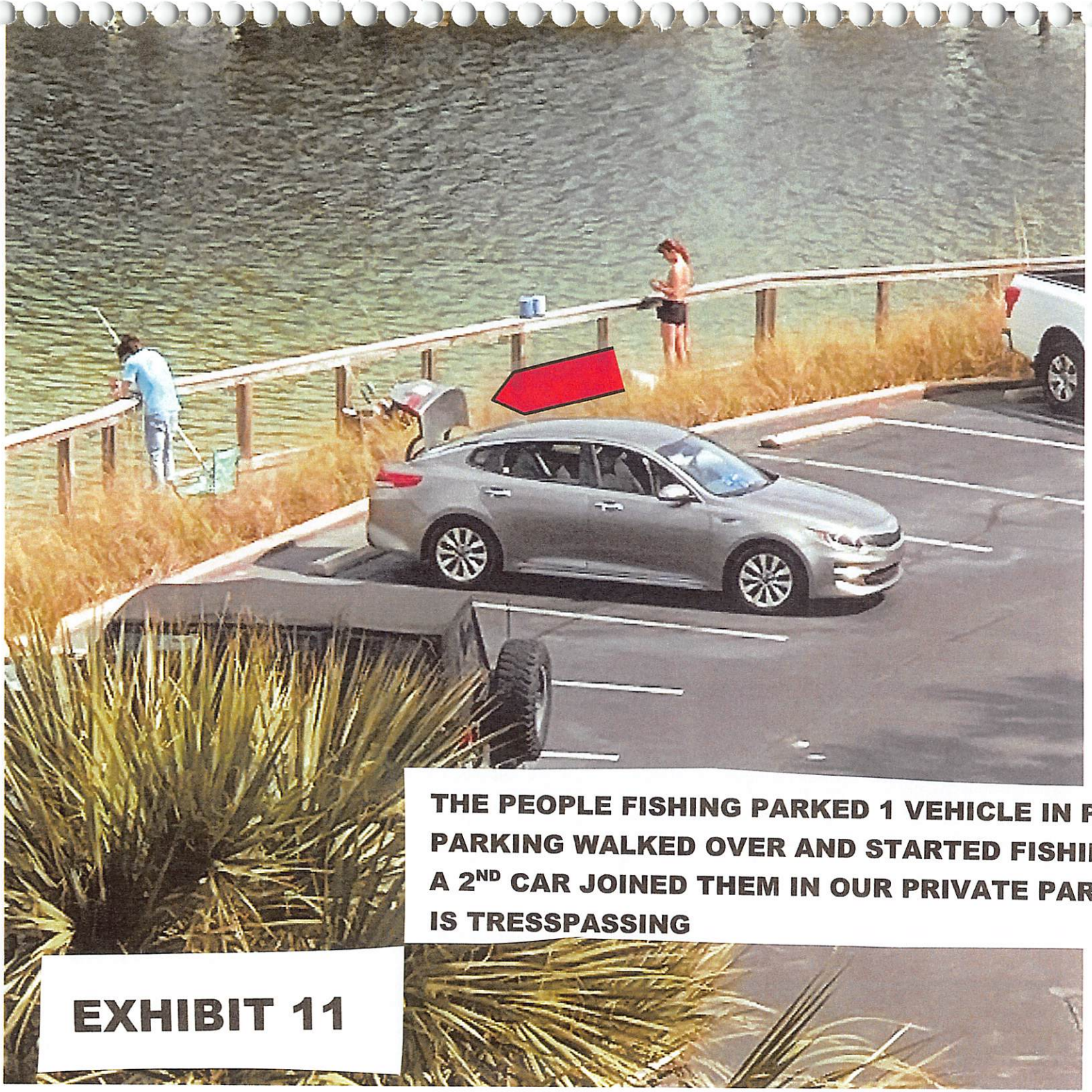
MULTI[PLE ILLEGAL LIVERIES FROM PUBLIC PARKING TRESSPASSORS BEING ADVISED TO PARK IN CITY PUBLIC PARKING ON DOLPHIN POINT PROPERTY- THIS IS A MAJOR LIABILITY AND SAFETY ISSUE

TRESSPASSING
PARKED IN PUBLIC CITY PARKING SPOTS ADJACENT TO OUR PROPERTY –WALKS ONTO THE PROPERTY USES OUR PIER, PRIVATE SEATING AREA AND GRILLS *REGULAR OCCURANCE
EXHIBIT 9

