



CITY OF STAMFORD, CT

PARKING TICKET, PERMIT AND CIVIL CITATION
MANAGEMENT SERVICES
FEBRUARY 2, 2023 @ 4:00 PM EST

PREPARED BY: IPS GROUP INC., 7737 KENAMAR COURT, SAN DIEGO, CA 92121 U.S.A. IPSGROUP.COM
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COMPLIANCE

PROPOSAL COMPLIANCE EVALUATION	LOCATION/PAGE
<p>Understanding of Engagement</p> <p>Demonstration of the full understanding of the work to be performed</p>	<p>Cover Letter – Page 2</p>
<p>Qualifications and Experience of Proposer</p> <p>Experience and expertise of personnel proposed for the City of Stamford engagement</p> <p>The service provider’s experience and expertise to fulfill the scope of work described in this RFP.</p>	<p>Section 3 – Page 98</p> <p>Section 3 – Page 94</p>



February 2, 2023

Frank Petise, Transportation Bureau Chief
City of Stamford, CT
888 Washington Boulevard
Stamford, CT 06901

Subject: RFP No. 895 Parking Ticket, Permit, and Civil Citation Management Services

Please limit to one or two pages. Briefly state the proposer's understanding of the work to be done and make a positive commitment to perform the work on a timely basis.

IPS Group, Inc. is honored to have been the City of Stamford's Smart Parking partner for over 5 years and appreciates the opportunity to respond to RFP No. 895 Parking Ticket, Permit, and Civil Citation Management Services. We understand that the City of Stamford, CT is looking to provide an upgrade to its computerized parking ticket management system for its Office of Operations, Transportation, Traffic, and Parking Bureau. IPS Group is, therefore, pleased to provide a proposal for an Enforcement and Permit Management Solution to the City of Stamford, CT.

IPS Group is qualified and willing to partner with the City of Stamford to implement the most optimal and seamless parking experience for the City's citizens. For over two decades, IPS has been committed to the design, engineering, and manufacturing of intelligent parking technologies that shape the industry such as payment processing systems, SaaS management software, and low-power wireless telecommunications.

We offer the most modern, connected solution to help your staff maximize efficiency in workflows. To meet the City's Scope of Work, IPS Group is proposing our cloud-based Enforcement and Permit Management Solutions where the City of Stamford, CT can expand its parking program by implementing our fully integrated Parking Management Suite.

Additionally, the system integrates with the Connecticut Department of Motor Vehicles (DMV) for real-time validation of vehicle registration information. As one of the only vendors listed as an Authorized NLETS (National Law Enforcement Telecommunications System) Partner, IPS customers can obtain out-of-state Registered Owner (RO) information from all 50 states.

The proposal itself shall include at least the following information:

a. Full name and address of your organization. Include name of lead professional personnel, titles and departments to be assigned to the City of Stamford project.

FIRM NAME: IPS Group, Inc.

MAILING ADDRESS: 7737 Kenamar Court, San Diego, CA 92121

SALES REPRESENTATIVE: Mark Berling

DIRECTOR OF ENFORCEMENT SOLUTIONS – Dave Rotenberg

PROJECT MANAGER – Cathy Bock

b. Brief description of your firm, including qualifications, experience and ability to fulfill the scope of work described in this RFP. Identify relevant special licensing or registrations held by key professionals assigned account responsibilities with state, federal or other regulatory agencies.

IPS Group is qualified to partner with the City of Stamford. All key personnel are fully proficient in our services and system with over 30 years of total combined years of permit processing experience to meet the City's scope of work. Since its release, the Enforcement and Permit Management Solution has proven itself revolutionary to parking management and public safety solutions. We invite you to contact our references, who can attest to our high level of customer support, technical innovation, and product dependability.

c. Resumes and lists of engagements of those individuals who will act in an advisory capacity to the City.

Please refer to the "Proposer Background Information" above for a list of individuals who will act in an advisory role.

d. List of municipalities or other entities with which your firm has served as a contractor for the past two (2) years. Include a brief description of the contract and a list of references including names, addresses, phone numbers, contact persons and their relationship to the projects.

Please refer to the "Proposer Background Information" above for a list of references.

e. A proposed timeline for completion of the installation of the new system and transfer of data.

In the System Implementation, Training, and Maintenance section, IPS provided a detailed implementation plan for Enforcement and Permits. Generally, an implementation is achievable within 90 days or less.

f. Include any topics not covered in the Request for Proposals that you wish to disclose to the City, which further describes your firm's level of qualifications for the project.

IPS has been providing Enforcement and Permitting solutions to Smart Communities in the surrounding areas of Stamford, CT with higher volumes of citation and permitting issuance than requested by the City in this RFP response which demonstrates our breadth of experience.

IPS commits to perform the work on a timely basis.

Respectfully,



Chad Randall, Chief Executive Officer

IPS Group, Inc.

7737 Kenamar Ct., San Diego, CA 92121 | 858.568.7609 | Chad.Randall@ipsgroupinc.com

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Important note: IPS Group Inc. ("IPS") has made an effort to be as thorough and responsive as part of our request for proposal (RFP) submission. In doing so, we are providing valuable and protected information, including ideas and concepts that IPS considers to be confidential. Release of IPS confidential information may cause irreparable harm to IPS by publicly disclosing such information that is not publicly known. IPS respectfully requests the right to be notified and provided an opportunity to redact such confidential information in the event of any third-party request for public disclosure.

If the equipment proposed is subject to the FCC rules, the equipment will comply with the appropriate rules before delivery. For products or specifications that require customization, or a new product release based on specific or new technical specifications, this proposal shall constitute a conditional sales contract and delivery shall only be made contingent upon compliance with the applicable equipment authorization and technical requirements.

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SECTION 3 – SPECIFIC REQUIREMENT

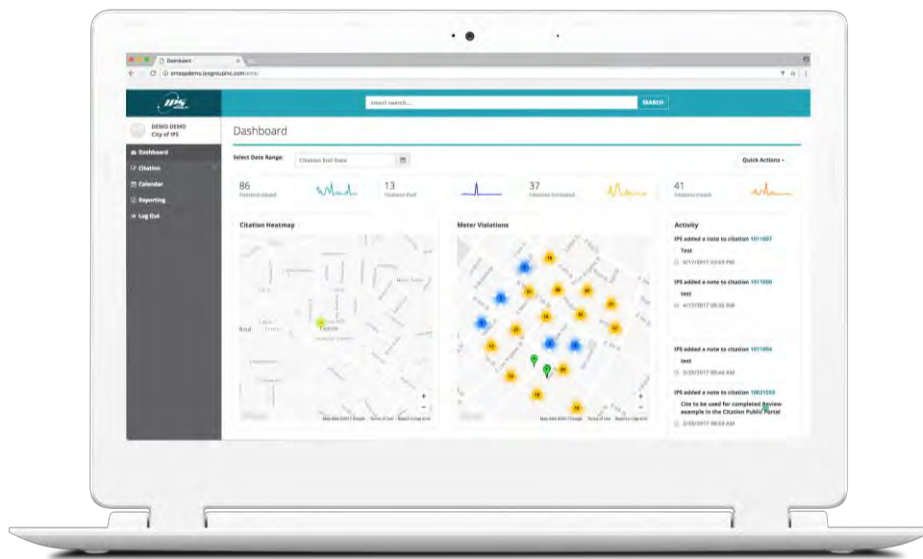


SECTION 3 – SPECIFIC REQUIREMENTS

For its processing services, the proposer shall utilize a fully tested, functioning Parking Ticket Management System (System). The System shall comprise of all hardware, software, database management, communication networks, reports, forms, notices, hand-held ticket issuance system, and support services. In addition, the System shall be compatible with the City's network infrastructure.

Below, we have provided an overview of the IPS Enforcement Management System (EMS) that will function as the City of Stamford's Parking Ticket Management System. The EMS includes hardware, software, database management, communication networks, reports, forms, notices, a hand-held ticket issuance system, and support services. The EMS is also compatible with the City's network infrastructure.

ENFORCEMENT MANAGEMENT SYSTEM



ACCESS DATA FAST AND SMARTER

The IPS Enforcement Management System (EMS) allows the City of Stamford to intelligently manage every step of the citation lifecycle including citation issuance and processing, adjudication, appeals, hearings, payments, and collections. As a secure, cloud-based application, the EMS provides real-time access to authorized users from any web-enabled device, 24/7. No local hardware is required.

The system is designed with all of the tools to help you automate operations, maximize efficiency, promote transparency and compliance, and increase enforcement revenue. An intuitive, customizable dashboard provides helpful at-a-glance visual analytics in the form of charts, graphs and heat maps so you can easily pinpoint patterns and trends. Additionally, the EMS has robust reporting capabilities with a full set of pre-defined administrative,

financial and technical reports, as well as the ability to customize reports to only display the data you want. All reports can be exported into various formats, including XLS, CSV, and PDF.

Our system is one of the few in the industry to have NLETS integration across 50 states. DMV and NLETS integration ensures you have access to the most accurate registered owner data possible, reducing potential errors and improving efficiency.

With the EMS, you can go beyond a day-to-day reactive approach to operations and instead harness powerful data to develop smart, data-driven policy decisions that will greatly impact the future of your program.

FEATURES AT-A-GLANCE

- Cloud-based to provide real-time data. No local hardware is required.
- Customizable dashboard with visual analytics and heat maps
- Robust reporting (pre-defined Administrative, Financial, Technical, and custom reports)
- Complete citation lifecycle history of citations paid, contested, closed, voided, etc.
- Citation summaries include photos, notices and letters, adjudications, and voids
- DMV and National Law Enforcement Telecommunications Systems (NLETS) integration
- Adjudication and disposition management
- Payment and refund processing
- Notice and letter processing
- Live chat support
- Advanced smart search capability offers instant search suggestions and accurate results
- Integrated Smart Calendar
- Option for manual citation entry
- Seamless integration with IPS or third-party parking technology including meters and pay stations, sensors, LPR, pay-by-phone applications, etc.

OPERATING REQUIREMENTS

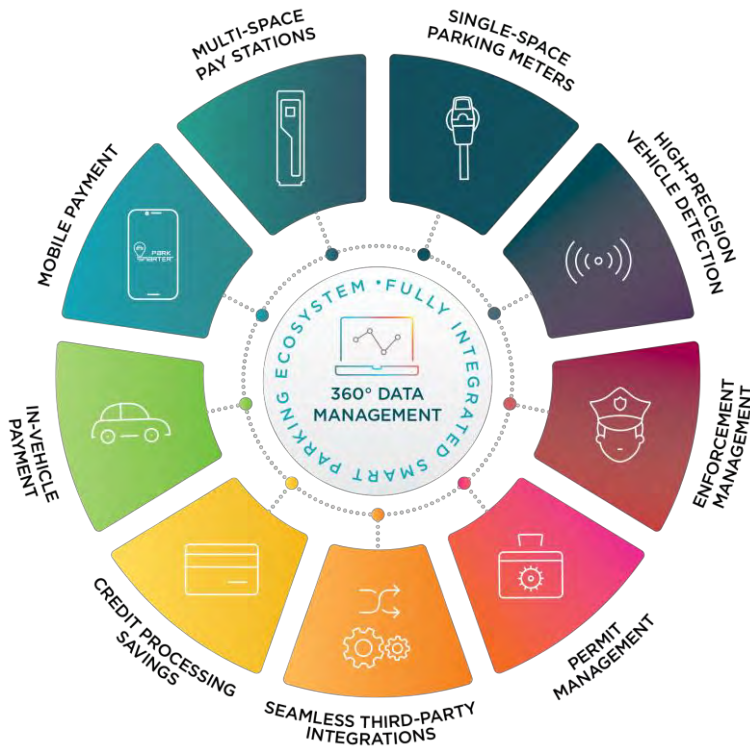
Hardware Requirements: The EMS is secured in a private cloud environment; no installation is required. The EMS can be accessed via any web-enabled device.

Operating System Software Requirements: An internet browser is the only tool required to access the system. Windows and Apple iOS are typical.

Browser Requirements: Any current internet browser will be sufficient to access the EMS. MS Explorer, Mozilla Firefox, Google Chrome, and iOS-supported browsers are all compatible, including mobile phone browsers.

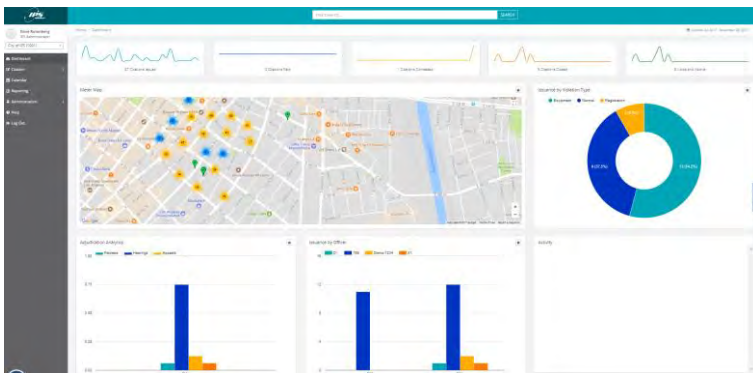
INTEGRATION CAPABILITIES

The EMS allows your Agency to seamlessly integrate all components of your Enforcement Solution with IPS or third-party vendors for parking meters, vehicle detection sensors, license-plate recognition (LPR) technology, pay-by-phone applications, and other smart applications. (Third-party integration based on standardized APIs available.)



VISUAL ANALYTICS

The IPS Dashboard is the homepage of the Enforcement Management System. The Dashboard gives you stats, maps, and graphs to give you a birds-eye view of all recent activity. This gives you the data you need to make wise allocations of resources. From the Dashboard, you can use the Smart Search feature to look up any records for viewing, editing, and/or processing.



Sample EMS Screenshot: Intuitive dashboard with visual analytics

Our customizable and intuitive Dashboard provides real-time access to Key Performance Indicators (KPIs) to keep you focused on Agency goals and objectives. EMS analytics create a visual representation of complex parking enforcement data via usable charts that expose patterns and trends crucial to the strategic planning process. Additionally, data sharing across the entire Agency parking network will result in more informed, data-driven policy decisions.

REPORTING MODULE

IPS provides access to a full set of robust, pre-defined reports designed to provide full transparency and accountability in order to meet any objective. Pre-defined reports include:

- Citation Issuance
- Officer Activity
- Financials/Revenue -
- Adjudication
- Collections

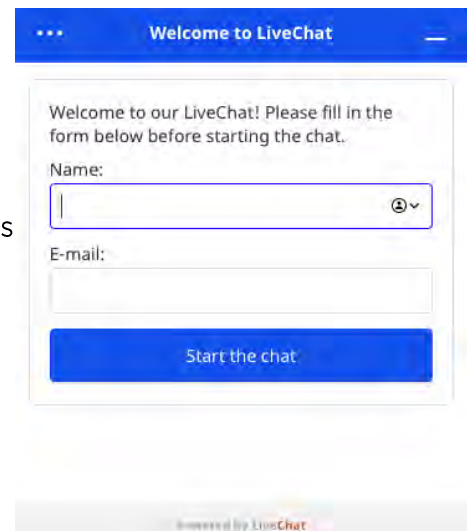
Additionally, we provide the flexibility of the ability to customize reports to the City's preference, which can be saved for consistency and future use. The City can have full control of reports to display only the data needed, in an easy-to-read and interpret layout. All reports can be exported into various convenient formats, including XLS, CSV, and PDF. Please see the Reports section for additional sample screenshots.

UNPARALLELED CUSTOMER SERVICE

Telephone Customer Service - IPS trains staff with the ability to respond to calls received in English or Spanish. Customer Service staff provides general information on the City's policies and procedures with the ability to research information to assist the public.

IVR - The Interactive Voice Response system (IVR) provides real-time, detailed citation information linked to the City's database in English or Spanish. The public can inquire by citation number or license plate. Pre-recorded City-specific information can be used. Options for reaching a Customer Service Representative are also made available.

Live Chat Support - IPS offers live chat capabilities to the public to eliminate time and frustration associated with traditional IVR customer service systems which can help the City improve customer service.



The screenshot shows a live chat interface. At the top, there is a blue header with the text "Welcome to LiveChat". Below the header, there is a white box containing the text "Welcome to our LiveChat! Please fill in the form below before starting the chat." The form has two input fields: "Name:" and "E-mail:". The "Name:" field has a small icon of a person with a checkmark. Below the form is a blue button with the text "Start the chat". At the bottom of the interface, there is a small logo that says "Powered by LiveChat".

FAST AND EFFICIENT INQUIRIES FOR REGISTERED OWNER DATA

Registered Owner Inquiry - DMV requests for registered owners are submitted each business day. Most registered owner information is retrieved within 48 hours of a citation being entered.

DMV Interface - The Enforcement Management System interfaces with NLETS (the National Law Enforcement Telecommunications Service) via highly-secured communication methods to ensure vehicle registration information such as holds and releases are obtained and processed quickly and accurately. IPS is one of the ONLY vendors with this interface.

CONVENIENT ONLINE OR IN-PERSON PAYMENTS

Payment Processing - IPS provides a lockbox service where payments can be mailed by the public. Payment will be posted and deposited to the City account within 24 hours. The City will have access to view deposit information online, as well as each citation paid within that deposit. Reports are available online for the City to reconcile each payment and deposit that has been made to the City's bank account. In addition, monthly reports are available to the City to reconcile daily and monthly deposit activity.

IPS accepts VISA, MasterCard, Discover, and American Express via the Public Portal website. IPS provides all credit/debit card processing via real-time authorization and processing. Credit/debit card payments are updated in real-time to the citation records and receipts can be printed from the system for the public. Payments by credit card are accepted 24/7. The system secures immediate authorization from the processor and immediately updates the citation status in real time. The Public Portal website is fully PCI compliant. Please refer to the Appendix for our PCI certificate.

In-person payments taken at the City's location can be entered into the Enforcement Management Solution system by City staff. This automatically updates the citation and generates a receipt. An online, real-time report can be generated that details all funds taken at the City for daily reconciliation.

MAILING OF NOTIFICATIONS

Mailing of Notices - Notices are printed in color and provide important information to the public regarding the citation details as well as containing all information required to submit payment. All notices, letters, and postage are provided by IPS and mailed using first-class mail. Parking violation notices are mailed based on City's preferred schedule. The City has the ability to customize the text that is printed on the notice if necessary, which allows the City the flexibility of changing the text should procedures change.

DELINQUENT VIOLATION NOTICE

NOTICE SUMMARY

Notice Date: 11/08/2017

Total Amount Due Now: \$24.00

Amount due if paid AFTER 11/19/2017: \$29.00

Citation Number: 321321

License	State	Exp.	VIN	Make	Color
TEST1	CA	3/18	02F9	HOND	RED

PAYMENT INSTRUCTIONS

TO PAY BY CREDIT CARD (additional service fees may apply)

> Pay online

TO PAY BY MAIL:

1. Send check or money order. NO CASH. (US funds only)
2. Print citation number(s) on your payment.
3. To insure proper credit, return the bottom portion of this notice with your payment
4. Make payable to: [Redacted]

NOTICE DETAIL

Citation #	Location	Date / Time	Code Sections Violation	Amount
321321	test street	11/8/2017 15:18	[Redacted]	\$24.00

Total Amount Due Now: \$24.00

Amount due if paid AFTER 11/19/2017: \$29.00

[Redacted] has a record of unpaid parking violations listed on this notice that were issued to a vehicle registered in your name. Failure to provide prompt payment will result in the [Redacted] taking further collection efforts to recover the outstanding balance, which may include:

1. Forwarding information to an independent collection agency.
2. Placing a hold on your [Redacted] student account.
3. Towing your vehicle with all costs incurred at your expense.

To avoid the above mentioned actions and further late fees, it is important to pay the amount owed immediately. Within ten (10) calendar days of the violation being issued an additional charge of \$5.00 will be added. Within twenty (20) calendar days of the first late notice, an additional charge of \$40.00 will be added.

RETAIN THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - USE THE ENCLOSED ENVELOPE

Citation #	Date / Time	Issuing Agency	Total Due	License	State	Exp.	VIN	Make	Color
321321	11/08/2017	[Redacted]	\$24.00	TEST1	CA	3/18	02F9	HOND	RED

Notice Date: 11/08/2017

Total Amount Due Now: \$24.00

Amount due if paid AFTER 11/19/2017: \$29.00

Ryan Triggs
5413 Ottilia Green Apt. 236
North Elyseview, MI 68443-7787

1006 000000321321 002400 8

REAL-TIME ACCESS TO APPEALS INFORMATION

Appeals Module - Online access to the Appeals Module is available to the City 24/7. Real-time access offers our clients the most current database information. All transactions such as citation records, payments, dismissals, administrative adjudication information, notes, registered owner information, and all other citation data are immediately displayed.

ADVANCED DEBT COLLECTIONS

FTB Intercept – IPS can integrate with state tax authorities for the purposes of the collection of delinquent citations if allowed by state law and in accordance with local collection policy via the use of the Franchise Tax Board (FTB) inter-agency Intercept collections. Within states that support FTB collections (or comparable services) qualified accounts that remain unpaid can be submitted to the state in order to be processed for interception. FTB intercepts for unpaid debt can include but is not limited to wage garnishment, lottery earnings, and tax returns. Once the state has sent all intercepted funds and detailed reports directly to the City or IPS, IPS will reconcile all payments and confirm their application within the Enforcement Management System (EMS) back office. IPS will send updates to the state FTB service of any necessary information in order to update the account within their system.

Collections Bureau Services - IPS provides a complete collections solution based on the needs and requirements of the agency. Our services include but are not limited to adding penalties for administrative costs, generating any number of collection notices, interfacing with credit reporting agencies, and providing unique toll-free numbers and call center resources with highly trained staff to manage collection matters. We offer multiple configurations of these solutions to our clients as outlined below:

IPS Collections Partner:

IPS has a strategic partnership with the Collection Bureau of America (CBA), Ltd. which is a privately held corporation with 50+ years of experience in the collections industry. CBA is pre-integrated with the IPS Enforcement Management System thus allowing for easy retrieval of citation data and providing a comprehensive solution while allowing flexible recovery strategies and approaches to collections to meet the agency's needs and goals. CBA provides customized letter and notice programs, reporting, payment options, and a call center with staff trained in handling collection matters.

3rd Party Collection Services:

IPS has the ability to work with virtually any 3rd party collections service should the agency prefer this option. Using our extensive background, experience, flexibility, and technical resources, IPS can quickly and accurately integrate with any preferred collections service to provide a seamless recovery solution.

Motor Vehicle Registration Holds - IPS can integrate with the state department of motor vehicles (DMV) and transportation authorities for the purposes of the collection of delinquent parking citations if allowed by state law and in accordance with local collection policy via the use of our DMV Registration Hold integration service. Within states that support DMV holds, qualified accounts that remain unpaid can be submitted to the state DMV in order to be processed for registration holds. DMV holds for unpaid debt will prevent the registered owner of the vehicle attached to the citation(s) from renewing the vehicle registration until the debt has been cleared. Once the state DMV has sent all collected funds, DMV hold-release confirmations, and detailed reports directly to the City or IPS, IPS will reconcile all payment and hold-release information and confirm their application within the Enforcement Management System (EMS) back office. IPS will send updates to the state DMV service of any necessary information in order to update the account within their system.