EXHIBIT 10

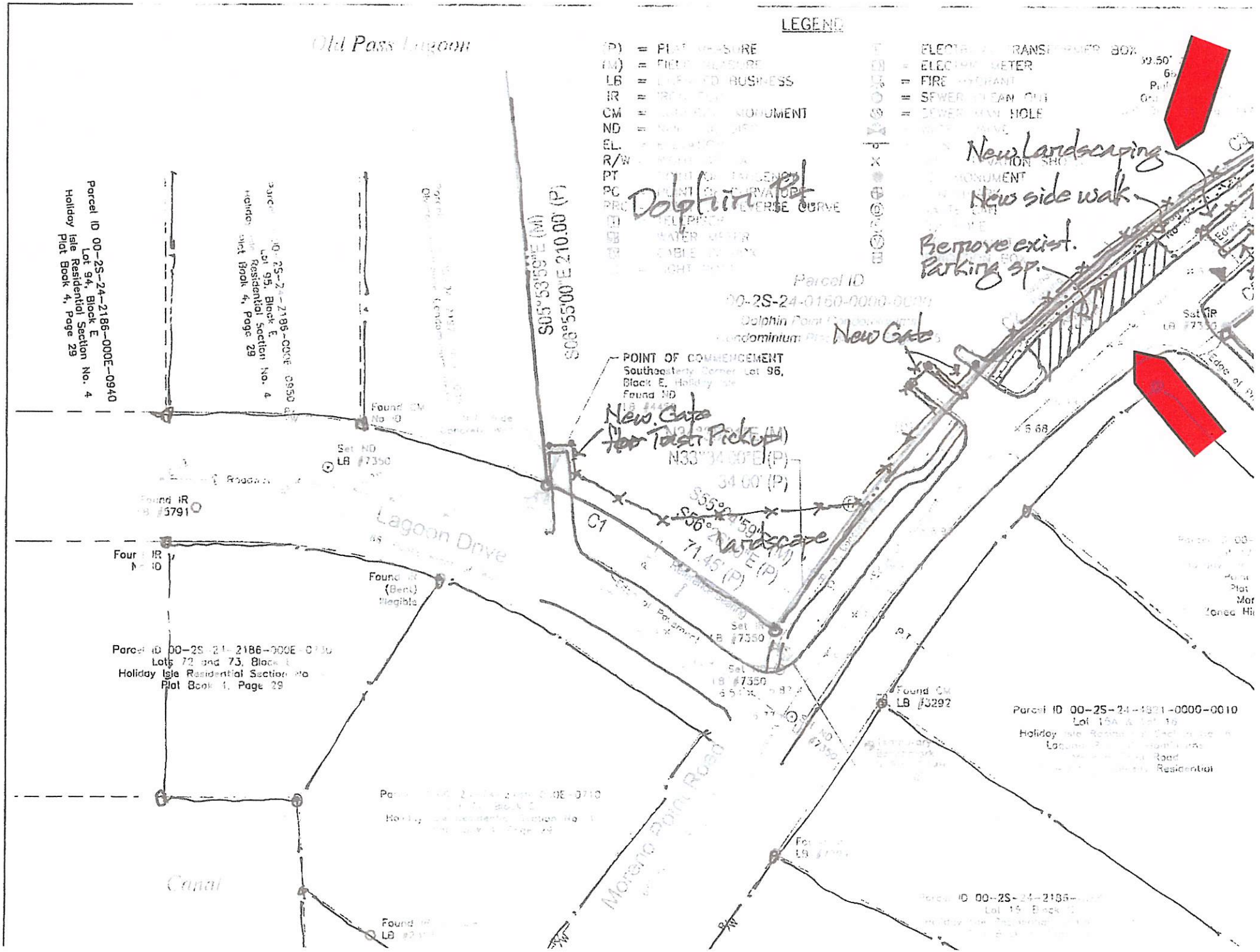


THIS GROUP WE WATCHED WALK FROM PUBLIC PARKING OVER TO OUR PARKING LOT TO FISH-THERE IS A SIGN IN THE LOT THAT SAYS NO CASTING 50 FEET FROM VEHICLES- THEY ARE BREAKING RULES AND TRESPASSING



THE PEOPLE FISHING PARKED 1 VEHICLE IN PUBLIC PARKING WALKED OVER AND STARTED FISHING AND HAD A 2ND CAR JOINED THEM IN OUR PRIVATE PARKING WHICH IS TRESSPASSING

EXHIBIT 11



LEGEND
Old Pass Lagoon
Dolphin Pt
New Landscaping
New side walk
Remove exist. Parking sp.
New Gate
New Gate for Trash Pickup
Landscape
POINT OF COMMENCEMENT
Southeasterly Corner Lot 96, Block E, Holiday Isle
Found ND
Parcel ID 00-2S-24-2186-000E-0940
Lot 94, Block E
Holiday Isle Residential Section No. 4
Plat Book 4, Page 29
Parcel ID 00-2S-24-2186-000E-0950
Lot 95, Block E
Holiday Isle Residential Section No. 4
Plat Book 4, Page 29
Parcel ID 00-2S-24-0160-0000-0000
Dolphin Point Condominium
Lagoon Drive
Morena Point Road
Canal
Found CM No ID
Set ND LB #7350
Found IR LB #5791
Found IR (Bent) Illegible
Found CM LB #3292
Parcel ID 00-2S-24-2186-000E-0730
Lots 72 and 73, Block E
Holiday Isle Residential Section No
Plat Book 4, Page 29
Parcel ID 00-2S-24-4821-0000-0010
Lot 15A & Lot 16
Holiday Isle Residential
Parcel ID 00-2S-24-2186-
Lot 15, Block C
S05°53'59"E (M)
S06°55'00"E 210.00' (P)
N33°34'00"E (P)
34.00' (P)
71.45' (P)
C1

MINUTES OF THE
PARKS & RECREATION COMMITTEE
MEETING DESTIN CITY HALL BOARDROOM
JANUARY 23, 2024 MEETING - 4:00 PM

1. CALL TO ORDER:

Chairwoman Trammell called the Parks & Recreation meeting to order at 4:00 p.m. on Tuesday, January 23, 2024, in the Destin City Hall Annex Chambers with the Pledge of Allegiance immediately following.

2. ROLL CALL:

Members Present	Staff Present
Sandy Trammell	Kim Montgomery Deputy City Clerk
Nikki Sweetser	Lisa Firth Recreation Director
Daniella Piper	Ryan Reed Dep. Recreation Director
Lisa Mason	Ryan Scott, City Engineer
Leslie Schmidt	
L'Rena Anderson	
Isacc Birch	

3. AGENDA APPROVAL:

Motion by Chairwoman Trammell to change the order of the day to add Eco Clean Presentation to the beginning of the agenda. Committee member Birch provided the second to the motion. The motion passed 7-0.

Chairwoman Trammell welcomed Committee member Birch to the committee.

4. APPROVAL OF MINUTES:

Motion to approve the October 24, 2023, meeting minutes as written was made by Committee member Sweetser with Vice Chair Piper providing the second. The motion passed 7-0.

5. PRESENTATION:

- **Eco Clean Presentation - Courtney Dombroski**

Ms. Dombroski provided a presentation to the members about their initiative to install fish feeding food stations in some of the city parks. She spoke of how her company is a 501C and the incentive allows 10% of the income towards the Eco Clean Marine Campaign, which is a program to clean up the local waterways from Fort Payne, AL to Destin, FL. She further explained that currently they have several fish feeding machines located at various restaurant locations on the harbor.

Chairwoman Trammell spoke of how she really likes the idea however, there are currently ordinances in place that prevent commercial operations in city parks, therefore, they would not be allowed. She thanked Ms. Dombroski for her time and informed her that they would need to evaluate the current restrictions and determine if such a program like this would be allowed to operate in any of the city parks.

- **Pickleball Courts 30% Plans – City Engineer Ryan Scott**

Mr. Scott provided the members with the options for their recommendation to the City Council. He explained that in review of the Florida Building Code requirements, at least one unisex bathroom is required as part of the project (FBC403.3 – Required public toilet facilities). With the required bathroom and associated utility work, there currently is not enough funds remaining in the budget to have four courts and one being covered as previously directed. Therefore, the associated cost estimates, there is a need to increase the budget by approximately $86,000:

- OPTION 1 - $349,531.29 - One set of bathrooms and two uncovered courts
- OPTION 2 - $613,663.13 - One set of bathrooms and four covered courts

Mr. Cozadd explained to the members that he has applied for a $50k grant but won't know for sure if it will be awarded to the city until sometime in May.

Motion by Chairwoman Trammell to recommend to the City Council Option 1 for two uncovered pickleball courts and a set of bathrooms, with Committee member Sweetser providing the second. The motion passed 6-1 with Committee member Birch dissenting.

- **Tarpon Street 100% Plans**

Mr. Scott presented the plans to the committee members and explained briefly that the city and the County have an Interlocal agreement for this park and staff is needing a recommendation to City Council; however, no changes can be made at this point, because they are now at the 100%. He also explained that although the property is within Mobility Plan District, the County will only agree to a five-foot sidewalk along the front of the park. Therefore, staff is asking that they make as part of their motion to recommend a ten-foot sidewalk to be installed along the front of the property, in the permit requirements, to be consistent with the district, and the city will fund that portion.

Motion by Committee member Piper seconded by Committee member Birch to recommend City Council approve the 100% plans for the Tarpon Beach Park with

the stipulation that a 10-foot sidewalk be included in the permit requirements, and the city will pay for that portion.

Chairwoman Trammell explained that the Linear Park was discussed, and the dog waste stations, the bathrooms and the north/south roadway connection along Mattie M. Kelly were not approved.

6. OLD BUSINESS:

- **Staff Comments**

- **Adopt-a-Park Signs –** Are ready to be installed when a park gets formally adopted. Currently Clement Taylor Park sign is ready to be installed since the park was officially adopted by the kids that attend the after school program at the Community Center.

- **Clement Taylor Park** - Ms. Firth informed the members that the subaward was executed for the park's funding.

Mrs. Firth briefed the members on the upcoming events taking place in the city.

Mr. Reed informed the members their park inspections are due, and they can turn them in to staff.

7. MEMBER COMMENTS:

Chairwoman Trammell – Spoke of how she feels parking requirements at certain city parks should be optional, especially the smaller pocket parks and suggests an ordinance should be created.