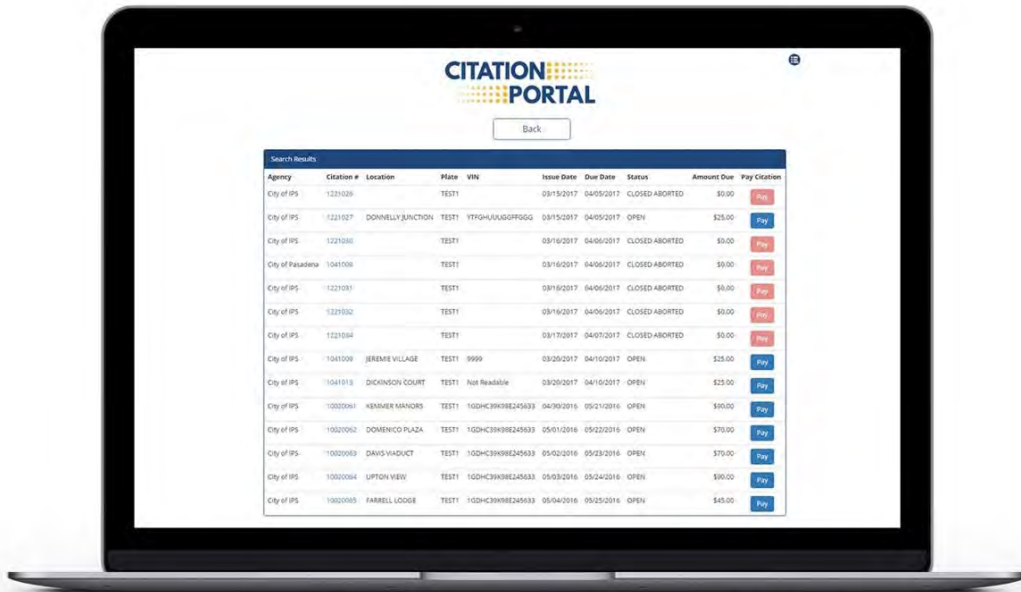
FEATURES AND BENEFITS

ENFORCEMENT MANAGEMENT SOLUTION	
FEATURES	BENEFITS
Cloud-based to provide real-time data	<ul style="list-style-type: none"> ✓ No local hardware required ✓ Easily accessible from any location and any web-enabled device ✓ Quick deployment and adoption ✓ Scalable up or down with minimal time and effort ✓ Streamlined upgrade process compared to on-premise solutions, which can be time-consuming and complicated
Dashboard with visual analytics and heat maps	<ul style="list-style-type: none"> ✓ Quick and easy access to information in real-time ✓ Customizable to present most valuable information to the City and get a pulse on all enforcement activity ✓ At-a-glance overview with the ability to easily drill into specifics
Robust reporting with pre-defined Administrative, Financial, Technical, and custom reports	<ul style="list-style-type: none"> ✓ Easily slice and dice data the way you want. Simple to configure pre-defined reports, or more drilled down customized reports

	<ul style="list-style-type: none"> ✓ Gives the power to mine data and create reporting on demand ✓ Quickly and easily utilize pre-configured reports to track finances, DMV data, citation status, or team performance
Complete citation lifecycle history of citations paid, contested, closed, or voided	<ul style="list-style-type: none"> ✓ A broad and universal view allows complete comprehension of the complete lifecycle of each citation at a glance
Citation summaries include photos, notices, letters, adjudications, and payments information 24/7	<ul style="list-style-type: none"> ✓ Captures important data associated with citation
Online registration and permit ordering	<ul style="list-style-type: none"> ✓ Easy online access raises parker satisfaction levels
IPS Group is one of a select group of companies that have integrated with National Law Enforcement Telecommunications Systems (NLETS) in all 50 states, Canada, and Mexico	<ul style="list-style-type: none"> ✓ Unlike our competitors, IPS has a DIRECT integration with NLETS. This means more immediate and more comprehensive law enforcement information to Cities
Live chat support	<ul style="list-style-type: none"> ✓ Numerous ways to access customer service-immediate help solutions including Phone, Email, and Live-Chat ✓ Provides a convenient way to talk with an agent while going about their day – fast connection time, communication trail can multi-task
Advanced smart search capability	<ul style="list-style-type: none"> ✓ Offers instant search suggestions and accurate results
Seamless integration with IPS and third-party technologies including meters, pay stations, sensors, LPR, pay-by-phone applications, cashing system, and student records	<ul style="list-style-type: none"> ✓ Plug and play simplicity, no matter who the other third-party vendors are in your parking ecosystem

High-resolution color photos, e-chalking, and heat mapping	✓ Allows for quick and easy presentation of real-time data and provides stronger evidence
Scofflaw and customized notifications	✓ Data is available when you and how you need it ✓ Officers alerted to repeat offender status in real-time to cite accordingly

On the following pages, please find the Public Citation Management Portal for the public-facing website for the convenience of the City's patrons.



PUBLIC CITATION MANAGEMENT PORTAL

The Public Citation Management Portal is a website that allows citizens to access details about their citations and take action in a convenient, paperless process completed in real-time. Citizens can review the current status of their citation, review fine amounts including late fees, pay, or contest their citation, and obtain a receipt or additional information.

FEATURES AT A GLANCE

- Review current and comprehensive citation, transaction, and appeals history
- Contest a citation and upload supporting documents
- Pay citation and receive a receipt in real-time
- Access via any internet browser, on any web-enabled device
- Payment accepted via any major credit card:
- Visa, MasterCard, Discover, and American Express
- Payments processed and citations updated in real-time
- Live chat support
- PCI Certified

FEATURES AND BENEFITS

PUBLIC CITATION PORTAL

FEATURES	BENEFITS
Real-time access to citation status and transaction history	<ul style="list-style-type: none"> ✓ Gives needed information to citizens easily and on-demand
Highly secure PCI compliant application	<ul style="list-style-type: none"> ✓ Citizen private information is completely secured
Customizable branding	<ul style="list-style-type: none"> ✓ Provides flexibility to change text should procedures change
Comprehensive (Smart) FAQ	<ul style="list-style-type: none"> ✓ Users can quickly and easily receive answers to their questions ✓ Saves money on customer service expenditures
Accepts all major credit cards	<ul style="list-style-type: none"> ✓ Makes payment easy for users ✓ Increases paid citation ratio

The proposer shall provide support services to include: data entry, error correction, and document storage, mail payment processing, registered owner acquisition, noticing, report generation and distribution, audit and control processes, quality assurance, telephone and correspondence processing, and operational management of those functions. All services shall be conducted within a reason window of time.

IPS complies. IPS will provide support services for data entry, error correction, document storage, mail payment processing, registered owner acquisition, noticing, report generation and distribution, audit and control processes, quality assurance, telephone and correspondence processing, and operational management of those functions. We understand the importance of ongoing support and we encourage the City to speak with our references in this regard. We also understand that ongoing support is a critical element of any successful project and the basis of a long-term partnership. IPS is uniquely positioned to provide support services that will translate into the most responsive and comprehensive service offering available to the City.

The proposer shall also provide sufficient staff with the required expertise to support System applications and its ongoing operation, maintenance and enhancement. In addition, the proposer shall maintain strict control of the privacy, integrity and safety of all data stored or processed under the terms of the contract.

The diverse IPS team possesses more than 200 combined years of experience in specialties ranging from management, R&D, sales, and marketing, to engineering and customer support. Our high-performing project management team will apply best practices to ensure that the entire solution is implemented within budget, on schedule, and within scope.

IPS is proposing a fully hosted solution. IPS provides all hosting services using IPS-owned equipment at a world-class third-party location in San Diego, CA. The third-party location is Standards for Attestation Engagements (SSAE) No. 16 certified, which is an internationally recognized in-depth auditing standard that reviews control objectives and control activities for service providers and is an enhancement to the former SAS 70 standard. The secure facility has multiple security access checkpoints. It is environmentally controlled for temperature and humidity, is earthquake-proof rated, has connectivity redundancies, and contains on-site power generation capabilities. Certifications in data protection are PCI, NLETS, DSSS. The EMS averages uptimes of 99.7% or greater.

GENERAL

The System shall be web-based and accessible from all City desktop PCs, mobile and tablet devices and at any workstation in use by a user given privileges by the City. The system shall be compatible with all major internet browsers, including but not limited to Internet Explorer, Chrome, Firefox and Safari.

As a secure, cloud-based application, the EMS provides real-time access to authorized users from any web-enabled device, 24/7. No local hardware is required. Any current internet browser will be sufficient to access the EMS. MS Explorer, Mozilla Firefox, Google Chrome, and iOS-supported browsers are all compatible, including mobile phone browsers.

Proposer shall provide a system that is capable of uploading all parking ticket information from the proposed handhelds, including digital voice and video recordings and photographs.

IPS complies. The Mobile Enforcement Device (handhelds) captures high-resolution color photos (2mp 1080p @3fps color imager) that sync in real-time during citation issuance. Additional image capture specifications can be found as part of the Samsung Note 9 or newer, specifications list in response to the previous requirement

Proposer shall provide data entry services to input, capture and process all manual (handwritten) tickets in a timely manner.

IPS complies. IPS provides data entry services for all handwritten tickets within 48 hours.

The Proposer will process tickets by mutually agreed upon means for all electronic and handwritten tickets on a daily basis (within one (1) working day of receipt of transmission from City of Stamford). Violations, deletions, holds, and dispositions shall be processed within one (1) working day as well; dispositions must provide rejection capability to avoid duplication of ticket numbers. Proposer shall image all manual tickets and make them available as part of the ticket processing system and individual ticket records.

IPS complies. All electronic and handwritten tickets are processed on a daily basis. Files including violations, deletions, hold, dispositions, and all other information pertaining to a parking citation are processed within one working day. The EMS has audit and edit capabilities to correct dates, duplicate citations, violation codes, and fine amounts. Images of all manual tickets attached to the individual ticket are made available in the EMS.

Perform routine updates of tables and lists, file reorganizations, software upgrades, and equipment maintenance. The selected proposer must provide the most current upgrades at no cost to the city of Stamford, which will be included in the maintenance agreement.

Maintenance Agreement - IPS will provide software updates, table and list updates, and file reorganization as they become available at no cost to the City. Most updates are completed remotely without any user intervention or system downtime. If there is an instance where downtime to hardware and/or software maintenance is required, the City will be notified once it is scheduled. Additional maintenance requirements can be added to the contract between IPS and the City if required, but there is no separate Maintenance Agreement other than the SLA that we are providing. A warranty claim is limited to the repair or replacement of defective equipment or defective service or software.

The System shall be capable of maintaining an accounting of all tickets by issuing officer, including missing and voided tickets, based on procedures established by the proposer and provided to the City. The System shall enable the City's authorized Parking staff to perform an on-line inquiry of active and voided tickets.

IPS complies. The system maintains an accounting of all issued tickets, including missing and voided tickets based on the City's requirements. The Enforcement Management System Smart Search feature uses the Smart Search functionality to scan records intuitively based on the information entered. City Admin Users can use the search bar to look up records using a citation number, license plate, VIN, Registered Owner (RO) information, or location to look up active or voided tickets.

The System shall facilitate gathering information to report on the performance of ticket writers and the Traffic Violations Officers (TVOs) including reports that indicate gaps in issuance of tickets and issuance mapping on a per officer basis. Information shall be captured and recorded by the System from the time of ticket issuance through the time of final ticket disposition.

IPS complies. This information can be found within our EMS system dashboards and reporting suites.

In an effort to leverage the most current technologies, the City of Stamford will give preference to hosted software systems that are accessible through a web browser with no client software installation requirements.

IPS complies. The Enforcement Management System (EMS) is a real-time fully hosted, web-based enforcement application that allows the City to manage every step of the citation process lifecycle. The system is secured on a private cloud environment; no installation is required.

The proposed system must be able to run without requiring administrative permissions on the local PC.

IPS complies.

Service Level Agreements will be required for access and application up time based on industry best practices and standards.

IPS complies. IPS is attaching our standard SLA agreement for review in the Appendix.

All data and services must be provided by facilities located within the United States. No offshore data storage or services are acceptable.

IPS complies. Our primary data center is located at Zcolo (Zayo Group), 12270 World Trade Dr #100, San Diego, CA 92128. This facility contains high-speed fiber broadband connectivity, 24/7 technical staff, security, camera surveillance, and state-of-the-art climate control systems.

All data provided to or created by the system will be the property of the (City) in that it may be requested of the vendor in the form of an extract or download in a format that is usable by the (City).

IPS complies. The City will have full access to all files upon request.

Any subcontracting or partnership agreements that directly relate to the proposed system must be clearly stated in the proposal. The City reserves the right to refuse subcontracting.

IPS will not be using any subcontractors for this project.

The proposal must clearly state any ancillary costs associated with the system such as hosting fees, supporting technologies such as database platforms or similar services required for the full functionality of the system.

There are no extra costs associated with the IPS Enforcement Management System or the IPS Permit Management System.

In the case of a system that is hosted by the vendor, the vendor must provide documentation of industry standard data center maintenance, backup and disaster recovery methodologies consistent with a Tier 3 data.

IPS complies. All of the City's requested documentation of the industry standards data center maintenance, backup and disaster recovery plan are available upon individual request.

The proposed solution should assume data migration from the existing environment will be required. The extent of historical data to be migrated will be agreed to upon as part of the project deliverables

IPS complies. IPS will work with your existing data to analyze and convert it, as required. IPS understands how critical this data conversion is to the success of your project and it is our promise to provide you dedicated care and communication throughout the entire conversion process.

IPS has a number of full-time individuals dedicated to helping you throughout the conversion process. We utilize a unique process of expediting the conversion data by working test data prior to the live exchange. All of these processes are accomplished and continuously supported in order to maintain the integrity of your data; all while minimizing operational and customer service disruptions. The integration will begin with a scope of work outlining the data flow needs, triggers and mapping needed to achieve the integration. Minimum variable product will be assessed first followed by upgraded features and capabilities. From there, milestones will be set for each benchmark – for example, if an event triggers a call to the API to initiate the retrieval or push of a certain transaction (let's say a payment), this will be listed, tested and flagged as a milestone. Other functions of a similar nature will be treated in the same manner. API requirements on both sides will need to be assessed and built as agreed upon; the preference being as little labor as possible from the client. This will be followed up by testing and QA.

Below is a detailed list of tasks needed by the City prior to implementation:

- Fill out the setup document
- Supply user lists
- Fill in documents to retrieve vehicle registered owner data from the DMV and/or NLETS
- Provide a list of surcharges
- Work with IPS to create custom citation paper, and notices
- Help IPS setup the City's merchant accounts
- Supply a Violation Schedule
- Optional: Supply location list, citation comment list, citation private comment lists
- If applicable, IPS will need someone to provide the Historical Citation Data to import into the City's system

We recommend converting all citations issued within the last five years. This will ensure that you will be able to generate statistics and reports against a complete data set. IPS is happy to accommodate a smaller conversion should that be the desired direction. A detailed conversion timeline is included below with sample start and end dates which help provide a clear picture of the steps we will take during your conversion process.

DATA MIGRATION TIMELINE (ESTIMATED) CONVERSION TASK

Subtask	Duration	Sample Start Date	Sample End Date
Conversion Data Analysis	14	10/30/2023	11/14/2023
Data file(s) request	1	10/30/2023	11/1/2023
Data file(s) receipt	5	11/1/2023	11/6/2023
Data file(s) initial analysis	1	11/6/2023	11/7/2023
Data file(s) Q&A with existing vendor	1	11/7/2023	11/8/2023
Answer(s) received from existing vendor	1	11/8/2023	11/9/2023
Import into test database	1	11/9/2023	11/10/2023
Follow up Q&A with existing vendor	1	11/10/2023	11/11/2023
Conversion algorithm modification	1	11/11/2023	11/12/2023
Reload conversation data into test DB	1	11/12/2023	11/13/2023
Analysis of loaded data	1	11/13/2023	11/14/2023
Live Data Conversion	18	10/31/2023	10/18/2023
Receipt of live data	1	10/31/2023	10/1/2023
Data analysis	1	11/1/2023	11/2/2023
Follow up Q&A with existing vendor	1	11/2/2023	11/3/2023
Answer(s) received from existing vendor	1	11/3/2023	11/4/2023
Import into live database	1	11/4/2023	11/5/2023
Year 1 data loaded	5	11/5/2023	11/10/2023
Year 2 data loaded	1	11/10/2023	11/11/2023

Year 3 data loaded	1	11/11/2023	11/12/2023
Year 4 data loaded	1	11/12/2023	11/13/2023
Year 5 data loaded	5	11/13/2023	11/18/2023
Final Review	8	11/18/2023	11/26/2023
Final analysis	2	11/18/2023	11/20/2023
Client analysis	2	11/20/2023	11/22/2023
Vendor sign off	2	11/22/2023	11/24/2023
Client sign off	2	11/24/2023	11/26/2023

HANDHELD TICKET ISSUANCE COMPUTERS

Proposer is required to provide twelve (12) handheld ticket issuance computers and printers, the latest version of the proposer’s issuance management software, all cables, chargers, batteries to the City of Stamford. The handheld computers must meet the following minimum requirements:

MOBILE ENFORCEMENT DEVICE

IPS offers a two-piece mobile handheld device.

2-PIECE OPTION

SEIKO 3-INCH MOBILE PRINTER

This device is a two-piece option that works with an Android or iPhone. It’s ultra-lightweight with high-speed printing and allows for a more compact version which comes with an optional strap for easy carrying.

Our Mobile Enforcement Solution supports both Android/iOS and offers a two-piece unit compatible with all printer configurations.



Two-piece option (separate mobile phone and printer)

RECOMMENDED HARDWARE

- Handheld Device: IPS is proposing either a Samsung Note 9 or iPhoneX
- Printer: Seiko MP-B30L Bluetooth printers (Two-piece option)
- Printer Compatibility: Windows 7, 8, 8.1 and 10. Availability for Android, iOS and Windows CE print class
- Printer Capabilities: Print high-resolution receipts at 127mm per

HANDHELD DEVICE SPECIFICATIONS

<p>OPTION 1: SAMSUNG NOTE 9</p> <ul style="list-style-type: none"> ■ Operating system Android 8.1 Oreo ■ Sa 6.4" Quad HD+ Super AMOLED (2960x1440) 516 ppi ■ 128/512GB (international) Expandable microSD up to 512GB 6GB RAM; Rear camera 12MP f/1.5 and f/2.4 ■ Dual Pixel auto focus, OISRear camera 12MP f/2.4 telephoto, auto focus, OISFront camera 8MP f/1.7, auto focus ■ Connectivity 802.11ac Wi-Fi, MIMO ■ Bluetooth 5.0 LE ■ USB-C, Fast charging ■ Qi/PMA wireless charging ■ Battery non-removable Li-Ion 4000 mAh battery ■ Water resistance IP68 rating ■ Security One-touch fingerprint sensor; Iris scanner ■ 161.9 x 76.4 x 8.8 mm ■ Colors Metallic Copper, Lavender Purple, Ocean Blue, Midnight Black, Cloud Silver, Alpine White <p>OPTION 2: IPHONE X</p> <ul style="list-style-type: none"> ■ Capacity: ■ 64GB ■ 256GB ■ Size and Weight: ■ 2.79 inches (70.9 mm) ■ 5.65 inches (143.6 mm) 	<p>CAMERA</p> <ul style="list-style-type: none"> ■ 12MP wide-angle and telephoto cameras ■ Wide-angle: <i>f</i>/1.8 aperture ■ Telephoto: <i>f</i>/2.4 aperture ■ Optical zoom; digital zoom up to 10x ■ Portrait mode ■ Portrait Lighting (beta) ■ Dual optical image stabilization ■ Six-element lens ■ Quad-LED True Tone flash with Slow Sync ■ Panorama (up to 63MP) ■ Sapphire crystal lens cover ■ Backside illumination sensor ■ Hybrid IR filter ■ Autofocus with Focus Pixels ■ Tap to focus with Focus Pixels ■ Live Photos with stabilization ■ Wide color capture for photos and Live Photos ■ Improved local tone mapping ■ Body and face detection ■ Exposure control ■ Noise reduction ■ Auto HDR for photos ■ Auto image stabilization ■ Burst mode ■ Timer mode ■ Photo geotagging ■ Image formats captured: HEIF and JPEG <p>VIDEO RECORDING</p>
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- 0.30 inch (7.7 mm)
- Height: 5.65 inches (143.6 mm)
- Width: 2.79 inches (70.9 mm)
- Depth: 0.30 inch (7.7 mm)
- Weight: 6.14 ounces (174 grams)
- Display
- Super Retina HD display
- 5.8-inch (diagonal) all-screen OLED Multi-Touch display
- HDR display
- 2436-by-1125-pixel resolution at 458 ppi
- 1,000,000:1 contrast ratio (typical)
- True Tone display
- Wide color display (P3)
- 3D Touch
- 625 cd/m2 max brightness (typical)
- Fingerprint-resistant oleophobic coating
- Support for display of multiple languages and characters simultaneously

The iPhone X display has rounded corners that follow a beautiful, curved design, and these corners are within a standard rectangle. When measured as a standard rectangular shape, the screen is 5.85 inches diagonally (actual viewable area is less).

- Splash, Water, and Dust Resistant
- Rated IP67 under IEC standard 60529
- A11 Bionic chip with 64-bit architecture
- Neural engine
- Embedded M11 motion coprocessor chip

- 4K video recording at 24 fps, 30 fps, or 60 fps
- 1080p HD video recording at 30 fps or 60 fps
- 720p HD video recording at 30 fps
- Optical image stabilization for video
- Optical zoom; 6x digital zoom
- Quad-LED True Tone flash
- Slomo video support for 1080p at 120 fps or 240 fps
- Timelapse video with stabilization
- Cinematic video stabilization (1080p and 720p)
- Continuous autofocus video
- Body and face detection
- Noise reduction
- Take 8MP still photos while recording 4K video
- Playback zoom
- Video geotagging
- Video formats recorded: HEVC and H.264
- TRUE DEPTH CAMERA
- 7MP camera
- Portrait mode
- Portrait Lighting (beta)
- Animoji
- 1080p HD video recording
- Retina Flash
- *f*/2.2 aperture
- Wide color capture for photos and Live Photos
- Auto HDR
- Backside illumination sensor
- Body and face detection
- Auto image stabilization
- Burst mode
- Exposure control
- Timer mode

FACE ID

- Enabled by TrueDepth camera for facial recognition

APPLE PAY

	<ul style="list-style-type: none"> ■ Pay with your iPhone using Face ID in stores, within apps, and on the web ■ Complete purchases made with Apple Pay on your Mac ■ Receive and redeem rewards using rewards cards
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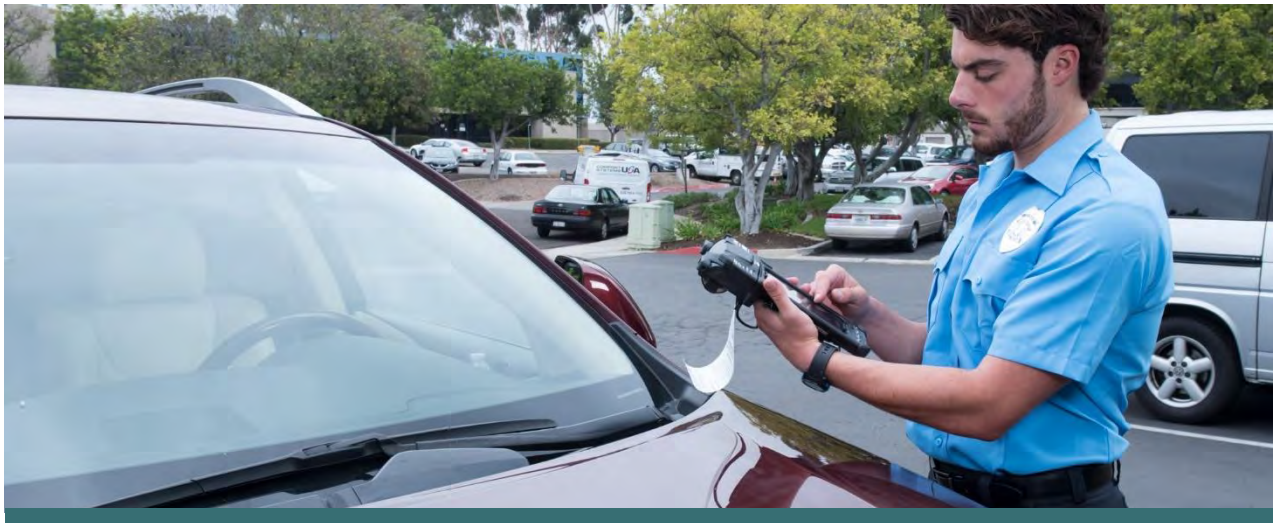
IPS complies. The Handheld Device Specifications Include all of the features requested by the City below.

- A lightweight mobile handheld device. Total weight taken into account shall include computer, printer, battery pack and 75 tickets
- Memory capacity of 1,000 tickets before unloading
- Battery capacity to operate uninterrupted through an eight hour shift per charge and full recharge in 4-8 hours, easy use for multiple shifts
- Full 55 key alpha-numeric keyboard with no need to shift between alpha and numeric with a function key alpha, 14 numeric/punctuation, 5 function and 10 cursor/edit control) or 60 keys (26 alpha, 16 numeric/punctuation, 6 function 12 cursor/edit control)
- Hotlist storage for 75,000 – 1,000,000+ plates
- Storage of complete make, model, or body type lists
- 1,000+ violations and a complete states list
- 1,000+ remarks of 32 characters in length
- 1,000+ streets or locations of 24 characters each
- Ticket issuance every 25 to 30 seconds
- Complete password protection system for the PC Host System
- Durable and weather proof for use in rain and snow conditions.
- Concurrent printing and top of form sensor mark
- Second power down mode to conserve energy
- GPS equipped for beat monitoring and ticket reporting
- Full instigation with Parkmobile APP and other pay by cell providers
- Ability to take and attach pictures with the citations

IPS complies. As described in Section 3 - Specific Requirements we have provided an overview of the Enforcement Management System (EMS) that includes all of the features requested by the City below. Additionally, we have provided screenshot of some of our features.