Motion by Chairwoman Trammell, seconded by Vice Chair Piper to recommend an ordinance be created for the purpose of parking as an optional requirement in certain parks in the city. The motion passed 7-0.

Leslie Schmidt – Spoke of not giving up on having more trees planted at the cemetery and would like to at least see some planted around the upper level of the cemetery adjacent to the fence.

There was additional discussion regarding National Arbor Day and how the previously planned planting of the Red Buckeye Tree at the Leaonard Destin Park did not happen because of the inclement weather. The members agreed to have a tree planted on February 2nd at the Kellaire South Park, in an effort to replace the ones lost from the recent storms in January.

Committee member Schimdt then inquired about the speed hump process and was informed to contact the Engineering department.

- **Public Comment**

Niko Birch spoke to the members how she feels that disability should always be considered in all areas of the city, she agrees with the need to plant trees in the cemetery for people that come visit their loved ones and feels that all city park signs should also be in Spanish and Tagalog.

- **Next Meeting February 27, 2024**

ADJOURNMENT:

Having no further discussions, the meeting adjourned at 5:30 PM.

Adopted and approved this _____ day of _____ 2023.

_____ _____

Sandy Trammell, Chairwoman Kim Montgomery, Deputy City Clerk

LOCAL PLANNING AGENCY
MEETING MINUTES
FEBRUARY 1, 2024 - 5:30 P.M.
DESTIN CITY HALL BOARDROOM

1. CALL TO ORDER:

Chairman Wood called the Local Planning Agency Meeting to order on Thursday, February 1, 2024, at 5:30 p.m., in the Destin City Hall Boardroom; with the Pledge of Allegiance immediately following.

2. ROLL CALL:

Members Present	Members Absent	Staff Members Present
James T. Wood, Jr.	Jay Purut	Kim Montgomery City Clerk
Todd Buhr		Steven O'Connor Principal Planner
Marcie Bell		Daniel Butler, Senior Planner
Corey Ledbetter		Kyle Bauman, City Attorney

3. APPROVAL OF MINUTES: October 19, 2023

Motion by Agency member Bell, seconded by Agency member Buhr to approve the October 19, 2023, minutes as written, the motion passed unanimously with a 4-0 vote.

4. NEW BUSINESS:

A. Draft Article 4 – Zoning Districts, Overlays, and On-Site Regulations

Mr. O'Connor explained to the members that the total amount of zoning districts have been reduced from 28 to 21, with some new uses added to some of the zones. Explaining further, that if in the consolidated zone, if the use is more restrictive in one of the zones, it becomes a Conditional, regardless of if it was permitted in the older zone. Additionally, there are also some reduction in uses because there of redundancy.

- **USES**

Staff is doing away with uses that are in conflict with the Comprehensive Plan and/or planning areas in certain zones.

- Airport Zone, mainly because there is a lot of uses within that zone that are in conflict with the Comprehensive Plan and Future Land Use and Planning areas, which is still a work in progress therefore it is not in there at this time.
- Auto Repair Shops had several different uses that staff is working on to reduce to help with any confusion. As well as the definition of Shopping Centers were reduced too, and now is based on their parking requirements of one per 250 square feet.

- Junk yards are not allowed in any of the districts, but they were in Special Criteria, so that has been removed.
- Public safety, and utility distributions: These uses were called out in the current LDC as permitted in every single zoning district. So, if they're permitted and every single zoning district, they don't need to call it out as a use.

➢ **ORGANIZATION**

Mr. O'Connor explained this part has had big changes in order to make it easier for staff and customers to determine what they want and if it's allowed, per the zoning district, as well as the required amount of parking spaces for the particular use.

The first major shift is how the users of the LDC interact with the zoning districts. He explained how staff reorganized all districts into their own section dedicated to all aspects of development that are specific to that district. Each district includes the following items:

1. Use Table list only the permitted or conditionally allowed uses
2. The required amount of parking for each use
3. The NAICS Code as applicable
4. Dimensional Limitations Table
5. Graphics depicting the dimensional limitations (except the Special Districts Section 4.06)

The Use table is also organized in a different manner than the current table. Instead of grouping uses by their NAICS code, Staff organized the uses into Residential, Commercial, Institutional, Industrial, and Recreational use. Within each use category they have been alphabetized for ease of navigation.

Consolidation: Based on the LPA's recommendation at the December 1, 2022, meeting, Staff consolidated seven (7) districts of the twenty-eight (28) districts we currently have. The consolidation and twenty-one (21) districts are listed below.