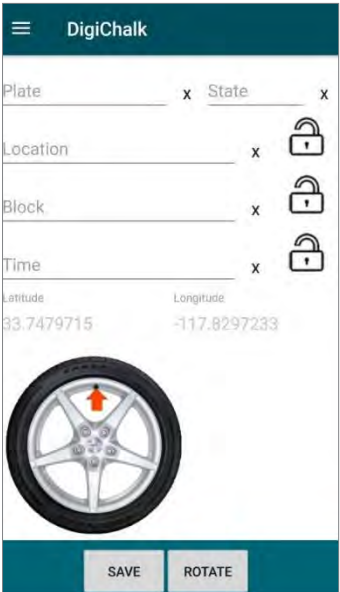
Standard Modules must include:

- Parking module
- Ticket Issuance & Look Up feature
- Search Only Mode (Plates & VIN) feature
- Warning Issuance feature
- Up to 3 late fees feature
- Special Enforcement/Scofflaw Hot List feature (plate and VIN)
- IVR Code feature
- Check Digit on the Ticket # (MOD 7 Service Center Standard)
- Time Limit Marking function (Mark Mode)
- Barcode Printing function (128c - Prefix & Ticket Number)
- Permit /License Cross Reference function
- Search Only Mode (permit) feature
- Meter/Location Matrix
- Broken Meter Reporting function
- Damaged Sign reporting function
- Officer Activity Logging function
- Visitor Information function
- OCR Scanline (Prefix/Ticket# and Fine)
- Warnings Tracking
- Manual Ticket Entry per form
- License Plate Inventory
- License Plate Recognition compatibility

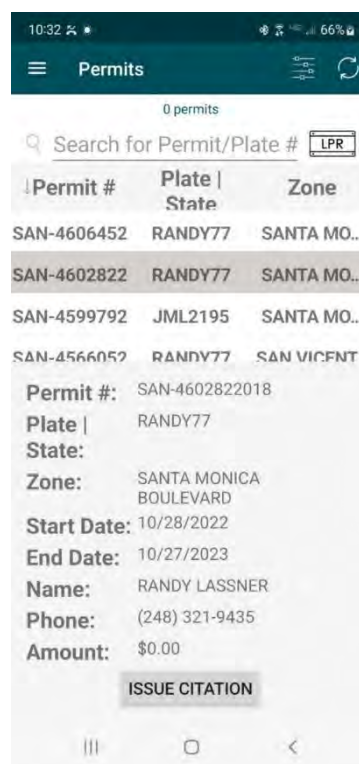
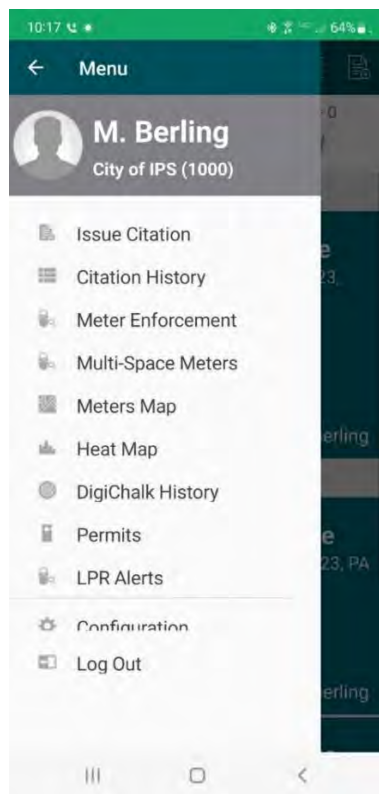


EXCLUSIVE TO THE IPS MOBILE ENFORCEMENT DEVICE:

- LPR-lite citation issuance function
- Heat mapping
- Guided enforcement



Mobile Device screen shot examples: Citation issuance (left) and digital chalking function (right)



Additional Device screen shot examples: Selection menu (left) and citation issuance (right)

PAYMENT PROCESSING

Proposer shall provide to the City a mechanism for payment processing that include:

1. Proposer shall provide equipment for no fewer than six (6) cashiering stations at the City's office. This shall include at minimum and not limited to a PC, monitor, barcode scanner and three (3) printers with color cartridges.

IPS complies. IPS will provide the above requested equipment. Please refer to the Fee Proposal.

2. Collection of parking ticket remittances received via mail at City of Stamford Post Office box(s) daily, except Sunday's and holidays when the U.S. Postal Service is closed. A Stamford address would be preferred but is not required.

IPS complies. IPS provides a lockbox service where payments can be mailed by the public. A City of Stamford, CT address can be provided. Payment will be posted and deposited to the City account within 24 hours. The City will have access to view deposit information online, as well as each citation paid within that deposit. Reports are available online for the City to reconcile each payment and deposit that has been made to the City's bank account. In addition, monthly reports are available to the City to reconcile daily and monthly deposit activity.

3. Daily sort and batch all City of Stamford's incoming mail by postmark date and post daily all mail from designated Post Office box(s) and other receiving sites.

IPS complies. All letters are sorted on a daily basis and will be batched by the postmark date.

4. Enter and process payments received within one (1) business day, including opening all mail received, verifying payment amounts, updating database/computer records, and making daily bank deposits.

IPS complies. Payments will be open, verified, posted, and deposited to the City's account within 24 hours.

5. Report to City of Stamford of bank deposits with ticket payment detail on daily basis.

IPS complies. The City will have access to view deposit information online, as well as each citation paid within that deposit on a daily basis.

6. Proposer must track, report and log rebilling on partial payments, checks returned for insufficient funds, vehicle change of ownership, and leased vehicle information.

IPS complies. IPS will track, report, and log partial payments, returned checks, vehicle change of ownership, and leased vehicle information.

7. Proposers shall propose a process for the collection of tickets from lessees or vehicle renters, which are returned to collecting agency by registered owner claiming lessee/rental as a defense against violation within a timeframe to be negotiated with the City of Stamford.

IPS complies. The IPS EMS system supports the collection of tickets from lessees and renters and can manage and regulate the transfer of responsible parties and correspondence thereof. Custom business rules can be implemented to ensure proper operations per the City's instruction.

8. Proposer shall propose a follow-up process for the collection of those delinquent violations issued to out- of-state and in-state licensed vehicles, which do not pay the fines and are designated as delinquent subject to negotiation with the City of Stamford.

IPS complies. IPS partners with CBA for collections services. CBA is a privately held corporation with 50+ years of experience in the collections industry. CBA is integrated with the IPS Enforcement Management System allowing for easy retrieval of citation data. CBA provides a comprehensive solution while allowing flexible recovery strategies and approach to collections to meet the City's needs and goals. CBA provides customized letter and notice programs, reporting, payment options, and call center with staff trained in handling collection matters.

9. Proposer shall propose a Collection Process as DMV purges holds from their files or as holds are rejected because of transfers or make mismatches.

IPS complies. IPS will work closely with the City to development and implement post-DMV collections including but not limited to Advanced Collections Service, Franchise Tax Board (if available) and Credit Reporting.

10. The System shall accept ticket dispositions and payments on-line and this information should be posted in real time. The Proposer shall provide equipment and staff to process mail-in payments, as well as receive, research and answer telephone and written inquiries from the public. The System shall provide various access and approval levels necessary to protect information.

IPS complies. IPS accepts VISA, MasterCard, Discover and American Express via the IPS Public Portal website. IPS provides all credit/debit-card processing via real-time authorization and processing. Credit/debit card payments are updated real-time to the citation records and receipts can be printed from the system for the public. Payments by credit card are accepted 24/7. The system secures immediate authorization from the processor, and immediately updates the citation status in real time. The Public Portal website is fully PCI compliant. Please refer to the Appendix for our PCI certificate.

IPS has sufficient staff to handle all payment processing and inquiries from the public. A unique ID and password are given to each City user. This individual account reflects the access defined for that user. User level management allows the City to allow varying levels of access rights and security privileges, including read-only or edit/delete abilities by choosing a specific access selection for City users.

11. The System shall also have the capability of updating a payment or disposition before posting the original ticket.

IPS complies. This is a standard feature.

12. Include no name and mail hold status reports on a monthly or as needed basis along with course(s) of action to obtain the required information for proper billing and collections

IPS complies. IPS provides access to a full set of robust, pre-defined reports designed to provide full transparency and accountability in order to meet any objective. Additionally, we provide the ability to customize reports to the City's preference.

13. The Proposer shall make available to users of the system to create an account based off of person or plate that will store information such as plate, address and contact information.

IPS complies. The EMS allows users to create an account using a citation number, person, permit, license plate, VIN, issue date, status, Registered Owner (RO) information, or location.

DATABASE AND DATA ACCESS/RETRIEVAL

Proposer shall provide the City of Stamford with on-line, real-time access to proposer's database on a basis 365 days per year. Any required system maintenance shall be performed after 12:00 PM and before 7:00 AM.

IPS complies. The EMS manages the entire citation lifecycle from issuance to collections and incorporates state-of-the-art real-time technology. The City will access all required information via the internet and will not be required to install, update, or maintain any hardware or software other than an internet browser. The majority of updates are completed remotely without any user intervention or system downtime. If there is an instance where downtime to hardware and/or software maintenance is required, the City will be notified via email once it is scheduled.

The System shall process all manually and electronically produced tickets. Electronic ticket data shall be available on-line within 24 hours of date of issuance. Manual ticket data shall be available on-line within 24 hours of date of issuance. Manual ticket data shall be available on-line within 24 hours of receipt by Proposer.

IPS complies. IPS will enter and process payments for handwritten and on-line ticketing within 24 hours.

The City of Stamford shall have connections through the internet for access at any location. The system shall be web based and use restriction shall be monitored through account privileges.

IPS complies. The EMS is a web-based application that can be accessed from any location. The EMS allows complete user control over security parameters with the most common being role-based security via password authorization. Access privileges to functions in the EMS can be set for specific roles and users in the Administration module.

The on-line inquiry system must provide the City of Stamford with real-time access through Ticket Number, Vehicle License Number, and/or Registered Owner Name or Address to all ticket information including registered owner name, address, license number, ticket number, make and model, payment information and history, and any administrative adjudication correspondence history. The system shall be capable of saving all information into a user account.

IPS complies. All real-time citation information and history - including citation number, license plate, registered owner information, payment, adjudication, and correspondence history - can be accessed by authorized users in the EMS.

Citation Number	Citation Date/Time	VIN	Plate	Stage	Status	Vehicle Make	Officer	Location	Violation	Balance
1011235	8/22/2019 8:25:27 AM		ABC123	RO PENDING	OPEN	Toyota	Laasner	ELMHURST AVENUE	21113(A)(1) 5201	\$220.00
1123127	8/22/2019 12:20:54 PM		HHH4333	ABORTED	CLOSED ABORTED		Demo			\$0.00
1123128	8/22/2019 12:23:29 PM		456ABC	RO PENDING	OPEN	Toyota	Demo	IRVINE BOULEVARD	21113(A)(1) 21113(A)(1) 21113(A)(1)	\$420.00
3011234	8/23/2019 3:37:08 PM		TEST123	RO PENDING	OPEN	Kia	Demo	IRVINE BLVD	53-5.225(3)(A)	\$48.00
3011235	8/23/2019 3:43:23 PM		TEST1	RO PENDING	OPEN	Kinetic	Demo	IRVINE BLVD	21113(A)(1)	\$140.00
3011236	8/23/2019 3:43:48 PM		TEST2	RO PENDING	OPEN	Nash	Demo	IRVINE BLVD	21113(A)	\$50.00
3011237	8/23/2019 3:44:16 PM		TEST3	RO PENDING	OPEN	Sabertooth Motorcycles	Demo	IRVINE BLVD	22500.1 CVC	\$129.00
3011238	8/23/2019 3:45:10 PM		TEST4	RO PENDING	OPEN	Mack	Demo	IRVINE BLVD	22500B CVC	\$68.00
3011239	8/23/2019 3:45:42 PM		TEST5	RO PENDING	OPEN	Marathon	Demo	IRVINE BLVD	22500.1 CVC	\$129.00
3011240	8/23/2019 3:55:22 PM		TEST6	RO PENDING	OPEN	Kia	Demo	IRVINE BLVD	21113(A)(1) 21113(A)(1)	\$280.00
3011241	8/26/2019 10:18:06 AM		TEST539	RO PENDING	OPEN	Marathon	Demo	IRVINE BLVD	21113(A)(1)	\$65.00

The Citations Issue Report provides all of the requirements the City needs.

The proposer will be required to install and maintain a Development Instance of the database. This instance will run in parallel to the production environment. The development environment will be a 'snapshot' of the production environment and mirror the features and functionality of the production environment. The City will have access to the development environment. The Development environment will be utilized by the City and proposer personnel for testing, validation of new features, functionality and training of new personnel.

IPS complies. The implementation process will begin with a scope of work outlining the data flow needs, triggers, and mapping needed to achieve the integration. A development environment runs parallel to the production environment. The minimum variable product will be assessed first followed by upgraded features and capabilities. From there, milestones will be set for each benchmark – for example, if an event triggers a call to the API to initiate the retrieval or push of a certain transaction (let's say a payment), this will be listed, tested, and flagged as a milestone. Other functions of a similar nature will be treated in the same manner. API requirements on both sides will need to be assessed and built as agreed upon; the preference being as little labor as possible from the client. This will be followed up by testing and QA.

Proposer shall provide an Integrated Voice Response (IVR) System and an Internet Payment (IPAY) service capability for ticket inquiry and credit card payment processing.

IPS complies. This requirement is fulfilled via the use of our Enforcement IVR system.

As the City is currently evaluating exactly how many seat licenses will be required for this system, each proposer shall list the cost of each seat license on a per unit basis and identify and reduction in pricing based on volume. The City will also need an unlimited number of user accounts for access to the system.

IPS complies. IPS offers an unlimited amount of user accounts. Please see the Fee Proposal for detailed information.

LOCKBOX CASH MANAGEMENT

A City of Stamford post office box must be established at the Stamford Post Office for the receipt of payments by mail. These payments will be processed by proposer lockbox cash management staff and then deposited into a Trust Account established with the Proposer's Bank in the name of the Proposer and the City of Stamford. All activity within the Trust Account will be restricted to transactions for the City of Stamford . The Proposer will act as the owner of the Trust Account and have signatory control over the Trust Account. This Trust Account will be regulated by the State of Connecticut and the any other State or Federal agencies that govern financial institutions. A full accounting will be made to the City of Stamford at the end of each month. Records of deposits, management reports and statistical summaries of activity for the period, together with supporting detail, will be delivered according to the specific requirements of the City of Stamford.

IPS complies. IPS provides a lockbox service where payments can be mailed by the public. Payment will be posted and deposited to the City of Stamford's Trust Account within 24 hours. The City will have access to view deposit information online, as well as each citation paid within that deposit. Reports are available online for the City to reconcile each payment and deposit that has been made to the City's bank account. In addition, monthly reports are available to the City to reconcile daily and monthly deposit activity.

IPS accepts VISA, MasterCard, Discover and American Express via the Public Portal website. IPS provides all credit/debit-card processing via real-time authorization and processing. Credit/debit card payments are updated real-time to the citation records and receipts can be printed from the system for the public. Payments by credit card are accepted 24/7. The system secures immediate authorization from the processor, and immediately updates the citation status in real time. The Public Portal website is fully PCI compliant.

In person payments taken at your City's location can be entered into the Enforcement Management System by your City's staff. This automatically updates the citation and generates a receipt. Online, real-time reports such as deposits, management reports, statistical summaries of activity can be generated that details all funds taken by your City for daily reconciliation or delivered to the City according to your specific requirements.

The Proposer should provide a detailed description of how the items received in the lockbox will be processed from the point at which the mail is sorted and opened to when the payments are then sent to the data entry for key-entry and batch assignment.

IPS complies. Payments are collected from our lockbox solution and pre-sorted at our PCI compliant facility. Upon delivery to the scanning service, the checks and citations are scanned and deposited via Check 21 technology. The digital data is then securely transmitted to the desired bank(s) and the EMS respectively and confirmation reports are generated and made available for reconciliation. Physical copies are retained per the instruction of the individual client.

The bank account will be a Trust Account in the names of the proposer and the City of Stamford . The Proposer will be responsible for the reconciliation of the Trust Account prior to disbursement of funds to the City. The revenue will be transferred to the City by the 15 th day of the following month. Proposer will issue a check to the City from the Trust Account.

IPS will comply.

Compensating balances normally offsets bank-processing charges. If the balances are not sufficient to offset the charges, those charges will be deducted from the amount due the City. In addition, return deposit items, citizen refunds, deposit adjustments and other bank adjustments will be deducted from or added to, the amount due to the City.

IPS will comply.

Proposer will prepare and send letters to the issuers of NSF checks to inform such issuers of the returned check and to provide notification that a \$50.00 NSF penalty charge has been added to the total ticket, payment is due and that payments must be made by cash, cashier's check or money order. In these cases, the City will receive the original penalty amount and proposer will be entitled to the NSF fee collected. A full accounting reconciliation for this NSF account will be prepared by proposer each month and submitted to the City of Stamford. Proposer will be liable and responsible for collection shortages, which may occur during the collection and processing.

IPS will comply.

PENALTY PROCESSING

Proposer will provide a system for Penalty/Late Fee processing that will include updating ticket information with penalty/late fee amounts owed. Penalties and or late fees are to be added to ticket information within one (1) working day of the ticket becoming delinquent.

IPS complies. Late penalties on all past due citations are sent within one (1) working day of the ticket becoming delinquent.

DEPARTMENT OF MOTOR VEHICLES (DMV)

Proposer must interface with local DMV to obtain registered owner information. At least two (2) documented attempts must be made to obtain this information. When the ticket becomes delinquent pursuant to City of Stamford ordinance, the registered owner name shall be on file and available for the automatic generation of a Delinquent Notice.

IPS complies. The system integrates with the Connecticut Department of Motor Vehicles (DMV) for real-time validation of vehicle registration information. IPS will generate two attempts to collect delinquent violations. Delinquent violations are sent within one (1) working day of the ticket becoming delinquent.

Proposer must have ability to retrieve data on-line from the State DMV and access registered owner information, validate DMV makes upon return of DMV information to ensure proper make of vehicle issued ticket and DMV payment information.

IPS complies. The EMS integrates with the Connecticut Department of Motor Vehicles (DMV) for real-time validation of vehicle registration information.

Proposer must have the ability to retrieve registered owner information from all 50 US States, the District of Columbia, and Canadian Provinces (where legal). It is recommended that the proposer maintain a license with the National Law Enforcement Telecommunications System (NLETS) to overcome any obstacle in retrieving owner information. Proposers must clearly indicate if they maintain this license.

IPS complies. IPS is a vendor listed as an Authorized NLETS (National Law Enforcement Telecommunications System) Partner, IPS customers can obtain out-of-state Registered Owner (RO) information from all 50 states. DMV requests for registered owners are submitted each business day. Most registered owner information is retrieved within 48 hours of a citation being entered. The Enforcement Management System interfaces with the Connecticut DMV and The National Law Enforcement Telecommunications Service (NLETS).

A DMV Hold Notice (where applicable) shall be transmitted to the DMV on all vehicle registered owners who have not complied with the Notice of Intent. An edit check shall be made to correct any discrepancies. A DMV hold will be placed on the registration for those vehicles for which no response to the notice was made within five (5) days of the time allowed by law.

IPS complies. The EMS can interface with the Connecticut DMV for placing and releasing registration holds daily.

A Release of DMV Hold (where applicable) shall be transmitted to DMV if payment of a ticket previously submitted to DMV for Hold is received by the Proposer.

IPS complies. IPS provides data entry within 48 hours for DMV holds or releases. The City has the capability of establishing a registration hold at the DMV at their discretion.

DELINQUENT AND LATE NOTICE GENERATION AND MAILING

The Proposer must provide ticket collection services to the City, as well as generate and mail all notices. Notices must be generated within a period specified by the City of Stamford. The Proposer shall follow best practices procedures and any and all State Statutes and regulations.

IPS complies. All notices, letters, and postage are provided by IPS and mailed via first-class mail. Parking violation notices are mailed based on the City's preferred schedule. Notices will be generated and sent in accordance with best practices and all State Statutes and regulations.

For all notices, all outstanding parking tickets for the specific plate and person(s) must be included. All unpaid motor vehicles taxes for each respective vehicle may be added at a later date; currently Stamford does not practice this.

IPS complies. The City has the ability to customize text that is printed on the notice if necessary, which allows the City the flexibility of changing the text should procedures change. All unpaid motor vehicles taxes for each respective vehicle may be added at a later date.

Proposer will be responsible to program all required fine and penalty escalation logic in accordance with Stamford specifications. All notice language will be programmed in accordance with Stamford specifications for the various types of notices.

IPS complies. During implementation, IPS will program all required fine and penalty escalation logic requested by the City. IPS will assist with the design and set-up of all correspondences, which will be subject to final approval sign-off by the City. The City can work with IPS to customize the City's requirements below which will be printed on the notices.

The following data will be included on the Stamford notices:

- a. Registered owner name and address
- b. Vehicle license number
- c. Vehicle make
- d. Parking violation issue date, number, and time
- e. Location where parking violation was issued
- f. Issuing agency

- g. Violation and description
- h. Information on how and where to make payment
- i. Total amount of payment for listed tickets
- j. Consequences of non-payment (tow/boot, penalties and DMV hold)
- k. Contact information including toll free telephone number and website address
- l. Motor vehicles taxes due for the plate holder on all vehicles (not currently)
- m. Other (capability to add additional data at a later date)

One the following pages are examples of different types of notices; Delinquent Violation Notice and Notice of Hearing Disposition.



DELINQUENT VIOLATION NOTICE

NOTICE SUMMARY

Notice Date: 11/08/2017

Total Amount Due Now: \$24.00

Amount due if paid AFTER 11/19/2017: \$29.00

Citation Number: 321321

Ryan Triggs
5413 Otilia Green Apt. 236
North Elyseview, MI 68443-7787

License	State	Exp.	VIN	Make	Color
TEST1	CA	3/18	02F9	HOND	RED

PAYMENT INSTRUCTIONS

TO PAY BY CREDIT CARD (additional service fees may apply)

Pay online:



TO PAY BY MAIL:

1. Send check or money order. NO CASH. (US funds only)
2. Print citation number(s) on your payment
3. To insure proper credit, return the bottom portion of this notice with your payment
4. Make payable to:

NOTICE DETAIL

Citation #	Location	Date / Time	Code Sections Violation	Amount
321321	test street	11/8/2017 15:18		\$24.00

Total Amount Due Now: \$24.00

Amount due if paid AFTER 11/19/2017: \$29.00

Failure to provide prompt payment will result in the taking further collection efforts to recover the outstanding balance, which may include:

1. Forwarding information to an independent collection agency.
2. Placing a Hold on your student account.
3. Towing your vehicle with all costs incurred at your expense.

To avoid the above mentioned actions and further late fees, it is important to pay the amount owed immediately. Within ten (10) calendar days of the violation being issued an additional charge of \$5.00 will be added. Within twenty (20) calendar days of the first late notice, an additional charge of \$40.00 will be added.

RETAIN THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - USE THE ENCLOSED ENVELOPE

Citation #	Date / Time	Issuing Agency	Total Due	License	State	Exp.	VIN	Make	Color
321321	11/08/2017		\$24.00	TEST1	CA	3/18	02F9	HOND	RED

Notice Date: 11/08/2017

Total Amount Due Now: \$24.00

Amount due if paid AFTER 11/19/2017: \$29.00

Ryan Triggs
5413 Otilia Green Apt. 236
North Elyseview, MI 68443-7787



1006 000000321321 002400 8



Notice of Hearing Disposition Results

SUMMARY

Citation Number: 1011458
Issue Date: 03/01/2018
Disposition: UPHELD
Fine/Penalty: \$15.00
Payments/Adjustments: \$0.00
Amount Due: \$25.00
Due Date: 04/29/2018

MICHEAL FRAMPTON
PO BOX 632
GALLATIN GATEWAY, MT 59730

License	State	Exp.	VIN	Make	Color
BVK067	MT	N/A		TOYOT	

The citation listed above has been reviewed and the determination has been made as indicated.

After consideration of the facts presented, the parking ticket listed above will remain valid.
You did not meet the burden of proof.

If you have an amount due, please use the following options: (1) pay online at [http://\[REDACTED\]](http://[REDACTED]) or (2) mail a check to the address below. Checks should be made payable to [REDACTED]. Please do not mail cash. You may be subject to additional penalties if your citation is not paid by the due date.

RETAIN THIS PORTION FOR YOUR RECORDS

PLEASE RETURN THIS PORTION WITH YOUR PAYMENT - USE THE ENCLOSED ENVELOPE

NOTICE OF ADMINISTRATIVE REVIEW RESULTS

Disposition: UPHELD
Fine/Penalty: \$15.00
Payments/Adjustments: \$0.00
Amount Due: \$25.00
Due Date: 04/29/2018

Citation #	Date / Time	Issuing Agency	Total Due
1011458	03/01/2018	[REDACTED]	\$25.00

License	State	Exp.	VIN	Make	Color
BVK067	MT	N/A		TOYOT	

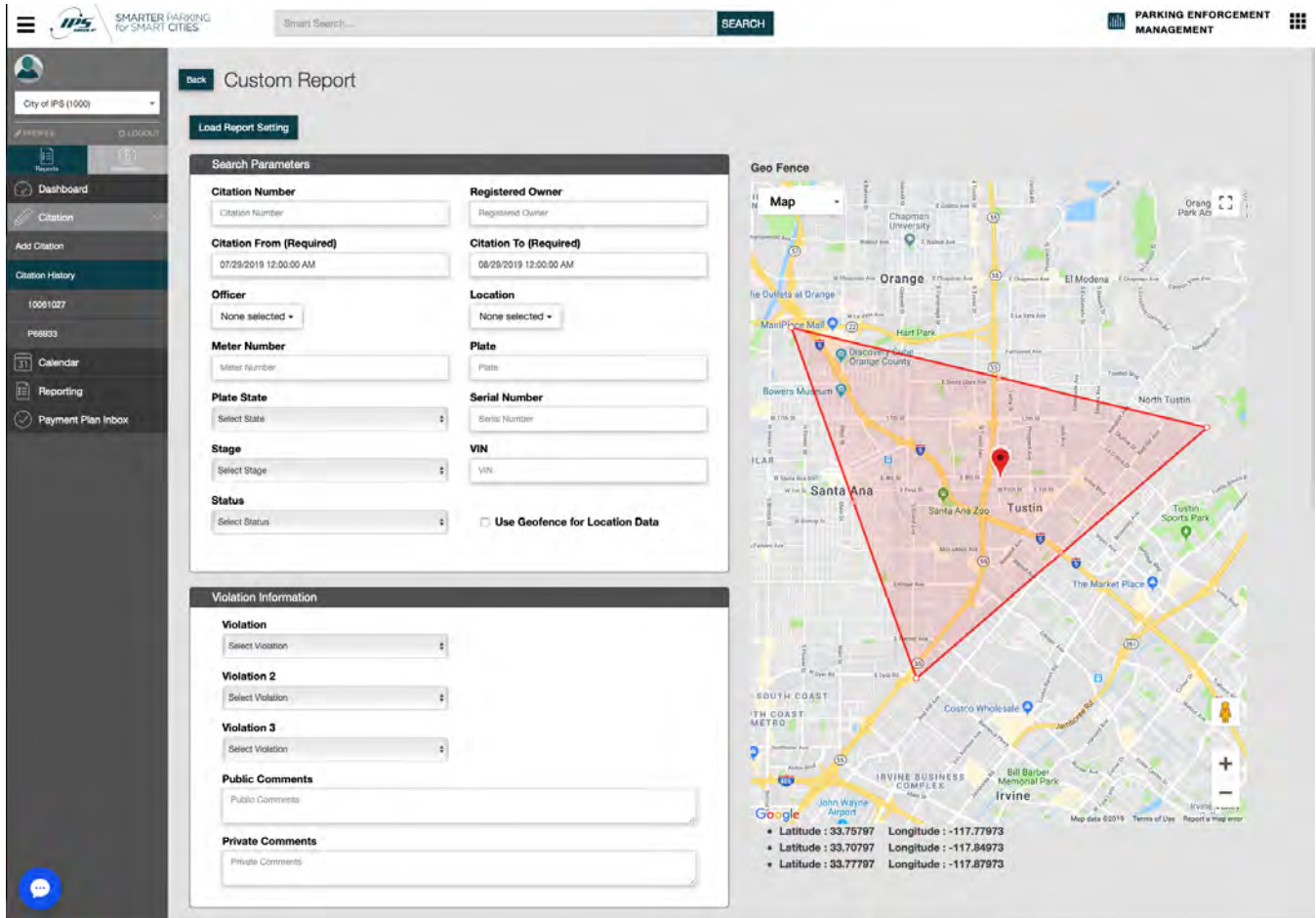
MICHEAL FRAMPTON
PO BOX 632
GALLATIN GATEWAY, MT 59730



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In conjunction with the generation of Notices, a Notice Register will be generated listing, by state/plate, all tickets for which a notice is prepared. Information contained on the notice register will reflect the information contained on the notice.

IPS complies. The City has the ability to generate a list of custom notices as requested if none of the premade reports fit your unique reporting needs. The City can utilize the Custom Report Generator to access all the key data points required for your accounting processes. Save the report for reuse and add the new report to your favorites for quick access.



IPS provides the ability to create any customer report the City desires.

Each plate holder's file must contain documentation of all noticing, whether via mail or phone. Written notices are to be mailed first class and include a return envelope, which is pre-addressed to the City of Stamford's designated remittance processing address. The System shall have the ability to prepare multiple notices of delinquency of individual tickets, composite notices by license number, and notice of partially paid tickets. The system shall maintain a record of all notices mailed and their mail dates. The System shall enable the user to access on-line all notices by ticket number, license number, date mailed, and the status of violations as they proceed through the noticing and collections cycles. Listings shall

accompany the production of notices for quality assurance purposes. Notices shall be produced and sequenced for lowest mailing costs. Postage for the notices will be paid by the proposer and forwarded to the City for reimbursement.

IPS complies. Notices are printed in color and provide important information to the public regarding the citation details as well as containing all information required to submit payment. All notices, letters, and postage are provided by IPS and mailed via first-class mail and include a return envelope. Notices and letters will be formatted to accommodate using Custom #10 window envelopes with a printed return address. Multiple notices are mailed based on the City's preferred schedule. The EMS system hosts a variety of business logic utilities that can meet all of the City's requirements.

The proposer shall be responsible for issuing notifications. The proposer shall research the mail addresses on all return mail, and re-mail a notice to the correct address within five (5) working days of receiving the returned mail. The proposer shall provide for the forms and postage for these delinquent notices. The City will reimburse proposer for postage.

IPS will comply.

A toll-free telephone number shall be provided for the public to make inquiries. Such inquiries shall be responded to within 24 hours of the query.

IPS complies. Below we have provided an overview of our customer support offering. IPS customer service can be reached toll-free at (877) 630-6638. All inquiries are responded to within 24 hours.

CUSTOMER SUPPORT

AT IPS, YOUR SATISFACTION IS OUR PRIORITY



DEDICATED SUPPORT THE WAY YOU WANT

Whether you prefer to receive support by phone, email, or self-service on the web, IPS is the only vendor that offers every option. With IPS we customize your support to best fit your team's needs.

IPS clearly understands the importance of ongoing support and we encourage the City to speak with our references in this regard. We also understand that ongoing support is a critical element of any successful project and the basis of a long-term partnership. IPS is uniquely positioned to provide support services that will translate into the most responsive and comprehensive service offering available to the City. Your designated Customer Success Team includes a Customer Support Manager who understands all the intricacies of your project.

We promise to listen and for any challenge to find a solution.

THE FOLLOWING SERVICE OFFERINGS ARE INCLUDED THROUGHOUT THE LIFE OF THE CONTRACT WITH IPS:



24/7 TELEPHONE HELP DESK & ONGOING SUPPORT

Knowledgeable, friendly service is just a phone call away.

IPS offers customer service resources with in-depth system knowledge around the clock to ensure you get what you need, fast. Our team of experts is available via a telephone-based help desk during normal business hours from 7 a.m. to 9 p.m., Monday through Friday. We also offer after-hours/emergency technical support to maintain constant coverage. Upon entering a contract, IPS will provide contact information for all IPS senior staff.

IPS customer service can be reached toll-free at (877) 630-6638, or at customersupport@ipsgroupinc.com for non-emergencies.



LIVE CHAT CAPABILITIES

Self-help support resources are right at your fingertips.

Our products have been developed so that an easy immediate fix may be available without the help of additional IPS personnel support. The IPS Parking Enforcement Management System features Live Chat to help get the job done. Online help tools include product manuals, FAQs, “how-to” training videos, and more. These tools can be conveniently accessed 24/7 online for authorized users.



TROUBLESHOOTING / TECHNICAL SUPPORT

Designated technical resources are ready to help you.

As both the designer and manufacturer of its smart parking technology, IPS is prepared to designate your City with technical resources including a team of hardware/software engineers, database administrators, and web/data-integration engineers for additional support.



DATA SECURITY MANAGEMENT

Your data is protected.

IPS offers ongoing data security management and backup systems support of the EMS in case of a critical failure.



PERSONALIZED FOLLOW-UP MEETINGS

Ensure all project criteria are met and exceed expectations.

Proposer’s Customer service representatives shall be available during normal business hours of 8:30 AM until 5:00 PM to provide instructions and information on general parking policies and procedures, to handle complaints, and explain the administrative adjudication process of the City of Stamford.

IPS complies. Our team of experts is available via a telephone-based help desk during normal business hours from 7 a.m. to 9 p.m., Monday through Friday.

The public shall have encrypted or secure Internet on-line inquiry access (IPAY) by ticket number as well as through an automated telephone system (IVR).

IPS complies. IPS provides an encrypted/secure Internet on-line inquiry access (IPAY) by ticket number as well as through an automated telephone system (IVR).

The proposer shall provide to the public the means, via an IVR System and an IPAY service at no cost to the City of Stamford. IVR and IPAY must be available 24 hours per day, 7 days per week. Features must include:

1. The ability to pay for parking tickets with credit card, debit card, PayPal or by check.

IPS accepts VISA, MasterCard, Discover, American Express, PayPal or check via the IPS Public Portal website. IPS provides all credit/debit-card processing via real-time authorization and processing. Credit/debit card payments are updated real-time to the citation records and receipts can be printed from the system for the public. Payments by credit card are accepted 24/7. The Public Portal website is fully PCI compliant.

2. The ability to review the status of a parking ticket. This shall include, but not limited to:

a. Open (Unpaid and never suspended)

b. Paid

c. Partially Paid

d. Dismissed

e. Upheld, pending payment

f. Contested

g. Pending Hearing

IPS complies. The Enforcement Management System (EMS) has the ability for the user to review all of requirements listed above in the system.

3. A customized recorded voice response system in English and Spanish shall be available to provide information about how to pay and contest tickets, registration violation information, and City of Stamford address information.

IPS complies. The Interactive Voice Response system (IVR) provides real-time, detailed citation information linked to the City's database in English or Spanish. The public can inquire by citation number or license plate. Pre-recorded Agency-specific information can be used. Options for reaching a Customer Service Representative are also made available.

4. The automated telephone system must provide detailed real-time ticket information by ticket number. Information provided the public shall include: Ticket date, amount owed, and vehicle license number.

IPS complies. The IVR automated telephone system is linked to the City's database, allowing access to detailed real-time citation details.

5. Ability for citizens to complete a form online that allows them to request additional detailed ticket information, including copies of manual citations, notices, or other correspondence.

IPS complies. This requirement is fulfilled our Public Portal and Trouble Ticket systems.

6. Ability for citizens to contest tickets on-line by completing a form online to provide the necessary violation information, stating their grounds for dismissal, and electronically attaching supporting evidence such as photographs, documents, and other materials. This information is then batched and queued for adjudicator review. These online submissions will be integrated into the processing services workflow, including all levels of authorization for adjudication, and batched and queued for adjudicator review. The system will prompt appropriate users with work lists. The website will have the ability to generate an automated email confirmation that the request was received. Additionally, the system will be capable of producing automated emails that informs the citizen of the outcome of the review.

IPS complies. The Enforcement Management System (EMS) has the ability to schedule administrative hearings and is able to store any supporting evidence the customer submits online. IPS executes batching and queues citation for adjudication review. The system generates an automated email confirming requests have been received as well as generating emails to inform citizens of the outcome of the review.

APPEALS PROCESS

The IPS appeals processes are customized per the City's rules. This is how it works:

When a citizen gets a ticket, the citation is within the time limit, and they want to contest it.

1) First Level Adjudication: Admin Review

- The Citee will log onto the Citation Portal (the payment site), enter their Citation number, and select the Contest Citation option. Once here, the Citee will be prompted to complete the provided form, provide their reasoning and evidence as to why they believe they were issued the citation in error, and upload supporting documentation.
- City staff or assigned staff at selected City will receive an email notification at which time staff would log into the EMS and navigate to EMS/Adjudication/Admin Review. Here the contested citation will be reviewed. Based on evidence and reasoning, the citation can then be Upheld or Dismissed. In both decisions, the Citee will receive an email notification of the disposition.

2) Second Level Adjudication: Hearing

- In the event the citation is Upheld, and permitted by the Agency, the Citee may proceed through a Second Level Adjudication and request a Hearing date.
- A hearing officer is assigned to the case and will undertake the required legal process required by the City. If utilizing the EMS for this process the hearing officer may uphold, or dismiss the citation in EMS, which will notify the Citee of the result.

3) Third Level Adjudication: Court

- If the Citee decides to further contest the citation, then a court date may be requested. This must be allowed by the Agency.
- We have processing functionality within EMS for this, however, we often establish an integration to send all the citation data electronically to the court. If not feasible, a manual process may be undertaken.

7. In an attempt to reduce the volume of frivolous hearings, the images captured by the parking enforcement officers using the camera enabled-handhelds will be presented to the public through the web page when a hearing for an individual ticket is requested on-line. Images will be retrieved and displayed when the violation number and license plate are entered (personal information is not disclosed for privacy reasons). The webpage showing the images will include a link to the pay-by- web page to encourage and facilitate prompt payment of the fine.

IPS complies. The Mobile Enforcement System (MES) captures high-resolution color photos (2mp 1080p @3fps color imager) that sync in real time during citation issuance with the Enforcement Management System.

The screenshot displays the following information:

- Citation #1035488** (City of Lake Worth (1020))
- Registered Owner:** KEVAN LINDSAY VANSTONE CONGLETO | 256 WALTON BLVD #2, WEST PALM BEACH, FL 33405-0009
- Citation Number:** 1035488
- Location:** 4702
- Plate:** 318RFX
- State:** FL
- Issue Date:** 11/11/2019
- Issue Time:** 05:08 PM
- Due Date:** 11/18/2019
- Last Activity:** RD ACQUIRED 2/4/2020 03:32 AM
- Status:** OPEN
- Paid:** 0.00
- Due:** 60.00

Code	Description	Amount
21-35E	G-OVERTIME PARKING METER (B)	30.00

Fee Information: 30.00

Public Comments: IN VIOLATION SINCE: 4:49 PM | PHOTO(S) TAKEN | TIME EXPIRED

Vehicle Information:

Plate	State	Expiration	Plate Type
318RFX	FL	5/2020	
VIN	Make	Model	Body
	Jeep		SUV
Color	Serial Number		
Gray			

The EMS will allow an officer to attach photographs to an individual citation.

Refunds: the proposer shall provide online, real-time information/data to the City of Stamford in order to validate refund balances specific to a request for refund on a registered owner or a specific ticket.

IPS complies. Refund options can be configured in the EMS. Payments are updated in real-time to the permit record where City personnel can make adjustments, refunds, or voids.

Proposer will void original tickets when requested by the City of Stamford. The City of Stamford shall not pay for tickets received and/or paid for at City offices.

IPS complies. The user has the capability to void citations using a void code.

TICKET REVIEW PROCESS

Proposer shall provide for the scheduling, tracking and support services for the Court review and/or hearing process. Proposer will maintain a database of all review and/or hearing requests received showing current status of each request, integrated with parking ticket issuance and processing system(s).

IPS complies. The Appeals Module offers our clients the most current database information for administrative hearing requests. All hearing requests showing the current status are immediately displayed in the EMS.

Review and/or hearing requests must be entered into the system(s) and suspended within two (2) business days from date of receipt.

IPS complies. Review and/or hearing requests will be processed within two (2) business days from receipt or on the City's preferred schedule.

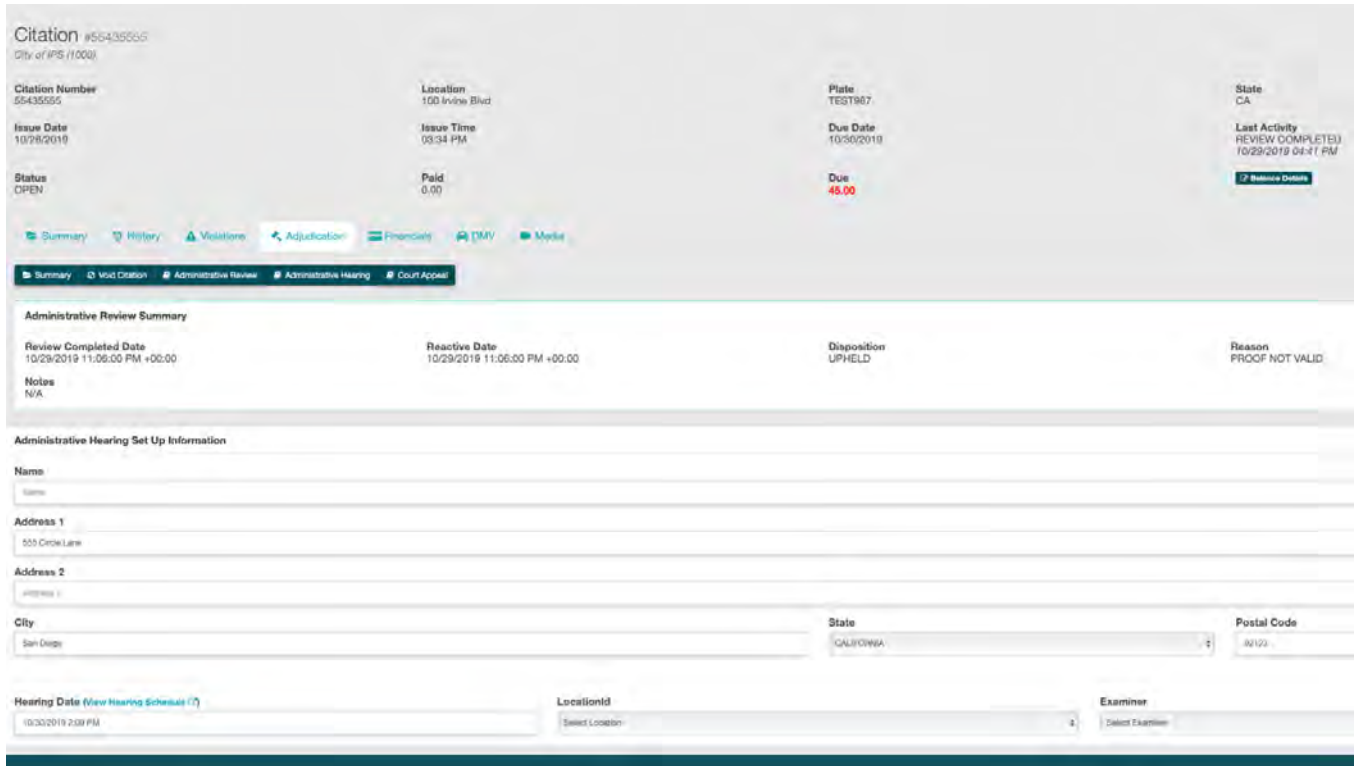
Proposer shall forward all inquiries regarding tickets in the reviews and/or hearings process to the City of Stamford for determination.

IPS will comply.

Proposer will schedule all Court review and/or hearings upon request and forward schedule to the City of Stamford. The City of Stamford will provide the actual review and/or hearing officer for the reviews and/or hearings. The City will directly enter the results of the court/review process into the Ticket Management Processing System.

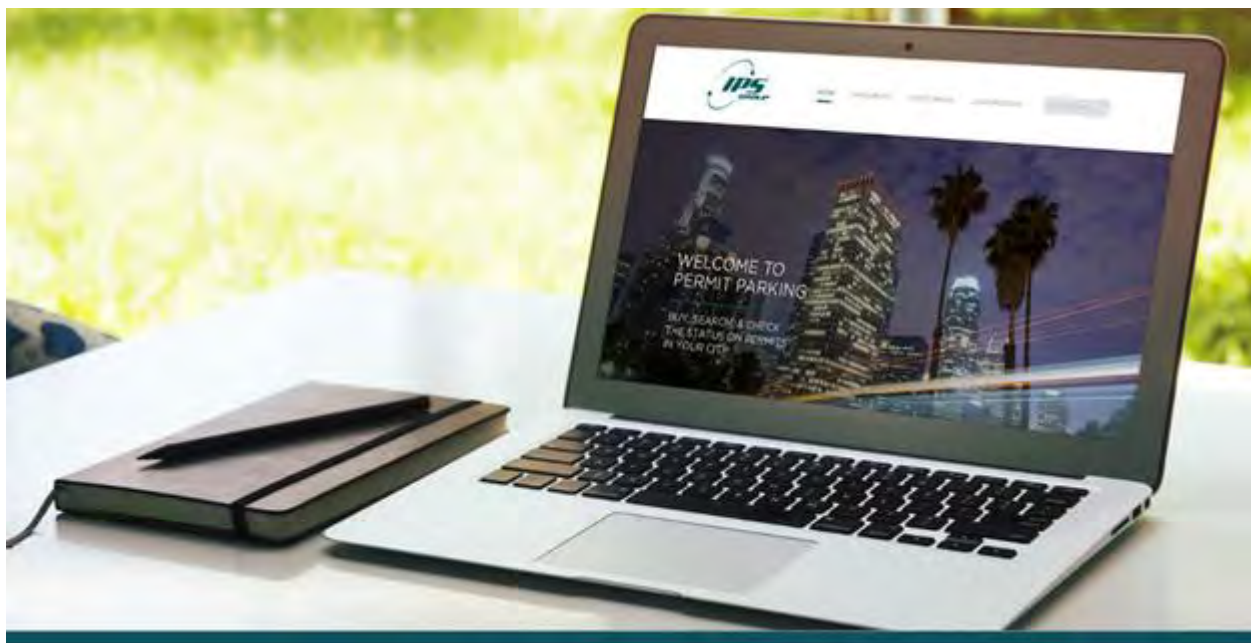
IPS complies. The Enforcement Management System is a real-time web-based enforcement application that allows Hearing Officers to manage every step of the citation process lifecycle including the date and time for the disposition entry, the actual adjudication time (if different), type of hearing (mail, scheduled, walk-in), type of disposition, reason for disposition, plea code, the data entry clerk, and the ability to eliminate fine and/or penalties. Hearing officers can receive hearing schedule alerts, online calendars, and manage the full life cycle of the adjudications online from any device and/or browser. The EMS also allows

the City to print out the daily hearing schedule. This City has the ability to enter all of the hearing results into the EMS.



The Disposition of hearing results are easy to find in the Enforcement Management System.

PARKING PERMIT ISSUANCE AND MANAGEMENT



IPS is offering a back-office Permit Management System that manages the entire permit issuance process as well as a Public Permit Portal for the City's citizens to purchase and renew parking permits online. Below we have provided an overview of these products along with answering the City's requirements.

PERMIT MANAGEMENT SYSTEM

The Permit Management System back-office application allows your City to easily set up and manage the entire permit issuance process from design to fulfillment. Your City has the flexibility to offer whatever permit types you choose (e.g., residential, guest, daily), and can designate specific rates accordingly. Administrative users (as determined by the City) have the authority to create new permits or deactivate existing permits via the system.

The robust back office is hosted in our IPS private cloud and can accommodate an unlimited number of concurrent users and transactions. Agencies have full access to online reporting of permit revenue, detailed transactions, and permits issued for full visibility of the program. Detailed reporting includes permit purchases by type and location, permits approved or rejected, pending fulfillment, waitlist vs. active permits, etc. Your City has the flexibility to customize reports to your preference, which can be saved for consistency and future use. On-demand visual reporting including chart and graphs provide visual representations that better identify patterns and trends for improved management. Reports can be exported in multiple formats including XLS, CSV, and PDF. A report scheduler is available for routine and automatic reporting needs. Once a report is scheduled it will be sent to the City automatically.