Residential Districts

➢ Low-Density Districts
  • Bay Estates (BE)
  • Low Density Residential (LDR) [Consolidated LDR-V and LDR-H]
  • Low Density Residential - Holiday Isle (LDR-HI)

➢ Medium & High-Density Districts
  • Medium-Density Residential - Village (MDR-V)
  • High-Density Residential (HDR) [Consolidated MDR-HI and HDR]

• Crystal Beach Neighborhood (CBN) [Consolidated CBN and ROI-CBR]

- Mixed-Use Districts
  - • Crystal Beach Resort (CBR) [Consolidated CBR and ROI-TD]
  - • Residential, Office, Institutional - Village Residential
  - • Calhoun Mixed Use (CMU) [Consolidated CMU and CMU-V]
  - • North Harbor Mixed Use (NHMU)
  - • South Harbor Mixed Use (SHMU)
  - • Town Center Mixed Use (TCMU)
  - • Gulf Resort Mixed Use (GRMU)
  - • Holiday Isle Mixed Use (HIMU) [Consolidated HIMU and BRMU]

- Commercial Districts
  - • Commercial General (CG) [Consolidated CG and CL]
  - • Commercial Trades and Services

- Other Zoning Districts (will remain)
  - • Recreational
  - • Conservation
  - • Institutional
  - • Industrial
  - • Airport

Supplemental Design Standards: has been organized into Residential standards and Non-Residential Standards. This helps with navigation and provides clarity about what specific uses have extra design standards they must meet.

1. **Water Taxis:** Water taxis are a use listed in several use charts of various zoning districts. In all but one of those districts they are Permitted Use. However, Water Taxis are a Conditional Use in Calhoun Mixed Use (CMU) Zone. Staff does not see why specifically in the CMU Zone, Water Taxies were listed as Conditional Use, and recommends changing this by making Water Taxis a Permitted Use in the CMU Zone because, it will expand the ability for people to move around the Harbor and other destinations across Destin without having to drive a vehicle and therefore reducing traffic congestion on Harbor Blvd.

Agency member Buhr made the motion for water taxis to be permitted uses in all of the zoning districts identified by staff to include CMU. Agency member Bell provided the second for discussion. She then spoke of all the water taxi stops that are currently along the harbor and adjacent waterways and how there is a residential property she is aware of that houses a water taxi.

Mr. O'Connor explained water taxis are similar bus stops in the city, and where the bus goes at the end of the day, at the bus depot, is similar, where the water taxis dock at the end of the

day or, moor their vessels, in this case. Mr. O'Connor also explained, there are not any water taxi businesses operating in the harbor, that staff is aware of. Agency member Bell stated that she knows there is one on one of the canals, at a private residential home, where they moor.

Mr. O'Connor clarified that that commercial vessels are not required to be registered and a commercial vessel operation can moor their vessel at their private dock at their home, as part of their home occupation, as long as their customers are not picked up and dropped off at that location.

With no further discussion, Chairman Wood called for the vote and **the motion passed unanimously with a 3-1 vote.**

2. Building Height in CMU: 4.05.02 in the CMU Zone, the Dimensional Limitations table lists the max height of a non-dwelling use as 50'/4 Stories. However, the footnote limits all non-residential uses to 35'/2 stories. Staff recommends changing to 35'/3 stories to be consistent with the LDC.

Mr. O'Connor explained how there are conflicting information in LDC that needs to be consistent. In the current dimensional limitations table for CMU, the table states that the building can be built to 50 feet, four stories. However, the footnotes actually limits all non-residential uses to 35 feet and two stories. Residential Uses are 35-feet and three stories. Staff is recommending 35'/3 stories for nonresidential and residential.

Motion to change the height requirements 35-feet and three stories to be consistent with the Land Development Code was made by Agency member Bell, with Agency member Ledbetter providing the second. Agency member Buhr asked staff if they were aware of how many vacant lots there were left in the CMU zone. Mr. O'Connor stated determined there are about 7 or 8 parcels, maybe a few more. **The motion passed unanimously with a 4-0 vote.**

3. ECHO Housing: 4.08.02.A.5. Currently in Section there is a provision for Elderly Cottage Housing Opportunity (ECHO). This language currently exists in LDC Section 9.02.01.D. At a base level it allows for any property owner, regardless of zoning district, to construct an Accessory Dwelling Unit, so long as it is specifically for use by the "elderly" and they meet the setbacks, it currently states that is shall be permitted. It is Staff's general view that this regulation may be difficult to control in zoning districts such as LDR where ADUs are not allowed. Furthermore, it may also open the door for expansion of STRs in zoning districts where they are not permitted.

Motion by Agency member Buhr to remove all reference to ECHO Housing from the new draft. Agency member Bell provided the second. In discussion, Agency member Buhr asked staff, if someone wants to build something similar, wouldn't it fall under the existing accessory dwelling unit or would they need to apply for a Variance. Mr. O'Connor explained it could essentially be an Accessory Dwelling because with a Variance, those have to be tied to

special condition of either the building, the site, or environmental conditions. **With no further discussion, the Chairman called for the vote and the motion passed 4-0.**

4. ADUs Accessory Dwelling Units and Guest Houses: 4.08.03.B. Many municipalities have a max percentage and a total max sq ft for ADUs and Guest Houses. For example, an ADU may not be larger than 50% of the primary Dwelling on the property, but in no case shall an ADU exceed 1,200 sq. ft. Currently ADUs can be as large as 1,200 sq. ft. maximum, so long as they do not exceed the size of the primary dwelling. Staff is asking the Agency members if they want to limit ADU's, based on the percentage of the existing home, or keep it as it currently is.