APPLYING BUSINESS RULES TO PERMIT TYPE

Your City can establish the rules associated with each permit type and apply these changes through the back-office system. During implementation, we will assist the City in identifying and incorporating the City's business rules applicable to permit limits by permit type. Once the initial rules are set, administrative users can edit these limitations as needed.

The Permit Management System back-office integrates with the Connecticut Department of Motor Vehicles (DMV) for real-time validation of vehicle registration information. Based on the business rules established by the City the system has the ability to verify in real time if the permit registrant's address is in the proper permit zone, as well as verifying that the vehicle registration information matches the applicant's desired permit zone.

PERMIT RENEWAL NOTIFICATIONS

From the Permit Management System back-office, the City can run a query for permit accounts that are up for renewal and generate renewal notices accordingly. The City will set

the print date or email notification date. Once confirmation is provided by the user and the letters/or emails have been generated the PDFs are made available in the permit system.

PERMIT FULFILLMENT SERVICES

If a customer purchases their permit in-person at the City, the IPS fulfillment center can ship the permit to the customer. The permits may be issued directly to the customer by the City if permit supplies are held in-house.

REPORTING

Agencies have full access to online reporting of permit revenue, detailed transactions, and permits issued for full visibility of the program. Detailed reporting includes permit purchases by type and location, permits approved or rejected, pending fulfillment, waitlist vs. active permits, etc. Your City has the flexibility to customize reports to your preference, which can be saved for consistency and future use. On-demand visual reporting including chart and graphs provide visual representations that better identify patterns and trends for improved management. Reports can be exported in multiple formats including XLS, CSV, and PDF. A report scheduler is available for routine and automatic reporting needs. Once a report is scheduled it will be sent to the City automatically.

FEATURES AND BENEFITS

PERMIT MANAGEMENT SOLUTION	
FEATURES	BENEFITS
Web-based permit application	✓ 24/7 access to customers and managers
Paperless system	<ul style="list-style-type: none"> ✓ Managers can create custom permit types ✓ Customers can upload qualification documents to the website (e.g., proof of residency, employment, or driver’s license)
Shopping-cart style system	✓ A familiar system allows customers to select the permits they would like to purchase and then use our PCI Level 1 secure credit card processing platform to complete transactions

<p>Third-party systems integration, including LPR for virtual permitting, cashiering systems, and employee and/or student records</p>	<p>✓ IPS can integrate with third-party systems easily and trouble-free; after 20 years of leading the parking industry, there are no third party IPS is unable to integrate with</p>
<p>Secure log-in and access to permit information 24/7</p>	<p>✓ Limitless access to data in real-time</p>
<p>Online registration and permit ordering</p>	<p>✓ Easy online access raises parker satisfaction levels</p>
<p>Vehicle and permit data uploaded in real-time</p>	<p>✓ Environmentally friendly, as parkers do not have to physically drive somewhere else to get and register permits</p>
<p>Unlimited permit types and rate, including Residential, Employee, Guest, Daily, Monthly, and Annually</p>	<p>✓ The IPS Permitting Solution is configurable by the end-user to meet their needs. Parkers appreciate the convenience of having many options at their disposal. This takes away some of the frustration inherent with the permitting process.</p>
<p>Comprehensive back-office reports, including Active Permits, Autopay, Payment Types, Waitlist, Refunds, and Settlements</p>	<p>✓ In-depth reporting is a simple click of the mouse away increasing efficiency and decreasing stress</p>
<p>Integrates with IPS Parking Enforcement Management Solution</p>	<p>✓ A cohesive, all-in-one solution in a technology-forward ecosystem</p>

PERMIT PUBLIC PORTAL



The Permit Public Portal makes it easier than ever for your citizens and frequent visitors to purchase and renew parking permits online. The customer-facing website conveniently allows users to review rates and availability, apply for a permit, upload verification documents, and pay online.

FEATURES AT A GLANCE

- Online registration and permit ordering
- ID/Password authentication
- Submit application and pay for parking permit
- Upload additional required documentation
- Review status of permit application
- Temporary permits available immediately
- Access via any internet browser, on any web-enabled device
- Payment accepted via any major credit card
- PCI Certified

ACCOUNT CREATION

Account creation is easy. Applicants create their account and include vehicle information, contact information, and payment information, which streamlines the application process and eliminates the hassle of mailing forms or waiting in line to complete the process in person. The system allows customers to upload any documents required by the City, such as

lease documents, utility bills, etc. in order to complete their application, which is then verified by IPS or City staff. During the application review, City staff will view the uploaded files and approve or deny the application immediately. We will work closely with the City to determine the authentication requirements to include as part of the fulfillment process.

MANAGEMENT OF RENEWAL NOTICES

From the Permit Management System, the City can run a query for permit accounts that are up for renewal and generate renewal notices accordingly. The City will set the print date or email notification date. Once confirmation is provided by the user and the letters/or emails have been generated the PDFs are made available in the permit system.

DOCUMENT MANAGEMENT

The System allows customers to upload any documents required by the City in order to complete their application, which is then verified by IPS or City staff. During the application review, City staff will view the uploaded files and approve or deny the application immediately. We will work closely with the City to determine the authentication requirements to include as part of the fulfillment process.

REAL-TIME VALIDATION

The permit system allows for real-time validation of vehicle registration information through integration with the Connecticut Department of Motor Vehicles (DMV). Based on the business rules established by the City, the system has the ability to verify in real-time if the permit registrant's address is in the proper permit zone, as well as verify that the vehicle registration information matches the applicant's desired permit zone. The City can establish the rules associated with each permit type and apply these changes through the Permit Management System. During implementation, IPS will assist the City in identifying and incorporating the City's business rules applicable to permit limits by permit type. Once the initial rules are set, Administrative users can edit these limitations as needed.

The Permit Management Portal integrates with the Connecticut Department of Motor Vehicles (DMV) for real-time validation of vehicle registration information. Based on the business rules established by the City the system has the ability to verify in real-time if the permit registrant's address is in the proper permit zone, as well as verifying that the vehicle registration information matches the applicant's desired permit zone.

FEATURES AND BENEFITS

PUBLIC PERMIT PORTAL

FEATURES	BENEFITS
Web-based permit application	✓ 24/7 access to customers and managers
Paperless system	<ul style="list-style-type: none"> ✓ Managers can create custom permit types ✓ Customers can upload qualification documents to the website (e.g., proof of residency, employment, or driver's license)
Shopping-cart style system	✓ A familiar system allows customers to select the permits they would like to purchase and then use our PCI Level 1 secure credit card processing platform to complete transactions
Third-party systems integration, including LPR for virtual permitting, cashiering systems, and employee and/or student records	✓ IPS can integrate with third-party systems easily and trouble-free; after 20 years of leading the parking industry, there are no third parties IPS is unable to integrate with
Secure log-in and access to permit information 24/7	✓ Limitless access to data in real-time
Online registration and permit ordering	✓ Easy online access raises parker satisfaction levels
Vehicle and permit data uploaded in real-time	✓ Environmentally friendly, as parkers do not have to physically drive somewhere else to get and register permits
Unlimited permit types and rate, including Residential, Employee, Guest, Daily, Monthly, and Annually	✓ The IPS Permitting Solution is configurable by the end-user to meet their needs. Parkers appreciate the convenience of having many options at

	their disposal. This takes away some of the frustration inherent with the permitting process
Comprehensive back-office reports, including Active Permits, Autopay, Payment Types, Waitlist, Refunds, and Settlements	✓ In-depth reporting is a simple click of the mouse away increasing efficiency and decreasing stress
Integrates with IPS Parking Enforcement Management Solution	✓ A cohesive, all-in-one solution in a technology-forward ecosystem

The City's Residential Parking Permit (RPP) program , the City's beach passes and garage permits provide important services to our citizens and enhances the overall quality of the City of Stamford 's parking program. To support these programs the proposer's ticket processing system must include a parking permit management module that is integrated violation database. Key features of this module will include:

1. Housing an inventory of RPP districts and the regulated streets within these districts.

IPS complies.

2. Full integration with the ticket processing module, enabling the resolution of parking citations issued incorrectly to permit holders, or the withholding of permit sales due to outstanding parking tickets or motor vehicle taxes

IPS complies. The Permit Management System is fully integrated with the Enforcement Management System for a complete parking program.

3. Financial controls for the tracking and reconciliation of fees collected, and inclusion of fees in a collection report.

IPS complies. Detailed status information can be verified in the EMS. Customer payment history including balance due, late fees/fine increments, adjustments, additional fees, and refunds are detailed in the citation record. Also, the City has access to robust online financial reporting of the data points listed. Display details and data points are configurable by the user and can easily incorporate the above information.

Reporting Dashboard • Collection Financial Report

City of Stamford, CT

Search Parameters

Citations Issued Start Date: 1/1/2022

Citations Issued End Date: 9/1/2022

Run Report Export

Citation Number	Citation Date/Time	Make	Plate	State	Stage	Status	Sent	Recalled	Paid	Paid by CBA	Paid by IPS	Due
3048226	1/10/2022 10:11 AM	Toyota	8CKA631	CA	RO ACQUIRED	OPEN	5/11/2022 3:01 AM		\$0.00	\$0.00	\$0.00	\$80.00
3048220	1/10/2022 10:12 AM	Honda	7FUS892	CA	RO ACQUIRED	OPEN	5/17/2022 3:00 AM		\$0.00	\$0.00	\$0.00	\$70.00
3048238	1/10/2022 2:54 PM	Chevrolet	JDL37	FL	RO ACQUIRED	OPEN	5/11/2022 3:01 AM		\$0.00	\$0.00	\$0.00	\$170.00
3036255	1/11/2022 1:02 PM	BMW	7GAD226	CA	RO ACQUIRED	OPEN	5/12/2022 3:01 AM		\$0.00	\$0.00	\$0.00	\$80.00
3036257	1/11/2022 1:04 PM	Toyota	7LMX502	CA	RO ACQUIRED	OPEN	5/12/2022 3:01 AM		\$0.00	\$0.00	\$0.00	\$80.00
3038261	1/11/2022 1:08 PM	Nissan	8XMT595	CA	RO ACQUIRED	OPEN	5/12/2022 3:01 AM		\$0.00	\$0.00	\$0.00	\$80.00
3036266	1/11/2022 1:15 PM	Hyundai	7ZZG688	CA	RO ACQUIRED	OPEN	5/12/2022 3:01 AM		\$0.00	\$0.00	\$0.00	\$80.00
3048248	1/11/2022 10:33 AM	Honda	6FRK672	CA	RO ACQUIRED	OPEN	5/12/2022 3:01 AM		\$0.00	\$0.00	\$0.00	\$80.00
3026000	1/18/2022 9:40 AM	Mercedes-Benz	8YRU492	CA	RO ACQUIRED	OPEN	5/19/2022 3:01 AM		\$0.00	\$0.00	\$0.00	\$80.00
Totals:	206 Items								\$2,140.00	\$830.00	\$1,310.00	\$21,420.00

The Collection Financial Report provides tracking, reconciliation and fees and more.

4. Ability to perform all maintenance, updates and payments online

IPS complies. All maintenance, updates and payments are made online.

5. Ability to inquire online using a variety of search parameters

IPS complies. Searches can be performed with the Enforcement Management or Permit Management System Smart Search feature to look up records using a citation number, person, permit, license plate, VIN, issue date, status, Registered Owner (RO) information, or location.

6. Ability to generate notices for use in renewal or informational mailings

IPS complies. From the Permit Management System back-office, the City can run a query for permit accounts that are up for renewal and generate renewal notices accordingly. The City will set the print date or email notification date. Once confirmation is provided by

the user and the letters/or emails have been generated the PDFs are made available in the permit system.

7. Integration with the ticket processing system cashiering module, allowing outstanding balances for parking tickets and new permit sales to take place in one transaction

IPS complies. IPS can integrate with any and all industry standard cashiering system or, if desired, can provide our own.

8. Configurable to match existing permit data entry flow, for easy transition

IPS complies. Data entry fields are completely configurable to meet the City's requirements.

9. Allows for the interface with other systems

THIRD-PARTY INTEGRATION

In today's integrated computing environment, it is more important than ever to, not only have our own state-of-the-art technologies but also seamlessly integrate with other third-party systems. That is why the IPS team of software engineers has created a rapid development process. This allows IPS to deliver accurate integrations with popular third-party application programming interfaces (APIs) in record time. It also allows IPS to educate and guide vendors on creating open, yet secure software systems that allow for a wider clientele base.

Using this technology foundation, we have created a solution that is quick, easy, and seamless, allowing for integration with an unlimited number of platforms. We pride ourselves on our cooperative nature and our ability to collaborate with any third-party application. We encourage new partnerships and look forward to our continued work with our existing integrations and partnerships.

Systems we have current integrations with include but are not limited to:

- PeopleSoft
- TouchNet
- Elavon
- CashNet
- Tyler Systems
- Tiburon RMS
- JEMS Judicial Data Management
- PCS Mobile (Genetec AutoVU) LPR
- National Law Enforcement Telecommunications System (NLETS)
- CA Department of Motor Vehicles
- Quickbooks
- Amazon

- A number of in-house cashing and billing management systems
- Paylock
- Barnacle

10. Ability to intergrade with various LPR systems, including Genetec.

LICENSE PLATE RECOGNITION (LPR)

IPS can integrate our Enforcement and Permit Management Solutions with any License Plate Recognition (LPR), including Genetec to form a fully comprehensive, advanced, virtual permit and citation management system. This capacity to integrate with any LPR platform means that we have the unique ability to design our system to, just about, any need and/or specification. Our exclusive LPR partnerships allow for access to the best this industry has to offer in LPR technologies:

- Fixed LPR cameras systems
- ALPR vehicle camera systems
- Garage parking systems
- Virtual permitting
- Virtual citations
- Scofflaw Alerts
- Boot Alerts
- Overtime Zones and Alerts
- Comprehensive real-time Reports

11. Ability to utilize assign/allocate multiple permits to a single address

IPS complies. Multiple permits can be assigned to a single address.

12. Ability to assign multiple vehicles to a single permit tag (carpools, multi-vehicle families)

IPS complies. The EMS has the ability to assign a single permit to more than one vehicle.

13. Allows permit types to be defined with flat-rate, prorated or tiered fee schedules.

IPS complies. The Permit Management back office has the ability to set and configure flat-rate, prorated or tiered fee options for permit types.

14. Integration of vehicle owner information into ticket issuance database

The system integrates with the Connecticut Department of Motor Vehicles (DMV) for real-time validation of vehicle registration information. Additionally, as one of the only vendors listed as an Authorized NLETS (National Law Enforcement Telecommunications System) Partner, IPS customers can obtain out-of-state Registered Owner (RO) information from all 50 states. DMV requests for registered owners are submitted each business day. Most

registered owner information is retrieved within 48 hours of a citation being entered. The Enforcement Management System interfaces with the Connecticut DMV and The National Law Enforcement Telecommunications Service (NLETS).

15. The resident permit application must be capable of generating various mailings that can be merged with the name and address file of the system.

IPS complies. The Permit Public System allows for resident applications to generate mailings merged with the name and address in the system.

16. Capable of providing Residential Visitor passes, as well as temporary Residential Permits

IPS complies. The Permit Public Portal makes it easier than ever for your residents and frequent visitors to purchase permits, temporary permits, and renew parking permits online. The customer-facing website conveniently allows users to review rates and availability, apply for a permit, upload verification documents, and pay online.

17. The resident permit application must provide the ability for applicants to register on-line, with the controls to ensure any delinquencies of tickets and/or taxes are paid first.

IPS complies. Residents have access to online registration and permit ordering. The resident can add, edit, or delete vehicles from their registered account in the Permit Public Portal. Residents can also view delinquent tickets and/or taxes. Editable fields are configurable based on the City's guidelines.

TERMS & CONDITIONS ?

I have read/agree with the [terms and conditions](#)

USER INFORMATION ?

First Name: Last Name:

Home Address: Language:

Email: Mobile:

Confirm Email: Confirm Password:

Confirm Password:

Email address will be assigned as the Username

VEHICLE(S) ?

After adding or updating vehicles, please click on the Save button below to save your changes.

[Contact Us](#) [Support/Video Tutorials](#) [Terms/Privacy](#)

In using this tool, I confirm that the information entered above is from my personal billing statement. If it is not, I confirm that I am authorized by the account holder to complete this form on their behalf.

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The Permit Registration page is easy for citizens to complete.

18. Management reports must be provided relating to the functions of this program as designated by the City of Stamford.

IPS complies. IPS provides access to a full set of robust, pre-defined reports designed to provide full transparency and accountability in order to meet any objective. Below is a sample list of the reports currently available in the report library that can be generated for any date range selected by the City. All reports can be exported into various formats, including XLS, CSV, and PDF. Please see the Appendix for a list of sample reports. Just a few examples of the types of reports that can be customized and exported are on the following page:

- Active Permits
- Permits Purchased/Canceled
- Permits by Type and Location
- Outstanding Payments
- Permits by Autopay
- Pending Fulfillment
- Pending Refund

- User Audit Report
- Daily Settlements
- Monthly Billing Report
- Waitlist

In addition, this fully automated parking permit system must have the ability to print address labels for all correspondence by permit number range. The system will have the ability to inquire on permit data by street address, name, and permit number. The inquiry function must be able to accept a partial search. Permit data must be able to be updated real-time. Permit system must accept new permits and provide a function that interfaces with the ticket system to inquire for delinquent tickets. The permit system must have the flexibility to allow the user to issue or not issue (based on supporting documentation) new permit.

IPS complies. The City has full access to managing parking permits by zone, name, address, account number, and status which is updated in real-time. The Permit Management System Interfaces with the Enforcement Management system to inquire about citations. Users have the flexibility of issuing or not issuing a permit as well as print address labels.

TOWING

The successful proposer must provide the capability of providing networking services for the City's authorized agent/s regarding towing and booting. Paylock is currently the authorized booting agent of the City of Stamford.

IPS complies. IPS can integrate our Enforcement Management Solution with mobile Automatic Number-Plate Recognition (ANPR) or mobile License Plate Recognition (LPR) providers and booting companies, including the City's current vendor, Paylock, to form a fully comprehensive, advanced, citation management system which supports the City's desired boot and tow program.

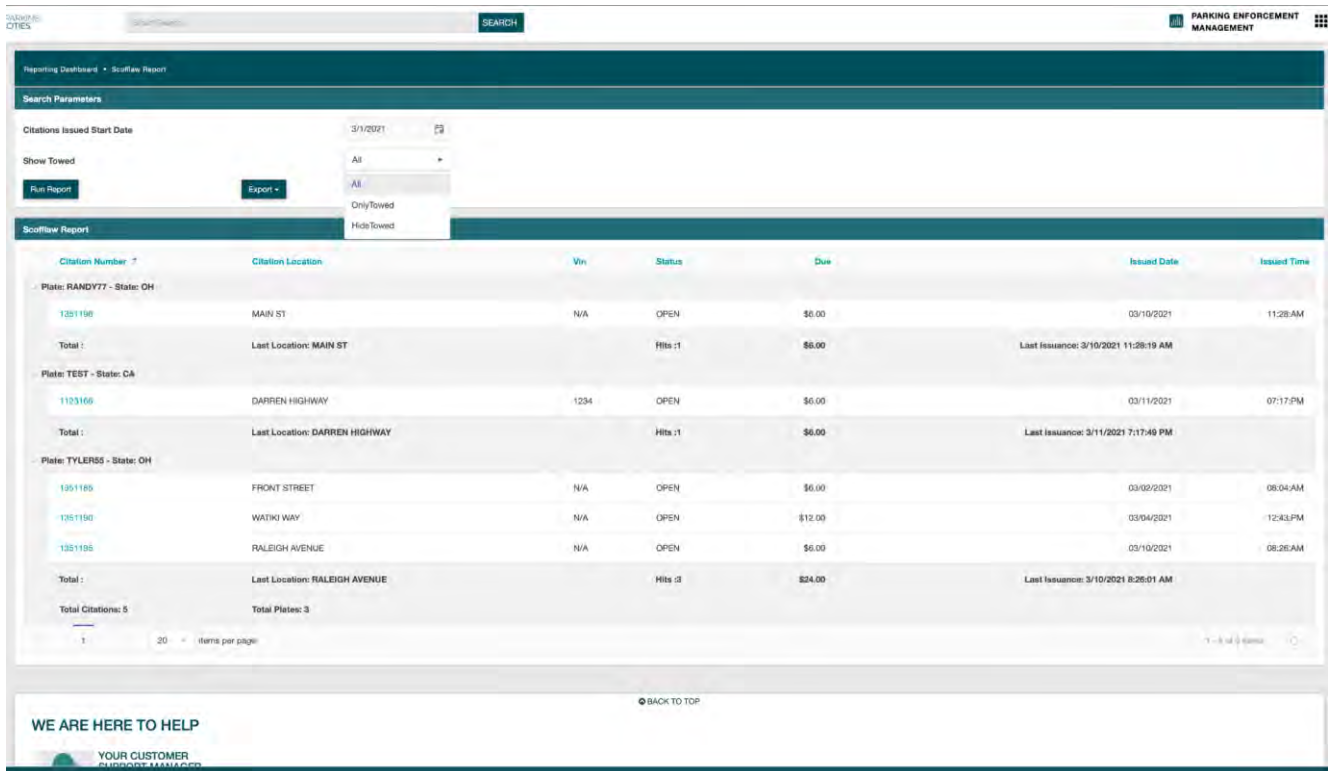
The System shall enable the City's parking staff to perform the following on-line inquiries, updates, and processes:

On-line inquiry of habitual violator status within the ticket database;

IPS complies. When the officer types the plate number into the mobile handheld unit or EMS, any applicable alerts including scofflaw, habitual offender, meter status and customized alerts, will display. Alerts are color-coded to allow for easy violation identification.

Lists of violators eligible for towing;

IPS complies. The Enforcement Management System (EMS) has a standard report that the City can use to show a list of eligible violators.



Ability to track authorization of tow by individual

IPS complies. Through the EMS users can track the status of boot/tow records by individual, among many other data points.

Upload of scofflaw lists to handheld ticket issuance computers

IPS complies. Citations are automatically uploaded and transferred to the Enforcement Management Solution (EMS) from the handheld unit.

Inquiry by:

- License plate number
- Vehicle owner's name
- Vehicle Identification Number (VIN)
- Ticket number
- City of residence

IPS complies. The Enforcement Management System (EMS) Smart Search feature through the search bar has the functionality to scan records intuitively based on the information

requested above. Admin Users can use the search bar to look up records using a citation number, license plate, VIN, Registered Owner (RO) information or location.

This module must include the ability to integrate and update, on a daily basis, motor vehicle taxes due along with outstanding parking tickets. Data sent must be compatible with the City 's LPR system.

IPS complies. Citations use real-time syncing and connectivity to update taxes and outstanding parking violations. IPS can integrate with any LPR system including the City's vendor Genetec which IPS already have an integration.

In an effort to provide increased levels of customer service to those individuals who have been towed, the City requires the capability of accepting payment for all fees due (tickets, boot/tow fee, and/or taxes) at the point of vehicle impoundment. This requires a real time online cashiering terminal with the same online capabilities as those found within City offices. All information required for the release of a towed vehicle should be available at this terminal. This terminal should have the ability to accept cash, credit and debit cards.

IPS complies. IPS will supply the City of Stamford with a real-time online cashiering terminal. The kiosks are ideal for 24/7 unattended operation and will reduce foot traffic in the City's payment desks. All of the information required for the release of the towed vehicle is available at the terminal. The terminal accepts cash, credit and debit cards.



Kiosks are an easy self-service solution to expedite the payment process for citizens.

This terminal, placed at the authorized agent location(s), should maintain the same level of reporting capabilities as those placed at City of Stamford offices and shall be password level protected to allow access to specific modules as determined by the City of Stamford.

IPS complies.

BOOTING

The City currently uses Paylock as their self-release booting subcontractor. The prosper's system shall enable the City's parking staff to perform the following on-line inquiries, updates, and processes:

On-line inquiry of habitual violator status within the ticket database;

IPS complies. When the officer types the plate number into the mobile handheld unit or EMS, any applicable alerts including scofflaw, habitual offender, meter status and customized alerts, will display. Alerts are color-coded to allow for easy violation identification.

Lists of violators eligible for booting;

IPS complies. The Enforcement Management System (EMS) has a standard report that the City can use to show a list of eligible violators.

Upload of scofflaw lists to handheld ticket issuance computers

IPS complies. Citations are automatically uploaded and transferred to the Enforcement Management Solution (EMS) from the handheld unit.