Agency member Buhr made the motion to recommend staff add language for ADU's to not be any greater than 1,000 square feet and 50 percent. Agency member Bell provided the second. In discussion, Agency member Buhr spoke of concern about if they change the requirements from 1,200 to 1,000 and 50%, could that possibly be too drastic of a cut.

Mr. O'Connor asked the city attorney if this change could possibly trigger a Bert Harris. The City Attorney explained, since it's not getting adopted in the near future, there is time for further investigating, adding that currently, they are on a property-by-property basis.

Agency member Buhr withdrew his original motion and moved to have staff research to find out what would be the impacts and bring back analysis of how reducing a ADU to 1,000 and 50 percent affect Bert Harris. Bring their findings back for further discussion, and then also a general idea of the percentage of impacts to permits. Agency member Bell provided the second.

There was a discussion regarding the different lot sizes in the city and wanting to ensure that the people that have the larger lots are not being penalized on what they can or cannot build on their lots, if they want to add an accessory building for their family members. Mr. O'Connor explained the open space minimum requirements would also come into play. **With no further discussion, the Chairman called for the vote and the motion passed 4-0.**

5. Parking for Outdoor Seating: 4.09.01.B. Currently there is no consideration of outdoor seats in the City's Parking Requirements. At a joint workshop with the City Council and the LPA, it was recommended that staff include provisions for outdoor seating in the draft of Article 4. Staff is proposing to include a new provision that all proposed outdoor seating shall provide the same minimum required parking required for indoor seating.

Agency member Buhr stated that he is hesitant to the one-for-one because of the restaurants that are on the beach that have the walk up patronage that sit outside. As well as those businesses that don't have parking for their employees.

Motion by Agency member Buhr that for outdoor seating, the parking gets calculated at 50 percent of what is required for indoor seating. Agency member Ledbetter provided the second.

Agency member Bell spoke of how her concern is, that she doesn't even think 50% of patrons even come by cars anymore. Pointing out that so many people now come by Ubers and feels that percentage is just too high and suggested maybe 25% would be better percentage. With no further discussion, **Chairman Wood called for the vote and the motion passed 3-1 with Agency member Bell voting no.**

Agency member Buhr spoke of how he has previously discussed with Mr. O'Connor the 20-foot front setback rule and how he feels a 10-foot front setback would work just as well especially for the smaller 50'x100' feet lots and may benefit from a 10-foot setback and the owners would still have a well-designed lot and asked the LPA member for their thoughts.

Mr. O'Connor mentioned in other municipalities across the country many do have lesser setbacks. Explaining further that staff would ensure that one car can fit in the driveway and the garages would have to be set back to the 20-foot setback to allow for one vehicle to park in the driveway and have garage access if the garage faced the street.

Agency member Bell mentioned would a shorter setback make a neighborhood look out of place with all of the other houses set at 20-feet. Mr. O'Connor agreed but pointed out that with eventual redevelopment, it would even out.

Motion by Agency member Buhr to recommend staff change all residential neighbors, front setbacks from the existing 20 feet to 10 feet with Agency member Ledbetter providing the second. The motion passed 3-1 with Agency member Bell dissenting.

Agency member Buhr spoke attended this month's Board of Adjustment Hearing since he lives in the neighborhood and spoke of how the property owners were requesting a Variance from the current code requirements in order to be able to have their driveway along the side of the property instead of the front, as the code currently requires. He feels that the code needs to be changed to allow for a common boundary buffer as many of the adjacent homes currently have. He provided pictures on the screens of several homes built with the common boundary buffer and the parking on one side of the property. There was a brief discussion regarding the flare requirements for driveways.

Motion to have staff develop language for how property owners could develop their property with the common boundary buffer along the side to allow driveways in a traditional way and have a restriction in place for the landscaping in the front. Additionally, provide options to remove tandem parking as a requirement in the future right of the code, explore options that minimize the bend as much as possible, more to the current historic flavor of

driveways that are as close to the line as possible, if going into the common boundary buffer, keep as straight as possible, in a more of a historical context. Agency member Bell provided the second. In discussion, regarding tandem parking, Agency member Bell asked what happens to the tandem requirements, if the property has a larger frontage in terms of feet such as 300-500 feet for the large parcels.

Agency member Bell substituted the motion to not remove tandem but to provide options. The substitute failed without a second. Chairman Wood called for a vote for the original motion, and the motion passed 3-1 with Agency member Bell dissenting.

B. Draft Article 5 – Subdivision Regulations

Mr. O'Connor explained this Article now combines all subdivision regulations and provides for new regulations that are not currently in the Code, as well as providing more clarity for minimum standards for new subdivisions, and the final approval requirements for lots that can be sold.

Agency member Buhr spoke of how he feels that a number six should be added for waiver language that a waiver is in the best interest of the city.

Motion by Agency member Buhr for staff to add language to add to Section 502.02, B2, A1 of Article 5 draft, A sixth criteria, "Approval of a waiver is in the best interest of the city of Destin." With Agency member Bell providing the second, the motion passed 4-0.

5. PUBLIC COMMENTS: None

6. DIRECTOR'S REPORT: None

7. ADJOURNMENT:

Having no further discussion at this time, the meeting adjourned at 7:30 p.m.

Adopted and approved this _____ day of _____ 2024.

_____ _____

James Wood, Jr. Chairman Kim Montgomery, Destin City Clerk

PUBLIC WORKS/PUBLIC SAFETY
COMMITTEE MEETING MINUTES
DESTIN CITY HALL BOARDROOM
TUESDAY, FEBRUARY 13, 2024 - 5:30 PM

1. CALL TO ORDER & PLEDGE OF ALLEGANCE:

Chairman Wood called the Public Works/Public Safety Committee to order on Tuesday, February 13, 2024, at 5:30 p.m.

2. ROLL CALL:

Members Present	Members Absent	Staff
James T. Wood, Jr.		Kim Montgomery Deputy City Clerk
John Green		Michael Burgess PW Director
Tom Weidenhamer		Ryan Scott City Engineer
Sam Perman		Joe Bodi, Engineer Asst. II
Marcie Bell		Mayor Wagner
Curtis Smith		

3. APPROVAL OF MINUTES:

- **November 14, 2023**

Motion to approve the November 14, 2023, minutes as written was made by Committee member Bell with Committee member Green providing the second. The motion passed with a unanimous vote of 6-0.

- **December 12, 2023 - Pulled**

Committee member Weidenhamer stated that he thought he made a recommendation in to have a cul-de-sac type turnaround for emergency vehicles added to the Linear Park plans and asked the clerk to investigate this further. The decision was made to have the minutes pulled for evaluation by the clerk.

4. NEW BUSINESS:

- **Okaloosa County Half Cent Sales Surtax Allocation - FY24 "TRSAF" Projects**

Mr. Burgess explained the committee was again allotted the $100k for traffic safety and has provided them with five suggestions on how to spend the funds on items needed. The Chairman stated that he would definitely like to see a couple of the rapid flashing pedestrian beacons installed on Holiday Isle at Norriego and Moreno Point Road. Mr. Burgess stated that he would bring back a list of items and their unit prices at their next meeting for their recommendation to Council.

- **Draft Article 6, Street Trees – Daniel Butler Senior Planner**

Mr. Butler explained to the members how staff is condensing articles in the Land Development Code in order to make it more user friendly for the public and staff. In this article, staff is looking for the committee's input for street trees located within the right-of-way. He further explained that staff is recommending the removal of Sparkleberry, which tends to grow in a more shrubbery fashion and can block the view of traffic and Live Oaks because of their root system that can eventually damage the utilities or street/sidewalks or, at least have root barrier requirements to be installed at planting.

Motion by Chairman Wood, seconded by Committee member Bell to recommended changes to the allowable list of street trees as presented and forward to the Local Planning Agency as soon as possible for their consideration and recommendation to City Council.

Committee member Bell mentioned she feels the Sylver Palms how should be included in the allowable street trees list and asked to **amend the motion to add Sylvester Palm to the allowed list of street trees, Chairman Wood accepted the amendment.**

Chairman Wood then spoke of the need to have staff consider putting in some language regarding how close trees, such as Pine trees, can be planted to sidewalks, so that they do not cause root problems to the sidewalks in the future. Committee member Bell asked the Chairman if he would explain what he meant by pine trees being planted. The Chairman stated that he feels there should be a distance requirement to the right-of-way, so there won't be a chance for the roots to disturb the sidewalks.

Mr. Butler stated that staff can take a look at that and bring back for discussion measures and language that may be implemented for their discussion and a recommendation to the Local Planning Agency.

Committee member Smith recommended for staff to add language, "Understory trees can only be planted within so many feet of power lines", to keep them from being mutilated.

Committee member Bell spoke up to say she has realized that Sylvester Palm tree is already on the list of allowed trees and therefore withdraws her amendment to the motion. With no further discussion, **Chairman Wood called for the vote for the original motion, the motion passed with a vote of 6-0.**

- **US-98 & Palms Street Intersection Improvements**

Mr. Scott explained to the members that this item is information only from FDOT regarding the intersection improvement they are making. They will be lengthening the right turn lane and installing turn lanes on Highway 98, pedestrian crosswalk and signalization. The members discussed certain aspects for the project and in all agreed that even though they don't have any say in the project, they are agreeable with it since it will be installing a traffic signal with pedestrian crosswalks.