Inquiry by:

- License plate number
- Vehicle owner's name
- Vehicle Identification Number (VIN)
- Ticket number
- City of residence
- Make and Model

IPS complies. The Enforcement Management System (EMS) Smart Search feature through the search bar has the functionality to scan records intuitively based on the information requested above. Admin Users can use the search bar to look up records using a citation number, license plate, VIN, Registered Owner (RO) information or location.

Both the Tow and Boot system modules will enable the City of Stamford, its towing and booting contractors to track the status of vehicles from the point of apprehension to the point of release or disposal. All data must be compatible with the City's LPR system. The requisite notices will be generated at designated milestones within the City's custody of the vehicle.

IPS complies. IPS Enforcement Management System (EMS) integrates with Risetek and Barnacle or any vendor chosen by the City of Stamford. The City's users can track the status of boot/tow records, among many other data points. Accessible via the web, the EMS

displays boot and tow information in real-time. All data is compatible with the City's LPR system, Genetec. Notices will be generated according the City's schedule.

ON-LINE CASHIERING

The proposer shall provide the ability to install on-line cashiering equipment at the City's Accounts Receivable Department for accepting over-the-counter payments for tickets and residential permits, providing receipts, updating the ticket status, and controlling and balancing cash receipts. The equipment shall operate in a real time on-line mode and shall enable user access to the ticket number, permit number, license plate number, and vehicle owner name. The equipment shall apply all payments and adjustments directly to the database on a real-time basis.

IPS complies. IPS will supply the City of Stamford with the online cashiering equipment for accepting over-the-counter payments, receipts, updating citation status, and balancing receipts. The equipment operates in real-time and interfaces with the IPS Enforcement Management System (EMS).

The equipment shall be equipped in such a manner as to provide continuous cashiering operations in case of computer or communication outages.

IPS will comply.

The cashier equipment shall enable the user to perform the following transactions:

- Payment of an individual ticket, beach permit, garage/lot permit or residential parking permit.
- Payment of selected tickets issued to a given license plate.
- Payment of all tickets issued to a given license plate number with a single entry.
- Payment of all boot, impoundment and storage fees.
- Printing of a receipt, which displays all tickets or permits paid and total amount paid.
- Display of fund totals collected by cashier in the following categories: cash, check, money order, and credit card.
- Adjustments of amounts paid.
- Listing of all payment and adjustment entered.

IPS complies. The cashiering equipment has the capabilities to perform all of the transactions listed above.

Audit Control Facilities – The cashiering equipment shall possess the following audit control features:

- Balancing a computer-produced cashiering report to the log printed on the cashiering terminal.
- Password sign-on, by operator.
- Daily balancing of separate reports by individual operators.
- Segregation of cash, check, and money order, receipts in balancing totals.
- Operator ID retained in every transaction.

IPS complies. The cashiering system has the capabilities to perform all of the transactions listed above.

COLLECTION FOLLOW UP

Proposer must provide ticket collection services to the City. Proposer will be responsible to program all required fine and penalty escalation logic in accordance with Stamford Municipal Code of Ordinances. All notice language will be programmed in accordance with Stamford specifications for the various types of notices.

IPS complies. IPS provides collection services to enter fine and penalty escalation log according to the City's requirements. IPS will work with the City to program all notice and letter language to the City's specifications.

The following data will be included on the Stamford notices:

- a. Notice number
- b. Mail date
- c. Ticket issue date and time
- d. Ticket number
- e. Location of violation
- f. Violation code
- g. Fine amount
- h. Penalty amount
- i. Total due for all listed tickets
- j. All tickets and motor vehicles taxes due for the plate holder on all vehicles k. Other (capability to add additional data line at a later date)

IPS complies. All of the above data (a. - j.) will be included in the notices.

In conjunction with the generation of Notices, a Notice Register will be generated listing, by state/plate, all tickets for which a notice is prepared. Information contained on the notice register will reflect the information contained on the notice.

IPS complies. The EMS provides a two standard reports for notices; Notice Pending and Notice Completed.

Citation Number	Issue Date	Plate	VIN	VIN4	Location	Notice Pending Created At	Stage	Status	Total Amount Due
3230351	01/05/2023	6JCM544			DH District H	01/05/2023	VOID	CLOSED VOID	\$35.00
9520287	01/09/2023	8A25V112			Civic Center Drive	01/09/2023	RD PENDING	OPEN	\$100.00
9533943	01/09/2023	1E25712			Civic Center Drive	01/09/2023	RD PENDING	OPEN	\$35.00
3825644	01/09/2023	7XN6876	28790	4788	148 Street (East)	01/09/2023	PAYMENT PLAN REQUESTED	SUSPENDED PAYMENT PLAN	\$275.00
9522955	01/09/2023	9B49612			CLEVELAND AVENUE	01/09/2023	PAID IN FULL	CLOSED PAID	\$0.00

The Notice Pending Report provides the Date of Notice, Citation Number, Issue Date, Plate Number, VIN, and Location

Each plate holder's file must contain documentation of all noticing.

IPS complies.

SYSTEM IMPLEMENTATION, TRAINING, AND MAINTENANCE

The proposer Shall:

Below we have provided an overview of an implementation plan for Enforcement and Permits.

IPS will work closely with the City to ensure a seamless implementation of the Enforcement Management System. Cathy Bock, Project & Account Manager, will be responsible for managing the project for the City through all stages of the implementation and throughout the life of the project.

Cathy will oversee the integrity of the service and performance. All Key Personnel are fully proficient in our services and system with over 30 years of total combined years of permit processing experience. All steps will be documented to ensure that each step is completed in a timely and accurate manner.

The below standard operating procedure (SOP) is based on the best estimates of the time required to implement the IPS Enforcement Management System. Generally, an

implementation is achievable within 90 days or less. However, IPS strives to beat these timelines; in many cases, we can accomplish a go-live in 45 days or less.

*IPS will comply with all local and state health and safety guidelines in place at the time of any in-person visits to the City.

IMPLEMENTATION PLAN - ENFORCEMENT

TASK	TARGET TIMELINE
Equipment	4-6 Weeks
Hardware Order and Shipment	
Citation Paper Proof	
Citation Paper Order	
Data Acquisition	1-2 Weeks
Location Data	
Violation Data	
User / Officer Data	
Other Business Rules	
Data Conversion	6-8 Weeks
*Conversion of Existing Data	
Training and Installation	1-2 Days
Onsite Installation and Training	
Other Processes	1-2 Weeks
Export Build and Testing (if applicable)	

*Conversion Data is a set of existing (open, closed, and archived) data that the City owns. This data can be quite extensive and therefore IPS has a strict protocol that we follow to ensure a seamless conversion process. This unique protocol gives IPS the ability to guarantee absolutely minimal downtime through our entire implementation process.

IMPLEMENTATION PLAN - PERMITS

TASK	TARGET TIMELINE
Data Acquisition	1-2 Weeks

Location Data	
Permit Types/Permit Sub-Types	
Other Business Rules	
Data Conversion	6-8 Weeks
Integrations of Enforcement, LPR, meters	
*Conversion of Existing Data	
Training and Installation	1-2 Days
Onsite Installation and Training	
Other Processes	1-2 Weeks
Export Build and Testing (if applicable)	

*Conversion Data is a set of existing (open, closed, and archived) data that the City owns. This data can be quite extensive and therefore IPS has a strict protocol that we follow to ensure a seamless conversion process. This unique protocol gives IPS the ability to guarantee absolutely minimal downtime through our entire implementation process.

1. Conduct site surveys and prepare sites as necessary for installation and operation of the system

IPS complies. IPS will work closely with the City to implement the project.

2. Oversee installation of required communication lines.

IPS complies. Cathy Bock, Project and Account Manager, will be working with the City to management the project throughout the implementation.

3. Install all hardware and software at the City sites manually agreed upon, in conjunction with City Information Technology staf, and initialize the System.

IPS complies.

4. Perform unit and interface tests on the installed hardware and communication lines

IPS complies. As part of the implementation, IPS performs export builds and testing.

5. Develop a test system designed to aid in the training of various personnel throughout the implementation and operations phase of the project. This system shall be separate form, but parallel to, the operational version of the system to facilitate hands-on training without the possibility of inadvertently affecting live data on the actual production database.

IPS complies. IPS has a number of full-time individuals dedicated to helping you throughout the conversion process. We utilize a unique process of expediting the conversion data by working test data prior to the live exchange. The test system is a separate system but runs parallel to the operational version.

6. Develop user manuals containing procedures relating to the ongoing operation of the system

IPS complies. User manuals are provided for reference material in hard copy and digital versions.

7. Train specified City personnel in the use of the system. Conduct ongoing training of City staff in the operation and maintenance of the system

TRAINING PROGRAMS

IPS WILL PROVIDE AS MUCH TRAINING AS REQUIRED

IPS will provide all necessary training (both on-site and web-based) as required by the City including additional and customized sessions before and after deployment. Additionally, IPS can provide multiple trainers if necessary. Most IPS training sessions are a combination of onsite classroom training and hands-on use of enforcement management systems. Manuals are provided for reference material. As new features are deployed, additional training sessions can be established at mutually agreeable times to provide updates and refresher training. The following pages include our standard training subjects. A complete training schedule with an agenda will be constructed and approved by the City if awarded.

TRAINING SUBJECT: ENFORCEMENT	
Element	Description
Subject Matter	Training will demonstrate meter flexibility and configuration options that can be used to make enforcement as easy as possible.
Primary Audience	Enforcement Staff / Supervisors, Adjudication Staff
Training Hours per Student	1-2 hours per session
Students Eligible to Train	8-10 per session, no limit to number of total students
Proposed Schedule	Post-installation
Location of Training	Enforcement staff offices or location TBD
Training Provided By	Local Field Service Technician

TRAINING SUBJECT: HANDHELD HARDWARE/MOBILE ENFORCEMENT SYSTEM (MES)	
Element	Description
Subject Matter	To introduce enforcement officers to handheld hardware and software use. Training includes basic handheld use and operating features related to issuing a citation, taking photos of vehicles in violation, use of the chalking feature,

	and use of Meter Guided Enforcement. First-line troubleshooting and basic repair are also included. Session also includes FAQs and Q&A sessions.
Primary Audience	Officer staff responsible for issuing citation
Training Hours/Student	1-2 hours per session
Students Eligible to Train	No limit to the number of total students
Proposed Schedule	Prior to and during installation
Location of Training	City determined location TBD
Training Provided By	IPS Group System Support Specialist/Local Field Service Technician

TRAINING SUBJECT: ENFORCEMENT MANAGEMENT SYSTEM (EMS)

Element	Description
Subject Matter	To introduce City staff to the Enforcement Management System (EMS) used to track the entire lifecycle of parking citations. Training includes a review of citation data, adjudication, payment, DMV communications, and reporting. Training includes an overview of the various system functions related to citation changes and updates. Session also includes FAQs and Q&A sessions.
Primary Audience	Office staff having interaction with public inquiries and any City employee needing access to citation information.
Training Hours/Student	1-2 hours per session
Students Eligible to Train	No limit to the number of total students
Proposed Schedule	Prior to and during installation
Location of Training	City determined location TBD
Training Provided By	IPS Group System Support Specialist/Local Field Service Technician

TRAINING SUBJECT: PERMIT MANAGEMENT

Element	Description
Subject Matter	To introduce the staff to the use of the permit management system. Training includes how to register and purchase a permit on a public portal, back-office approvals, and other options, and permit reports.
Primary Audience	Staff responsible for managing permits
Training Hours per Student	1-2 hours per session
Students Eligible to Train	No limit to the number of total students
Proposed Schedule	Prior to and during installation
Location of Training	Webinar
Training Provided By	IPS Group Support Specialist

8. create and validate databases

IPS will comply.

9. Affect a transfer of data from the current Vender's system. The proposer shall provide a complete schedule and report, based on its experience and expertise, of how to convert the entire system, including all historical data and electrical requirements of the site.

DATA MIGRATION

IPS will work with your existing data to analyze and convert it as required. Neither the City nor the previous vendor are charged by IPS for data conversion. We can assist the former incumbent to obtain and transfer data in a streamlined process.

IPS understands how critical this data conversion is to the success of your project and it is our promise to provide you dedicated care and communication throughout the entire conversion process.

IPS has several full-time individuals dedicated to helping you throughout the conversion process. We utilize a unique process of expediting the conversion data by working test data prior to the live exchange. All these processes are accomplished and continuously supported to maintain the integrity of your data; all while minimizing operational and customer service disruptions.

Below is a detailed list of tasks needed by the City prior to implementation:

- Fill out setup document.
- Supply user lists.
- Fill in documents to retrieve vehicle registered owner data from the DMV and/or NLETS.
- Provide a list of surcharges.
- Work with IPS to create custom citation paper, and notices.
- Help IPS setup the City's merchant accounts.
- Supply a Violation Schedule.
- Optional: Supply location list, citation comment list, citation private comment lists.
- If applicable, IPS will need someone to provide the Historical Citation Data to import into the City's system.

We recommend converting all citation issued within the last five years. This will ensure that you will be able to generate statistics and reports against a complete data set. IPS is happy to accommodate a smaller conversion should that be the desired direction.

DATA MIGRATION TIMELINE (ESTIMATED)

CONVERSION TASK

Subtask	Duration	Sample Start Date	Sample End Date
Conversion Data Analysis	14	10/30/2023	11/14/2023
Data file(s) request	1	10/30/2023	11/1/2023
Data file(s) receipt	5	11/1/2023	11/6/2023
Data file(s) initial analysis	1	11/6/2023	11/7/2023
Data file(s) Q&A with existing vendor	1	11/7/2023	11/8/2023
Answer(s) received from existing vendor	1	11/8/2023	11/9/2023
Import into test database	1	11/9/2023	11/10/2023
Follow up Q&A with existing vendor	1	11/10/2023	11/11/2023
Conversion algorithm modification	1	11/11/2023	11/12/2023
Reload conversation data into test DB	1	11/12/2023	11/13/2023
Analysis of loaded data	1	11/13/2023	11/14/2023
Live Data Conversion	18	10/31/2023	10/18/2023
Receipt of live data	1	10/31/2023	10/1/2023
Data analysis	1	11/1/2023	11/2/2023
Follow up Q&A with existing vendor	1	11/2/2023	11/3/2023
Answer(s) received from existing vendor	1	11/3/2023	11/4/2023
Import into live database	1	11/4/2023	11/5/2023
Year 1 data loaded	5	11/5/2023	11/10/2023
Year 2 data loaded	1	11/10/2023	11/11/2023
Year 3 data loaded	1	11/11/2023	11/12/2023
Year 4 data loaded	1	11/12/2023	11/13/2023
Year 5 data loaded	5	11/13/2023	11/18/2023
Final Review	8	11/18/2023	11/26/2023
Final analysis	2	11/18/2023	11/20/2023

Client analysis	2	11/20/2023	11/22/2023
Vendor sign off	2	11/22/2023	11/24/2023
Client sign off	2	11/24/2023	11/26/2023

10. Start up and monitor the entire System, taking immediate corrective action on areas that are not operating in accordance with the requirements contained herein.

IPS will comply.

11. Provide system management reports to the City on a regular basis to aid in monitoring system performance.

IPS will comply. IPS provides access to a full set of robust reports designed to provide full transparency and accountability in order to meet any objective. Please refer to the Reports section for more detailed information.

12. Respond immediately to reports from the city of system failure and take corrective action. Proposer will be responsible for all revenue lost due to untimely response to system failures.

IPS complies. IPS offers customer service resources with in-depth system knowledge around the clock to ensure you get what you need, fast. Our team of experts is available via a telephone-based help desk during normal business hours from 8 a.m. to 5 p.m., Monday through Friday. We also offer after-hours/emergency technical support to maintain constant coverage. Upon entering a contract, IPS will provide contact information for all IPS senior staff.

MONTHLY/OTHER MANAGEMENT MEETINGS

1. The Respondent must be available to have quarterly meetings

IPS will comply.

2. The Respondent must provide the technical services and when required to come to the City to rectify and issues in which any system/module is not working and in which the City/vendor is unable to transact business

IPS will comply.

REPORTS

Proposer shall provide a full complement management reports for the City of Stamford. Time range on these reports shall be available for any desired range of the City's choosing. The City shall have full accessibility to all data at all times. The Proposer shall provide in its

proposal examples/samples of all standard reports in its database, including electronic online reports, as well as on the following page:

IPS provides access to a full set of robust, pre-defined reports designed to provide full transparency and accountability in order to meet any objective. Pre-defined reports include:

- Citation Issuance
- Officer Activity
- Financials/Revenue
- Adjudication
- Collections

Additionally, we provide the ability to customize reports to the City's preference, which can be saved for consistency and future use. The City will have full control of reports to display only the data needed, in an easy-to-read and interpret layout. All reports can be exported into various formats, including XLS, CSV and PDF.

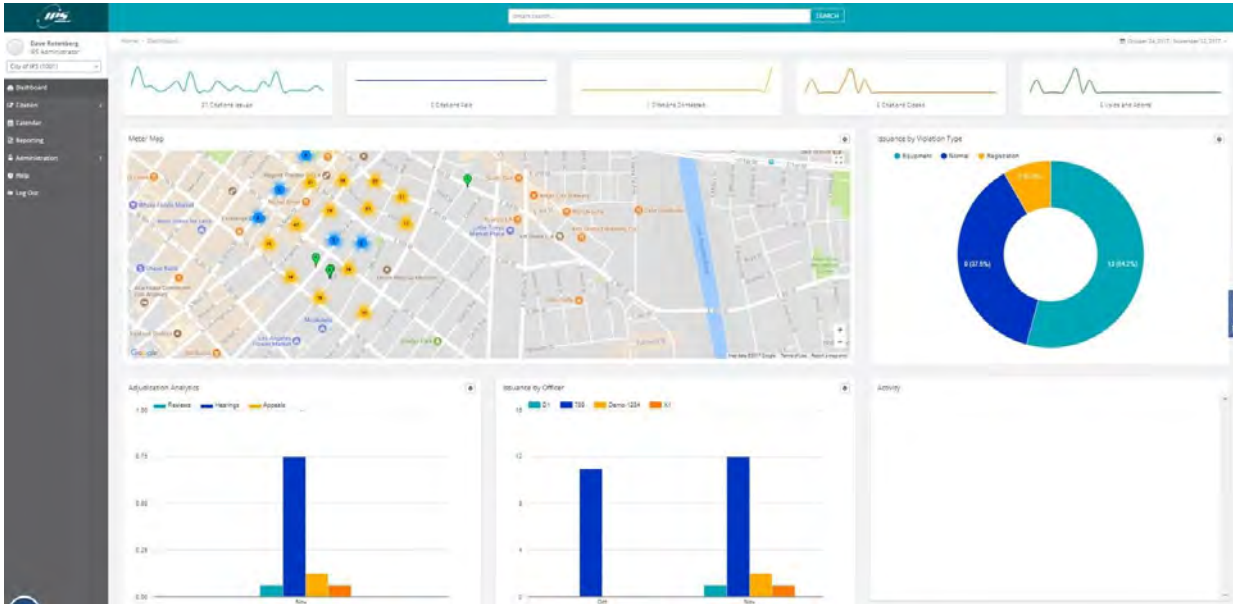
Below is a list of the reports currently available in the report library that can be generated for any date range selected by the City. Custom reports can be added per the City's request.

- Revenue by Source
- Monthly Citation and Revenue Activity
- Officer Citation Issuance Summary
- Violation by Officer Analysis
- Violation Statistic Report
- Violation by Officer Analysis
- Adjudication Disposition
- Pending Adjudication
- Scofflaw Report
- Aged Open Citation Receivable Report
- Non-Paid Citation Closure Analysis

SAMPLE EMS REPORTS

EMS DASHBOARD

The IPS Dashboard is the homepage of the Enforcement Management System. The Dashboard gives you stats, maps, and graphs to give you a birds-eye view of all recent activity. This gives you the data you need to make wise allocations of resources. From the Dashboard, you can use the Smart Search feature to look up any records for viewing, editing, and/or processing. Please refer to the EMS screenshot on the following page.



REPORTS DASHBOARD

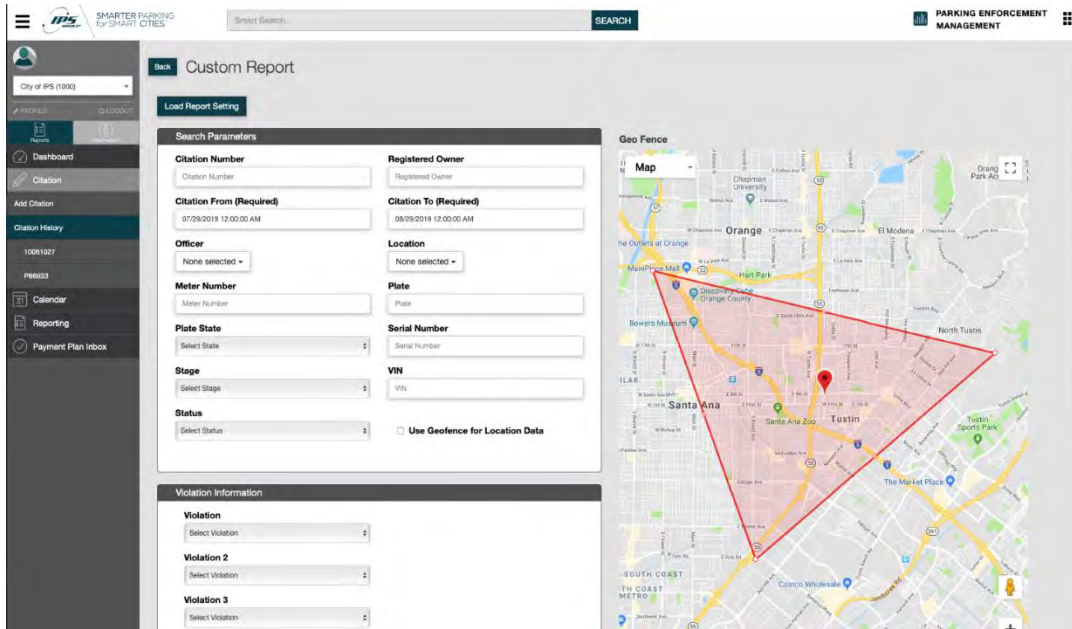
The Reports Dashboard gives you quick access to all the available reports. You can add reports to your favorites so that you do not have to go searching for the reports. If you do not see a report that matches your needs, the system gives the user the ability to create custom reports

The Reports Dashboard is organized into several sections:

- FAVORITE REPORTS:** A section for saving frequently used reports, currently showing 'No saved reports' and a '+ Create Custom Report' button.
- MONTH END SNAPSHOTS:** A list of reports for monthly analysis, including:
 - All Month End Snapshots
 - Collection - Payment Report
 - Credit Card Payments Report
 - Credit Card Settlement Batch Report
 - Credit Card Settlement Report
 - Lockbox Payment Report
 - Monthly Billing Report
 - Over Payment Report
 - Pending Refund Report
 - Processed Refund Report
 - Revenue By Source Report
 - Surcharge Report
 - Under Payment Report
- FINANCIAL:** A list of financial reports, including:
 - Agency Payments Report
 - Cash Payments Report
 - Check Payments Report
 - Citation Reduction Report
 - Collection Payment Report
 - Credit Card Payments Report
 - Credit Card Settlement Batch Report
 - Credit Card Settlement Report
 - Lockbox Payment Report
 - Monthly Billing Report
 - Monthly Citation and Revenue Activity Report
 - Over Payment Report
 - Payments Entered by Current User Report
 - Pending Refund Report
 - Processed Refund Report
 - Revenue By Source Report
 - Surcharge Report
 - Under Payment Report
 - DMV Hold Report
 - DMV Payment Report
 - DMV Release Report
- CITATIONS:** A list of citation-related reports, including:
 - Approved Citation Analysis Report
 - Adjustment Disposition Report
 - Agent Open Citation Receivable Detail Report
 - Agent Open Citation Receivable Summary Report
 - Citation Activity and Status Analysis Report
 - Citation Issued Report
 - Citation Issued Report (SIS)
 - Citation Stage Analysis Report
 - Closed Citation Report
 - Dismissed Citation Report
 - NonPaid FOL Closure Report
 - Outstanding Citation Report
 - Paid Citation Report
 - Pending Adjuster Report
 - Surcharge Report
 - Waived and Aborted Citation Report
 - Collection Citation Report
 - Collection Citation Summary Report
 - Collection Citation Monthly Summary Report
- OFFICER:** A list of reports for officer analysis, including:
 - Handheld Ticket Report
 - Officer Citation Issuance Summary Report
 - Issuance By Officer Analysis Report
- FAQ:** A list of frequently asked questions, including:
 - FAQ Report
- TOOLS:** A list of utility reports, including:
 - Report Log Report
 - Duplicate Citation Report
 - Citation Zero Balance Report
 - Citation Late Fee Report

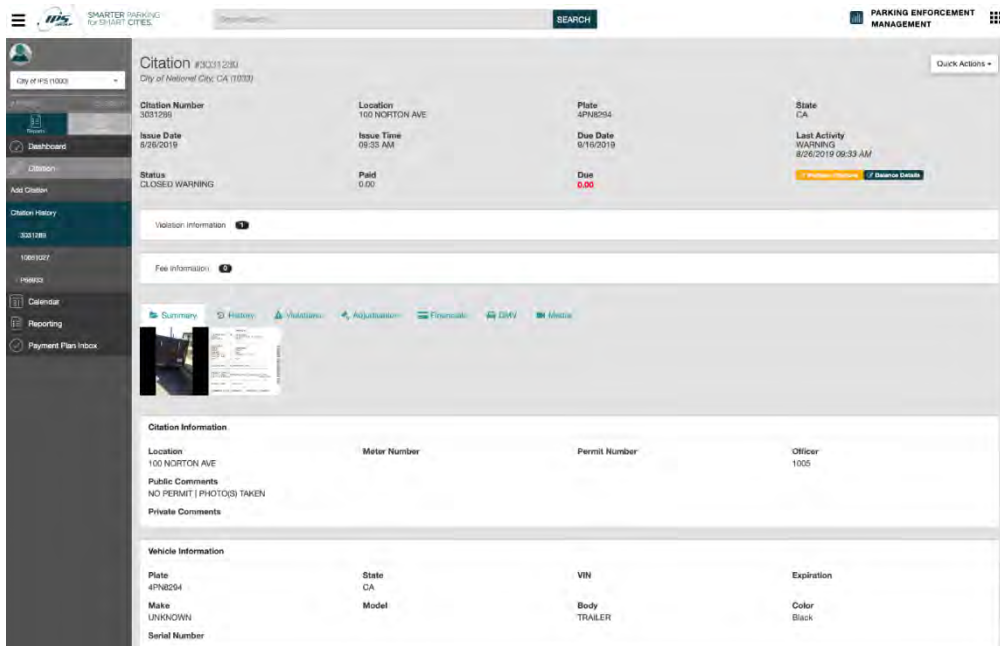
AD HOC/CUSTOM REPORTS

If none of the premade reports fit your unique reporting needs, you can utilize the Custom Report Generator to access all the key data points required for your accounting processes. Save the report for reuse and add the new report to your favorites for quick access



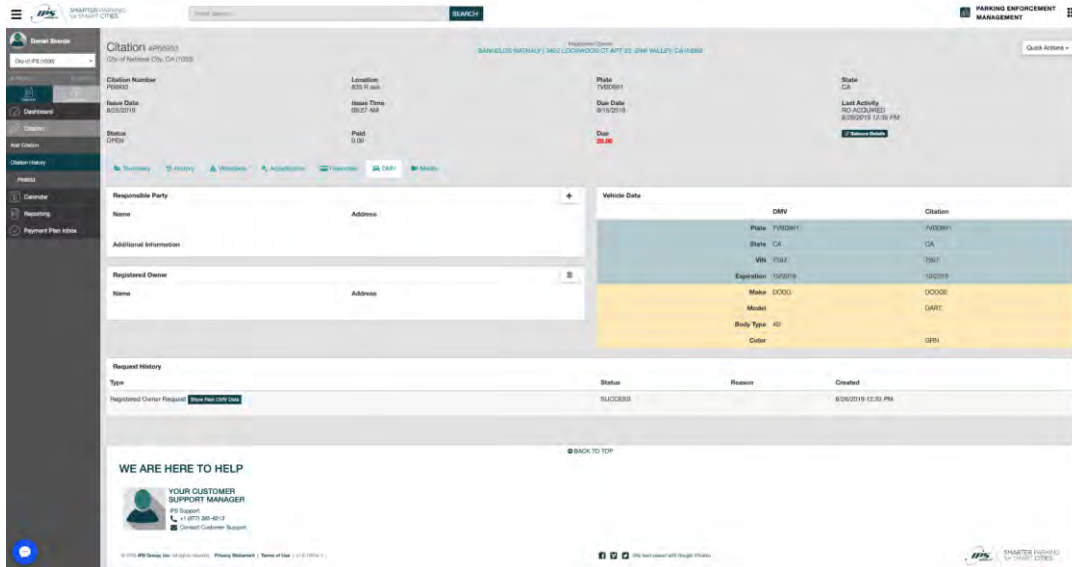
CITATION ADJUDICATION

All levels of Citation Adjudication can be completed within the Enforcement Management System. First-level reviews, Hearings, and Court Adjudications can be completed within the system. All actions associated with the adjudication trigger confirmation emails to the Agency



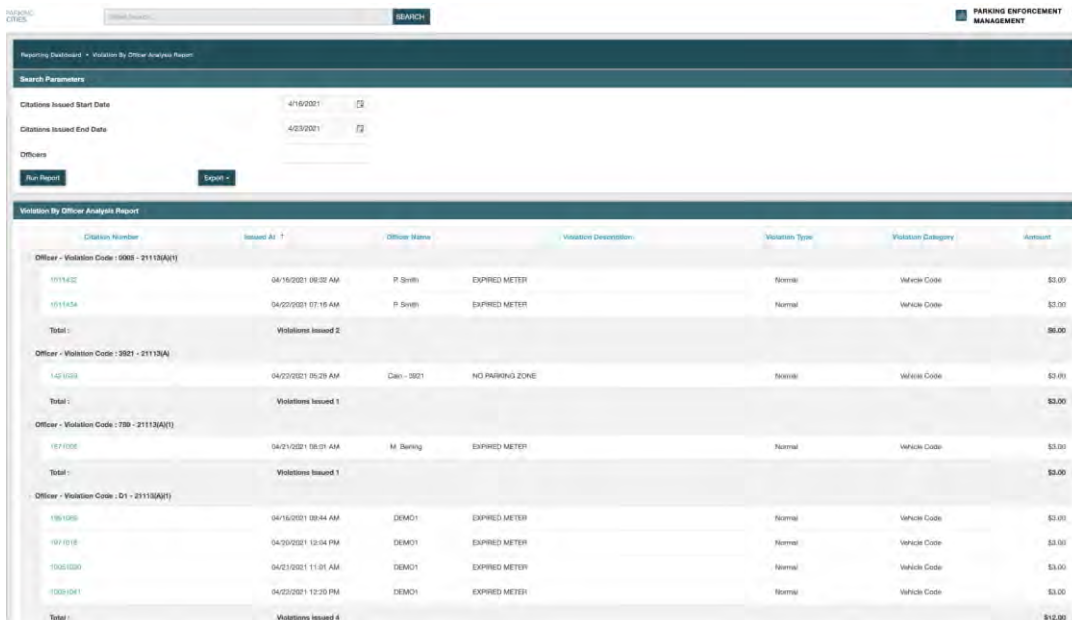
CITATION DMV VEHICLE DATA

The Enforcement Management System will automatically acquire the Registered Owner from your local Motor Vehicle Department, or the NLETS system. From here you can update the record or add a Responsible Party. All activity is logged for Auditing purposes



VIOLATION BY OFFICER ANALYSIS

The Violation by Officer Analysis Report shows which violations the officers are issuing and how many. The report is sortable by any field and exportable to the most common file types



CITATIONS ISSUED

The Citation Issue Report shows you all the citations from the date range of your choosing. Sort by any field and get critical data like Officer, Location, Violation Code, Vehicle Make, Status, Balance due, and more. Click on the citation number to open the citation for further processing

Reporting Dashboard - Citation Issued Report

Search Parameters

Citations Issued Start Date: 8/22/2019
 Citations Issued End Date: 8/29/2019

Citation Issued Report

Citation Number	Citation Date/Time	VIN	Plate	Stage	Status	Vehicle Make	Officer	Location	Violation	Balance
1011235	8/22/2019 8:25:27 AM		ABC123	RO PENDING	OPEN	Toyota	Lassner	ELMHURST AVENUE	21113(A)(1) 5201	\$220.00
1123127	8/22/2019 12:20:54 PM		HHH3333	ABORTED	CLOSED ABORTED		Demo			\$0.00
1123128	8/22/2019 12:23:29 PM		456ABC	RO PENDING	OPEN	Toyota	Demo	IRVINE BOULEVARD	21113(A)(1) 21113(A)(1) 21113(A)(1)	\$420.00
3011234	8/23/2019 3:37:08 PM		TEST123	RO PENDING	OPEN	Kia	Demo	IRVINE BLVD	53-5-225(G)(A)	\$48.00
3011235	8/23/2019 3:43:23 PM		TEST1	RO PENDING	OPEN	Kinetic	Demo	IRVINE BLVD	21113(A)(1)	\$140.00
3011236	8/23/2019 3:43:48 PM		TEST2	RO PENDING	OPEN	Nash	Demo	IRVINE BLVD	21113(A)	\$50.00
3011237	8/23/2019 3:44:16 PM		TEST3	RO PENDING	OPEN	Sabertooth Motorcycles	Demo	IRVINE BLVD	22500.1 CVC	\$129.00

VIOLATIONS BY STATE

Custom Reports can be generated to access out-of-state violations

Custom Report

Load Report Setting

Search Parameters

Citation Number: [Text Field]
 Citation From (Required): 08/29/2019 12:00:00 AM
 Citation To (Required): 08/29/2019 12:00:00 AM
 Officer: None selected
 Meter Number: [Text Field]
 Plate State: [Dropdown Menu]

Registered Owner
 Registered Owner: [Text Field]
 Location: None selected
 Plate: [Text Field]
 Serial Number: [Text Field]
 VIN: [Text Field]

Use Geofence for Location Data

Geo Fence

Map: [Map showing a red polygon over a city area]

Latitude: 33.75797 Longitude: -117.77873
 Latitude: 33.70797 Longitude: -117.84073
 Latitude: 33.77797 Longitude: -117.87973

MONTHLY CITATION AND REVENUE ACTIVITY

Set the date range and the Monthly Citation and Revenue Activity Report shows all the citation data and values that affect revenue

Citation	Count	Value
Citation Number	0	\$475.00
Invalid Citation amount	0	\$200.00
Valid Citation	0	\$7.00
Suspended Citation	0	\$0.00
DMV Vehicle Report	0	\$0.00
Revenue		\$682.00
Correspondence		
Description	Count	
NOTICE	4	

PERMIT REPORTS

The City has full access to online reporting within the Permit Management System to include; active permits, permits purchased, outstanding payments, permit by location, waitlist, pending refund, and more. Reports can be exported and scheduled the same as Citations. Describe how your parking system would provide the various types of reports to the City's customer service and financial staff (e.g., Daily sales reports)

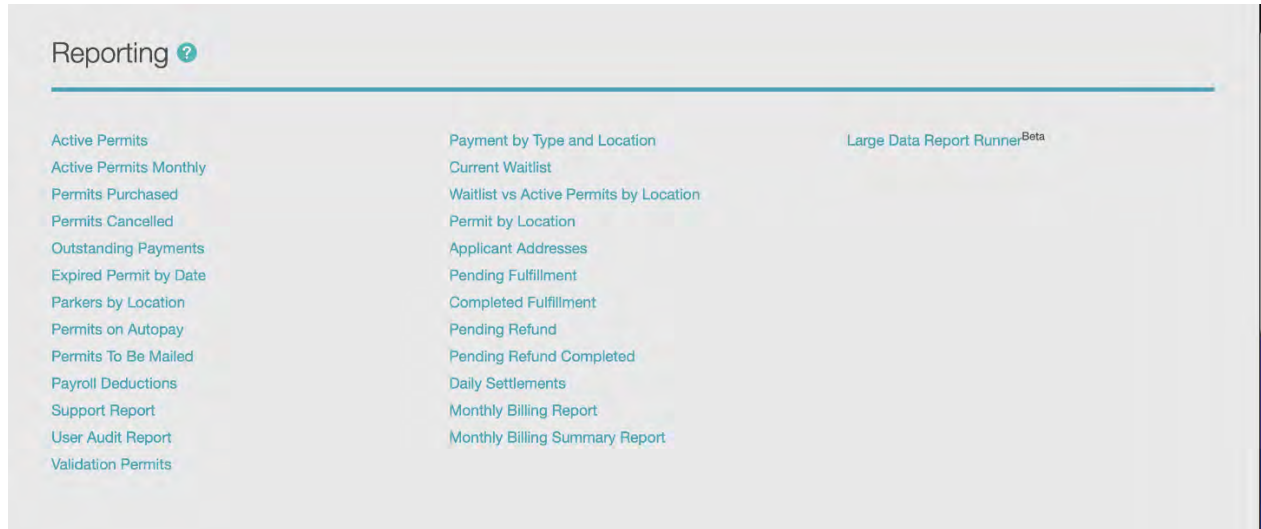
IPS provides access to a full set of robust, pre-defined reports designed to provide full transparency and accountability in order to meet any objective. Below is a sample list of the reports currently available in the report library that can be generated for any date range selected by the City. Custom reports can be added per the City's request.

- Active Permits
- Permits Purchased/Cancelled
- Permits by Type and Location
- Outstanding Payments
- Permits by Autopay
- Pending Fulfillment
- Pending Refund
- User Audit Report
- Daily Settlements
- Monthly Billing Report
- Waitlist

SAMPLE PERMIT REPORTS

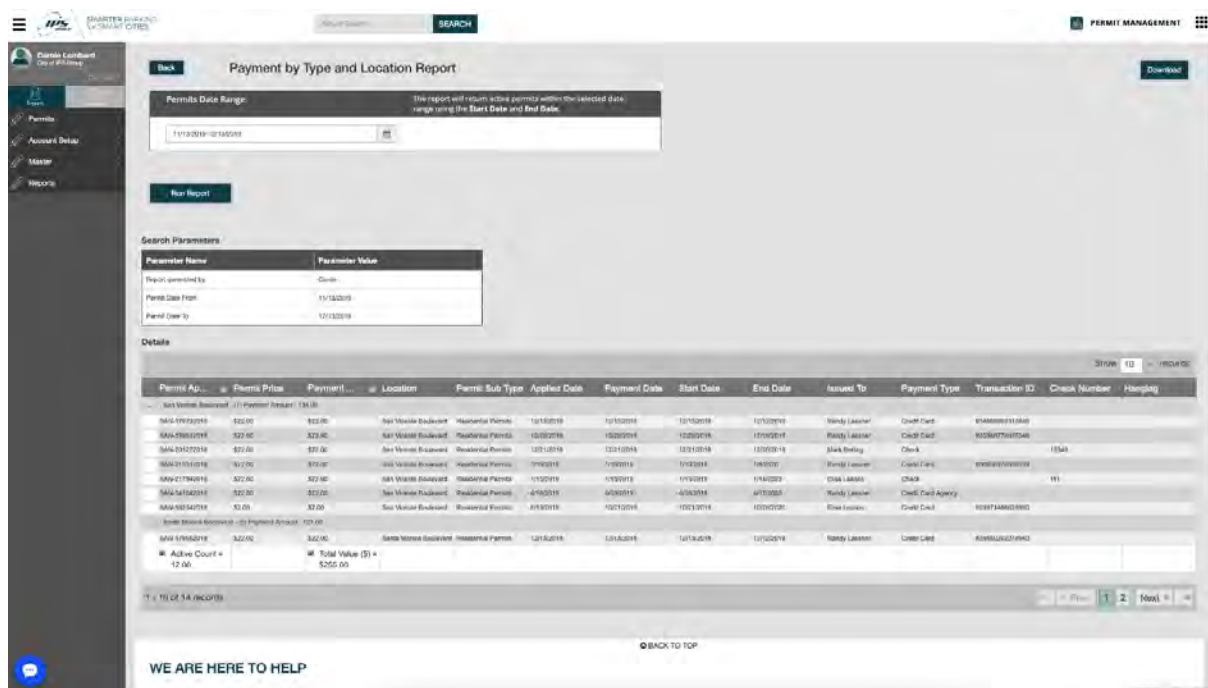
LIST OF STANDARD REPORT

The Permits Dashboard provides various permit activity reports, refunds, waitlists, and financials to give you a birds-eye view of all recent activity



PERMIT BY TYPE AND LOCATION REPORT

The Permit by Type and Location Report lists all of the permit applications by location, type, date, payment amount, issued to, status and vehicle license number



PERMITS PURCHASED

The Permits Purchased report can run a query by date range

Permits Purchased

Payment Date Range: 01/01/2020 - 03/05/2020

Run Report

Parameter Name	Parameter Value
Report generated by	IPS
Payment Date From	01/01/2020
Payment Date To	03/05/2020

Permit...	Parent Id	Price	Card Pri...	Payme...	Payment D...	Location	Permit Sub ...	Issued To	Start Date	End Date	Check #	Car License	Tag	PermitAddr...	Payroll
San Vicente Boulevard - (2) Payment Amt: 24.00															
SAN-109512018		\$22.00		\$22.00	02/08/2020	San Vicente Boulevard	Residential Permits	Mark Berling	2/08/2020	2/27/2021	12345	3106200			
SAN-1105232018		\$2.00		\$2.00	03/05/2020	San Vicente Boulevard	Residential Permits	Mark Berling	3/5/2020	3/4/2021		3106200			
Santa Monica Boulevard - (3) Payment Amt: 26.00															
SAN-1092762018		\$2.00		\$2.00	03/03/2020	Santa Monica Boulevard	Guest Permits	Eliha Leanos	3/3/2020	3/2/2021		1TEST			
Permit Count =															
															Total = \$50.00

1 - 5 of 7 records

WE ARE HERE TO HELP

YOUR CUSTOMER SUPPORT MANAGER

IPS Support
+1 (877) 385-6212
Contact Customer Support
Submit Support Ticket

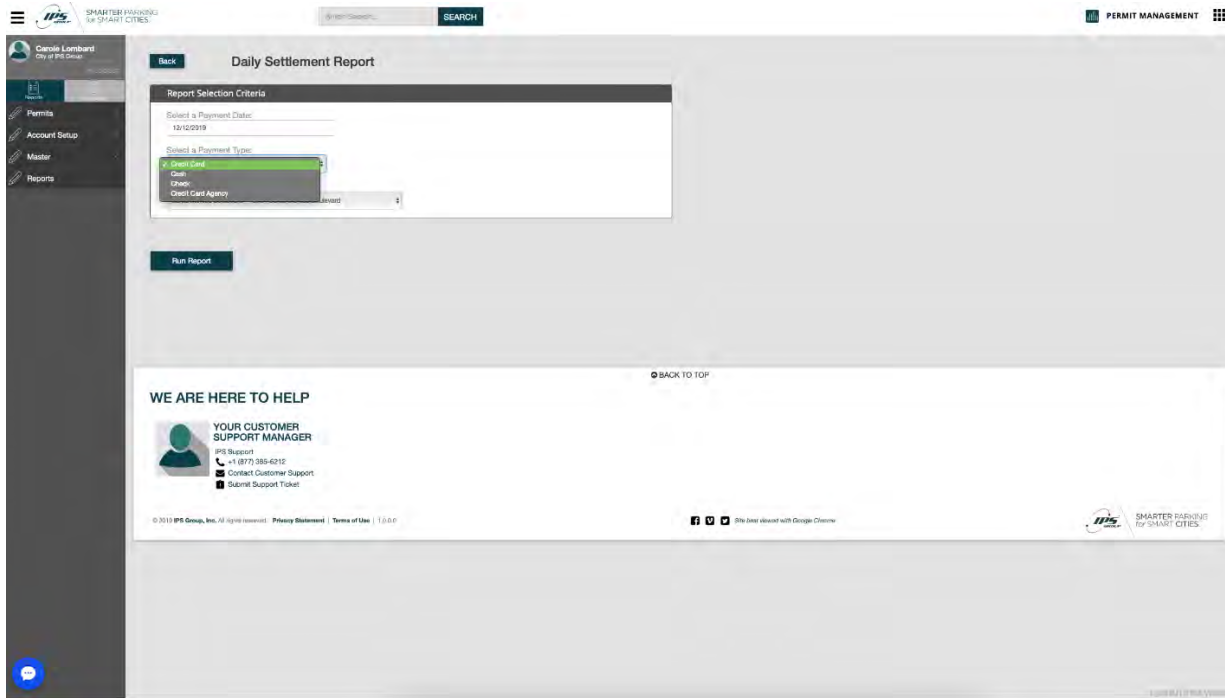
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Site best viewed with Google Chrome

SMARTER PARKING for SMART CITIES

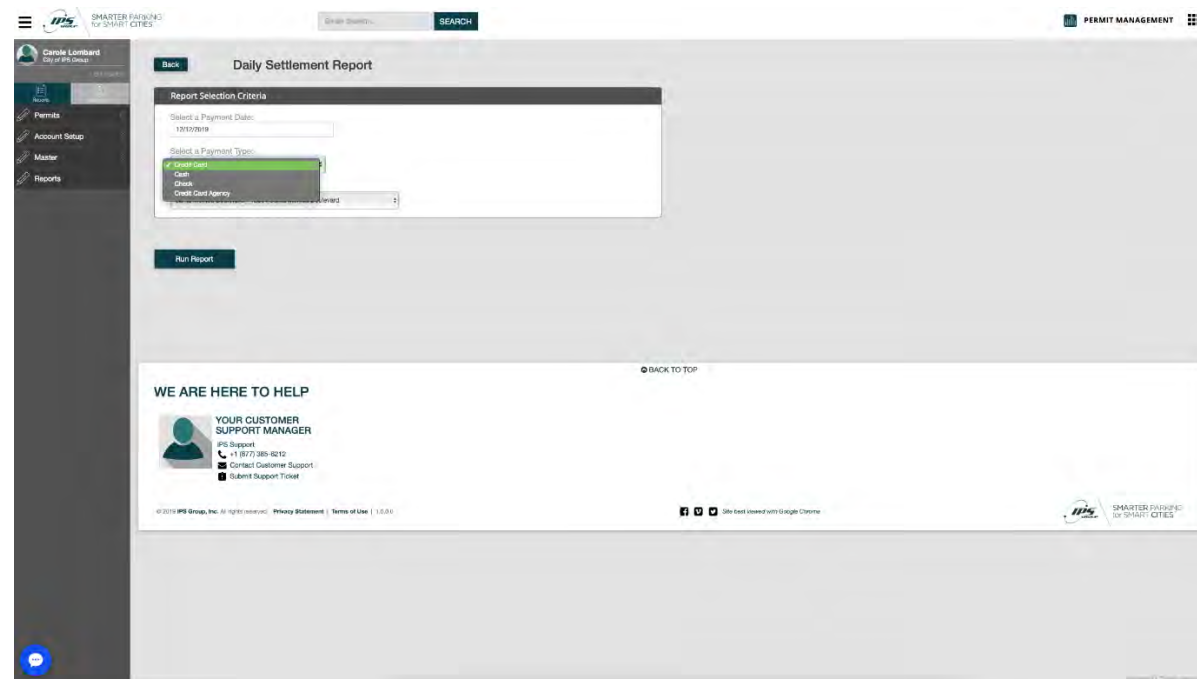
DAILY SETTLEMENT

Daily Settlements can be sorted by Payment Date and Payment Type



WAITLIST VS ACTIVE PERMITS BY LOCATION

The Waitlist vs Active Permits report shows all the permit applications by number, price, location, payment date, status, waitlist number, and issued to.



1. Report of revenue collected for a selected time period, report of tickets issued with violation code and fine, plus penalty amounts added to delinquent tickets during the reporting period

IPS complies. The EMS provides a Revenue by Source report that is generated by by date range. The report includes violation number, fine, penalties, and more.

Citation Number	Issue Date ↑	Payment Date	Violations	Penalties	Refunds	NSF Fees	Chargebacks	Total Paid	Location	Source	Delivery Type	Notes
10061033	2/25/2021 4:04:37 PM	3/4/2021 12:59:00 PM	\$3.00	\$3.00	\$14.00	\$0.00	\$0.00	\$20.00	IRVINE BLVD	MAIL	IN PERSON	
6661010	3/10/2021 6:15:47 AM	3/10/2021 6:42:00 AM	\$3.00	\$0.00	\$0.00	\$0.00	\$0.00	\$3.00	BIRCH ROAD	AGENCY (CASH)	IN PERSON	Receipt Number: 123000
1351200	3/12/2021 8:16:43 AM	3/18/2021 11:23:00 AM	\$6.00	\$10.00	\$0.00	\$0.00	\$0.00	\$13.00	ELMHURST AVENUE	AGENCY (CHECK)		Check Number: 123
Totals:	3 Items		\$12.00	\$13.00	\$14.00	\$0.00	\$0.00	\$36.00				

The Revenue by Source report provides various fields to easily find revenue information.