- **Crosswalk Speed Table at Main Street and N. Lakeside Dr.**

Mr. Bodi explained this item is in reference to the approval of the Crosswalk Speed Table they recommended to Council for the installation at Main Street and N. Lakeside Drive. Once staff got to the location, it was discovered there are stormwater drainage issues that would be affected. He further explained how this project could become very expensive and staff needs an alternative location. Additionally, there is also parking at the general location and there are accessibility issues that have to be addressed as well. He then provided the members with pictures of the general vicinity showing a concrete stormwater flume, the erosion that is taking place, as well as a video staff took that shows what is happening as a result of the stormwater runoff.

Committee member Green spoke of how the speeding issues are from people coming from the north heading south and suggests moving the speed hump further north for a better objective because it is flatter. He then asked what the long term plan is for the intersection for mobility.

Mr. Scott stated that he does not recall anything in this immediate area regarding the Mobility Plan, however a lot of work needs to be done for stormwater.

Motion by Committee member Weidenhamer, seconded by Committee member Bell to install a speed hump north of the intersection in North Lakeside Drive and Main Street. In discussion, Committee member Smith suggested moving it just 5-feet so that to make it work. Mr. Scott pointed out that it would still cause an issue with the traffic being dumped into that stormwater flume. With no further discussion, **Chairman Wood called for the vote and the motion passed 5-1 with Committee member Green dissenting.**

- **Beach Circle Road Relocation Request**

Mr. Scott explained to the members that Mr. Stanislav Nikolov approached staff about an issue he discovered after purchasing the property in question and came to the city about the problem. There is approximately seven (7) feet of public roadway encroaching on his property, which is an undeveloped lot, that he is wanting to build his home on. Staff is requesting to ask the City Council to add this to the 5-Year CIP and to get it placed in the FY-25 budget for the design and correction needed to the roadway, since there is obviously no funds available in this year's budget.

Mr. Stan Nikolov of 955 Airport Road, #1424 owner of the property at Beach Circle and Beach Drive spoke of how he is mostly concerned about any liability issues. He thanked everyone for their professionalism and how quickly it took for him to be here and discuss how to remedy the issue.

Committee member Green questioned the requirements for the sidewalks to be installed when a property is developed and if there is any type of buyout program been considered.

According to Mr. Scott, the fee in lieu process typically only covers sidewalks when there is hardship, but in this case, the city would cover this when the roadway is corrected.

Chairman Wood made the motion to recommend to the City Council include the Beach Circle Road reconstruction, in the five-year Capital Improvement Plan and place this project on the 2025 Fiscal Year Budget, with Committee member Weidenhamer providing the second. The motion passed 6-0.

5. CONTINUING BUSINESS:

- **Stormwater/Floodplain**

Chairman Wood opened this item to the public to speak on any issues they may have, with no one coming forward, he closed the public on the topic.

- **Public Services Report**
  - Three paving projects are currently ongoing and will be stripped next week.
  - Five stormwater projects.
  - Directional bore for Four Prong Lake is in and the fittings for the pipe just needs to be attached.

Mayor Wagner informed the members that in Tallahassee, the appropriation bill has the most backing as well as with the Northwest Florida Water District (NWFWD). He further explained Representative Pat Maney is confident they will get $1M and possibly another $1M to $1.5M from NWFWD and explained that this project has the most potential to be funded by the state agencies in the next year or two for the Weir System.

6. OLD BUSINESS:

- **Member Comments:**

- **Chairman Wood –** Spoke of seeing the new Tesla charging stations being installed near the Winn Dixie and stopped to speak with the workers. He stated that he was pleased to find out that they had correctly pulled the permits and called 811 to ensure there was not any utilities before they started to dig.

- **Committee member Bell –** Asked staff when the completion of the resurfacing for Moreno Point Road would be. She also asked staff who would a citizen speak with regarding sidewalks that are not on the Mobility Plan. Mr. Burgess explained they could make an appointment with the Planning Staff or contact him at any time.

- **Committee member Perman –** Asked if there are any alternative solutions to the

flashing lights at James Lee Park at the west end.

Mr. Burgess explained the issue at James Lee Park is the spacing between the back of the curve and the sidewalk is too narrow to put the base because the sign would overhang the sidewalk and the roadway, because it is a 36-inch wide sign. She also asked about Calhoun Avenue resurfacing and the bike, paths project. Mr. Burgess explained the project is due to start soon and everything will go back exactly how it currently is.

- **Committee member Smith –** Spoke of a recent traffic accident on Emerald Coast Parkway that shut down lanes in front of Walmart and how the traffic light's timing at Kelly Plantation made the traffic jam worse. He stated that he is aware that part of Commons Drive is not within the city limits but feels that the city should reach out to the County and ask for assistance when there is a bad accident.

Mr. Burgess stated that there is a way for them to remotely control the traffic lights if they are contacted by the Okaloosa County Sheriff.

7. ADJOURNMENT:

Having no further business at this time, the meeting adjourned at 6:20 p.m.

Adopted and approved this _____ day of _____ 2024.

_____ _____

James T. Wood, Jr. Chairman Kim Montgomery, Deputy City Clerk