2. Status reports on all parking violations processed

IPS complies. The EMS provides a Paid Citation report that is generated by date range. The report includes the status of the citation and more. Please refer to the screenshot on the following page.

Citation Number	Citation Closed Date	VIN	Plate	Stage	Status	Officer	Meter	Lot	Closed By	Balance
1021019	07/15/2019 10:48 AM			ABORTED	CLOSED	Lassner			IPS	\$0.00
1351034	07/24/2019 07:59 AM			ABORTED	ABORTED	Lassner			IPS	\$0.00
1351035	07/26/2019 05:07 AM			ABORTED	CLOSED	Lassner			IPS	\$0.00
1021020	07/26/2019 05:59 AM			ABORTED	ABORTED	Lassner			IPS	\$0.00
1351023	06/03/2019 01:33 PM			ABORTED	CLOSED	Lassner			IPS	\$0.00
1351024	06/03/2019 01:33 PM			ABORTED	ABORTED	Lassner			IPS	\$0.00
1021014	07/02/2019 06:14 AM			ABORTED	CLOSED	Lassner			IPS	\$0.00
2011062	06/07/2019 07:55 PM			ABORTED	ABORTED	Demo			IPS	\$0.00
1121011	06/06/2019 04:46 PM			ABORTED	CLOSED	Demo			IPS	\$0.00
1391001	06/10/2019 01:14 PM			ABORTED	ABORTED	Demo			IPS	\$0.00
1391004	06/10/2019 01:18 PM			ABORTED	CLOSED	Demo	TU09		IPS	\$0.00
1391006	06/10/2019 02:14 PM			ABORTED	CLOSED	Demo			IPS	\$0.00
1041013	06/11/2019 02:40 PM			ABORTED	ABORTED	Demo	TU01		IPS	\$0.00
1011228	06/18/2019 09:01 AM			ABORTED	CLOSED	Demo			IPS	\$0.00
1011225	06/19/2019 10:51 AM			ABORTED	ABORTED	Demo			IPS	\$0.00
1011232	06/21/2019 08:22 AM			ABORTED	CLOSED	Demo			IPS	\$0.00
1011233	06/21/2019 08:59 AM			ABORTED	ABORTED	Demo			IPS	\$0.00
1011237	06/21/2019 10:40 AM			ABORTED	CLOSED	Demo			IPS	\$0.00
7891004	07/25/2019 06:20 PM			ABORTED	ABORTED	User1			IPS	\$0.00
7891006	07/25/2019 06:23 PM			ABORTED	CLOSED	User1			IPS	\$0.00
7891010	07/26/2019 08:05 AM			ABORTED	ABORTED	User1			IPS	\$0.00
7891012	07/26/2019 10:54 AM			ABORTED	CLOSED	User1			IPS	\$0.00
7891013	07/26/2019 11:43 AM			ABORTED	ABORTED	User1			IPS	\$0.00
8061007	07/31/2019 12:11 PM			ABORTED	CLOSED	User1	TU12		IPS	\$0.00
410001	06/27/2019 01:05 PM			ABORTED	ABORTED	HANSEN			IPS	\$0.00
810083	06/27/2019 12:59 PM			ABORTED	CLOSED	GRAY			IPS	\$0.00
810096	06/27/2019			ABORTED	CLOSED	GRAY			IPS	\$0.00

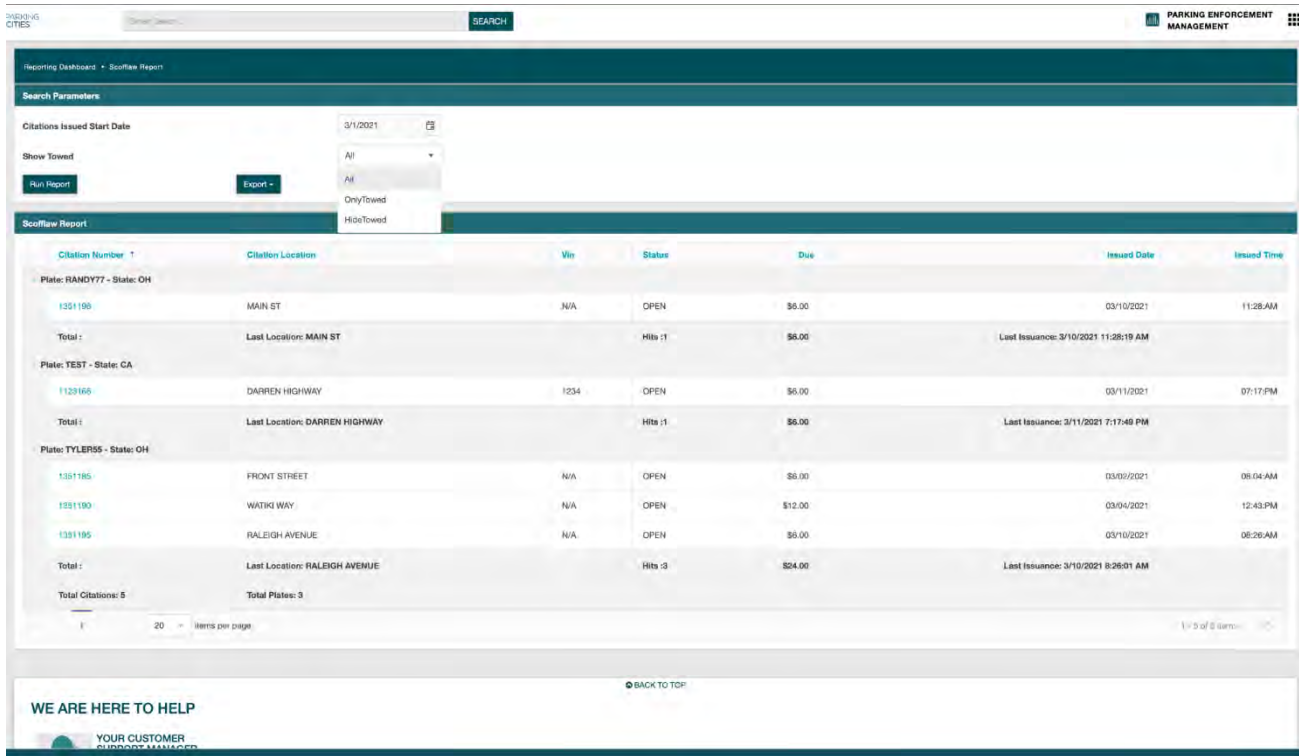
Processed citations are quick to locate in the Paid Citation report.

3. Payment report identifying collection results by month in which parking violations issued, to also include delinquent notices and DMV holds

IPS complies. IPS can integrate with Connecticut Department of Motor Vehicles (DMV) and transportation authorities for the purposes of the collection of delinquent parking citations, if allowed by state law and in accordance with local collection policy via the use of our DMV Registration Hold integration service. Within states that support DMV holds, qualified accounts that remain unpaid can be submitted to the state DMV in order to be processed for registration holds. DMV holds for unpaid debt will prevent the registered owner of the vehicle attached to the citation(s) from renewing the vehicle registration until the debt has been cleared. Once the state DMV has sent all collected funds, DMV hold-release confirmations and detailed reports directly to the City or IPS, IPS will reconcile all payment and hold-release information and confirm their application within the Enforcement Management System (EMS) back office. IPS will send updates to the state DMV service of any necessary information in order to update the account within their system. The EMS also provides a report that lists delinquent notices and DMV holds.

4. Habitual Violators Report listing registered violations include the latest DMV registered owner name and address

IPS complies. The EMS has a pre-defined Scofflaw providing a list of habitual violators.



The screenshot shows a web application interface for a Scofflaw Report. At the top, there is a search bar and a 'SEARCH' button. Below that, the 'Reporting Dashboard' and 'Scofflaw Report' are displayed. The 'Search Parameters' section includes a date picker for 'Citations Issued Start Date' set to 3/1/2021, a 'Show Towed' dropdown menu with options 'All', 'Only Towed', and 'Hide Towed', and buttons for 'Run Report' and 'Export'. The main table, titled 'Scofflaw Report', has columns for Citation Number, Citation Location, Ws, Status, Due, Issued Date, and Issued Time. It lists violations for three different plates: RANDY77 (State: OH), YES1 (State: CA), and TYLER55 (State: OH). Each plate section includes a table of individual citations and a summary row for 'Total'. The summary rows show the last location, number of hits, total due amount, and the last issuance date and time. At the bottom of the table, it shows 'Total Citations: 5' and 'Total Plates: 3'. A footer section contains the text 'WE ARE HERE TO HELP' and 'YOUR CUSTOMER'.

Citation Number	Citation Location	Ws	Status	Due	Issued Date	Issued Time
Plate: RANDY77 - State: OH						
1351100	MAIN ST	N/A	OPEN	\$6.00	03/10/2021	11:28:AM
Total:	Last Location: MAIN ST		Hits: 1	\$6.00	Last Issuance: 3/10/2021 11:28:19 AM	
Plate: YES1 - State: CA						
1123165	DARREN HIGHWAY	1234	OPEN	\$6.00	03/11/2021	07:17:PM
Total:	Last Location: DARREN HIGHWAY		Hits: 1	\$6.00	Last Issuance: 3/11/2021 7:17:49 PM	
Plate: TYLER55 - State: OH						
1301185	FRONT STREET	N/A	OPEN	\$6.00	03/02/2021	06:04:AM
1331190	WATKIN WAY	N/A	OPEN	\$12.00	03/04/2021	12:43:PM
1331195	RALEIGH AVENUE	N/A	OPEN	\$6.00	03/10/2021	08:26:AM
Total:	Last Location: RALEIGH AVENUE		Hits: 3	\$24.00	Last Issuance: 3/10/2021 8:26:01 AM	
Total Citations: 5		Total Plates: 3				

Habitual offenders can be found in the Scofflaw Report.

5. Status report of open and closed parking violations

IPS complies. The EMS has a pre-defined open and closed parking violation report.

6. Aged Accounts Receivable Report

IPS complies. IPS has extensive reporting which covers Account Receivables.

7. Citation issuance reports, including gap analysis, first and last issuance, officer productivity and issuance mapping

IPS complies. The EMS has the ability to provide the City with all of the requested reports. The EMS allows also users to create custom reports and ad-hoc reports in the report building if module if a standard report is not available.

REPORTING REQUIREMENTS

The City must have the ability to run and print all standard management reports in real-time at the any computer, laptop or tablet accessible by any person(s) with proper account privileges.

IPS complies. The City has the ability to run and print reports in real-time to any computer, laptop or tablet. User ID's and account privileges are assigned to each user.

The system shall have the ability to have the running any report chosen by the City automated and sent to specific email account or printed at a City location.

IPS complies. The City has the ability to setup automatic emails for each user accounts.

TICKET ISSUANCE CONTROL

Reports must include, but not be limited to, the following:

Missing Ticket Analysis Report: Identifies missing tickets within active ticket books by the name of the officer to whom the book was issued.

IPS complies. The EMS provided a Violation By Officer Analysis Report that can be configured to meet the City's needs.

Ticket Issuance by Officer: Displays the number of tickets issued by each officer by type of violation. Type of violation is identified by the violation code.

IPS complies. The printed ticket provides a stub for the violator's records, containing as much detail as the City desires.

Ticket Disposition by Officer: Displays by issuing officer, the tickets issued, paid, dismissed, unmatched at DMV, and voided.

IPS complies. The EMS has a standard report, Officer Citation Issuance Summary Report, that will provide the requested information the City is looking for.

Issuance Performance by Officer: Provides a summary of ticket writing errors by officer.

IPS complies. This report is a standard report, however, the EMS has the ability to customize reports to the City's preference

Reporting Dashboard • Officer Citation Issuance Report

City of IPS (1000)

Smart Search... SEARCH

PARKING ENFORCEMENT MANAGEMENT

Carole Lombard

City of IPS (1000)

Dashboard

Citations

Payments

Reporting

Calendar

DIY Notices

Administration

Search Parameters

Citations Issued Start Date: 1/13/2023

Citations Issued End Date: 1/20/2023

Run Report Export

Officer Citation Issuance Report

Badge Number	Officer Name ↑	Citations	Fees	Collections	Dismissed	Voided	Warnings	Cancelled
D1	Don Demo	1	\$3.00	\$0.00	0	0	0	0
246	Jim Cardiello	3	\$3.00	\$0.00	0	0	0	2
789	Mark Berling	2	\$3.00	\$0.00	0	0	1	1
1101	Test Smith	1	\$3.00	\$0.00	0	0	0	0
3921	Tyler Cain	1	\$65.00	\$65.00	0	0	0	0
Totals:		8 Items	\$77.00	\$65.00	0	0	1	3

1 - 5 of 5 Items

WE ARE HERE TO HELP

YOUR CUSTOMER SUPPORT MANAGER

IPS Support
+1 (877) 385-6212
Submit Support Ticket

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Site best viewed with Google Chrome

Violation Analysis by Issuing Agency: Displays the tickets issued by each issuing agency by the number and percentage of total tickets issued for each violation.

IPS complies. The following data will be included on the City notices:

- Notice number
- Mail date
- Ticket issue date and time
- Ticket number
- Location of violation
- Violation code
- Fine amount
- Penalty amount
- Total due for all listed tickets
- All tickets and motor vehicles taxes due for the plate holder on all vehicles
- Name of owner
- Plate number
- Other (capability to add additional data line at a later date)

Ticket Issuance by Location: Displays the number of tickets issued for each agency by violation broken down by location.

IPS complies. The printed ticket provides a stub for the violator’s records, containing as much detail as the City desires.

Ticket Disposition by Location: Summarized issuance by area with disposition results.

IPS complies. The EMS has the ability to customize reports to the City’s preference.

Citation Location Issuance: Mapping of off icer’s location throughout the day, including ticket issuance locations.

IPS complies. The EMS has the ability to customize reports to the City’s preference.

TOWING

Reports must include, but not be limited to, the following:

Tow Activity Report. Issued monthly. Sorted by company, reflects how many vehicles were towed, the date towed, where the vehicles were towed, the number of tickets outstanding against individual vehicles, the value of the tickets, and the date the ticket was paid.

IPS complies. The EMS has a standard Tow Report that shows tow date, time, plate number, tow company, and more.

Reporting Dashboard • Tow Report

Search Parameters

Tow Start Date 4/2/2021

Tow End Date 1/25/2023

Run Report Export

Citation Number	Tow Date	Time	State	Plate	Badge	Location	Tow Type	Tow Company	Total Due
1261062	10/14/2021	1:32 PM	CA	SOME1	D1		Scofflaw	SKIFF'S TOWING	\$6.00
1261062	10/14/2021	1:33 PM	CA	SOME1	D1		Scofflaw	SKIFF'S TOWING	\$6.00
1011476	10/26/2021	12:48 PM	CA	7TYP290	0005	123 TEST	Scofflaw	Bill's Garage	\$6.00
1011067	10/26/2021	12:55 PM	AR	097XML	123	123 Main	Scofflaw	Bill's Garage	\$40.00
Totals:									\$58.00

Totals: 4 Items \$58.00

1 - 4 of 4 items

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Site best viewed with Google Chrome

SMARTER PARKING for SMART CITIES

The EMS Tow Report provides the amount due for each citation.

MONTHLY SUMMARY MANAGEMENT REPORT

Information required on these reports includes, but not be limited to, the following:

Monthly and year-to-date fine collections;

Monthly and year-to-date new ticket processing;

Monthly and year-to-date dismissals and suspensions;

Number of void/cancellations for the current month and year-to-date by ticket type;

Number of complaints received for the current month and year-to-date.

IPS complies. The EMS has the ability to run Monthly Summary Management Reports to meet the City's requirements listed above.

AD-HOC REPORTING REQUIREMENTS

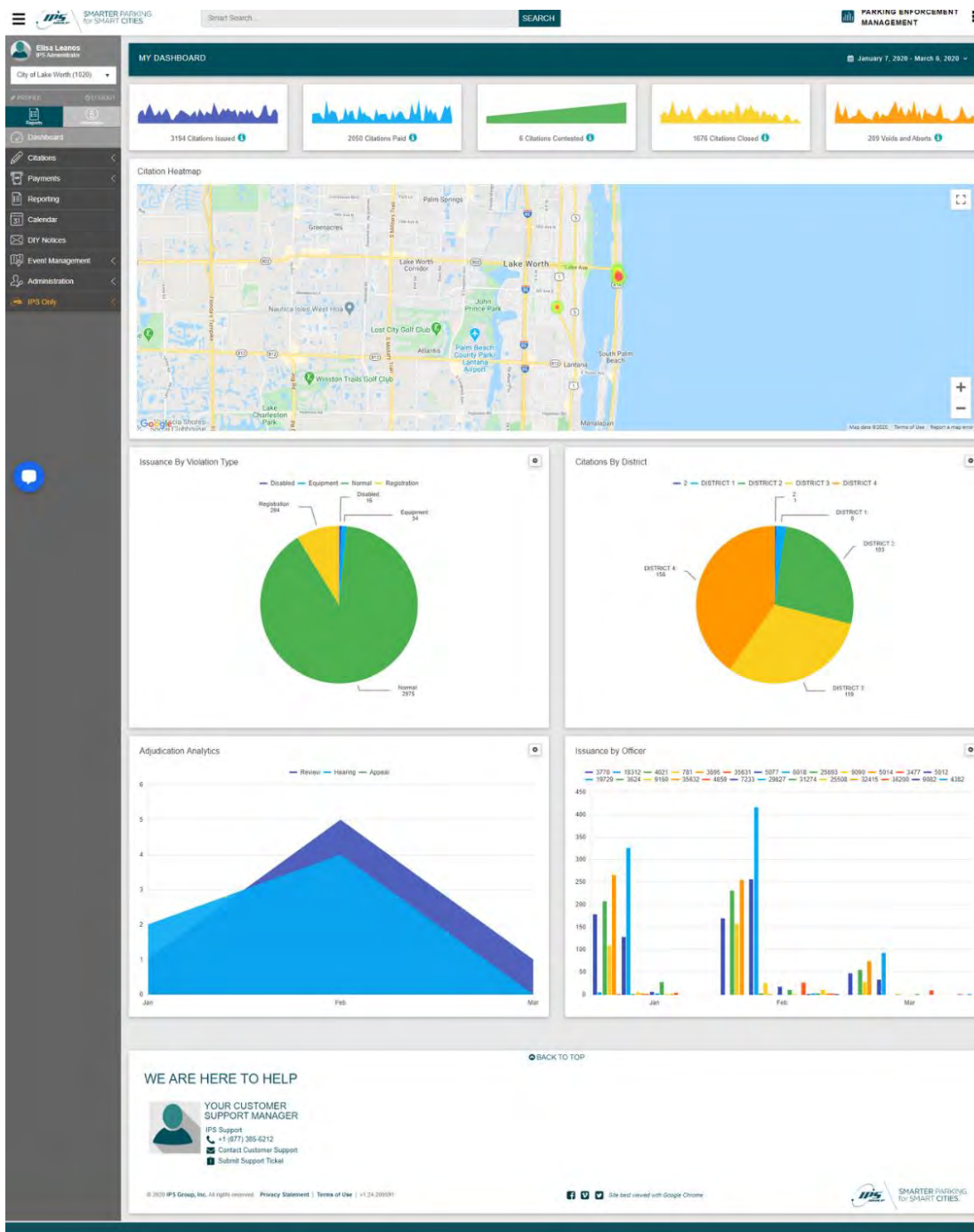
The System shall possess a user-friendly report writer feature to allow the City to query and generate ad hoc reports on-line. Proposer shall provide on-line query and ad-hoc reporting access. The online query or ad-hoc reporting tool must directly access data in the master database to provide accurate real-time information. All reports must be exportable into a usable excel format.

IPS complies. The EMS produces online and on demand reports allowing The City to generate ad-hoc inquires. IPS personnel are available to consult with the City's staff at any time, at no cost.

MANAGEMENT DASHBOARD

To optimize the utility of violation and other data for the Parking and Transportation Department's management staff, Proposer will generate customized graphs, bar charts, pie charts, scatter-plot diagrams, conical diagrams, and many other presentations of program data that allows for the rapid identification of performance trends. Additionally, all data shall be exportable to a usable excel format. The reporting "dashboard" will be set as the home page for designated City users. The dashboard will provide up-to date information on performance, including activities by day, month-to-date, year-to-date, and graphic illustrations to identify the year-to-date trend as compared to the prior year.

IPS complies. The IPS Dashboard is the homepage of the Enforcement Management System. The Dashboard provides stats, maps, and graphs to give you a birds-eye view of all recent activity. This gives you the data you need to make wise allocations of resources. From the Dashboard, you can use the Smart Search feature to look up any records for viewing, editing, and/or processing. All reports can be exported into various formats, including XLS, CSV and PDF.



As an option, the proposer must provide a solution for a self-service payment kiosk for the payment of parking citations and/or purchase or permits. The kiosks must have a real time connection to the ticket processing and permit database. The kiosk will be stand alone and not require City personnel involvement to complete a transaction. The kiosks must have a touch screen and be bi-lingual (Spanish). The following payment types must be accepted: Cash, Check, Credit card, and Debit Card. Change must be dispensed and the unit must be highly durable and be of sound construction. The City will be responsible for the

maintenance and stocking of consumables for the kiosk. A complete breakdown of pricing for this unit shall be provided including anticipated annual consumable costs.

IPS complies. IPS will supply the City of Stamford with a real-time online cashiering terminal. The kiosks are ideal for 24/7 unattended operation and will reduce foot traffic in the City's payment desks. All of the information required for the release of the towed vehicle is available at the terminal. The terminal accepts cash, credit and debit cards.

FORMS

All forms, delinquency and late notices, and correspondence shall bear the City of Stamford seal and information and conform to all applicable state and local laws and regulations. Prior approval by the City of Stamford shall be obtained before use of or changes to any such forms or notices.

IPS will comply.

SYSTEM SUPPORT

For the term of the agreement, proposer shall provide on-going support to the City of Stamford for access and interface with the parking ticket and residential parking permit database.

IPS complies. IPS will provide on-going support to the City for the term of the agreement.

Proposer shall provide an on-line user's manual, which includes systematic instructions for accessing computer database information, and a list and description of any codes used in screens accessed by the City of Stamford.

IPS complies. Manuals are provided for reference material in hard copy and digital versions.

Proposer shall provide orientation and training on the use of software and the database.

IPS complies. As mentioned above in the System Implementation, Training & Maintenance section IPS will provide all necessary training (both on-site and web-based) as required by the City.

Proposer shall provide system backup procedures for system failures.

IPS complies. IPS provides secure hosting services using IPS owned equipment at a world-class third-party location in San Diego, CA. The third-party location is Standards for Attestation Engagements (SSAE) No. 16 certified, which is an internationally recognized in-depth auditing standard that reviews control objectives and control activities for service providers and is an enhancement to the former SAS 70 standard. The secure facility has multiple security access checkpoints. It is environmentally controlled for temperature and humidity, is earthquake-proof rated, has connectivity redundancies, and contains on-site power generation capabilities.

DATABASE BACKUPS

- Every 15 minutes: Database transaction backup
- Daily: Entire database backup
- Daily handheld (MES) database backups to IPS servers
- Monthly: On-site database backup
- Weekly: Off-site database backup

Internal corporate policies, namely PCI-DSS, require that IPS Group develop Business Continuity Planning and Disaster Recovery Programs. These programs must be continually reviewed and updated. While developing and maintaining these plans, the Disaster Recovery Planning Team must consider the organizational, managerial and technical environments in which the disaster recovery plans will be implemented, assess the types and likely parameters of disasters most likely to occur, and their resultant impacts on the City's ability to perform its critical business processes; compile a list of protective measures to be implemented in anticipation of natural or man-made business interruptions.

Proposer must provide a comprehensive system disaster plan.

Our full Disaster Recovery Process is considered confidential but can be provided upon request.

Proposer must complete the repair and replacement of all hardware devices that fail to perform as specified. The proposer shall respond within one (1) working day of a reported equipment or software failure by providing the on-site technical support at the City's premises if the fault lies at a City site.

IPS complies. IPS will provide a limited parts warranty for any physical product, such as handhelds or printers, in accordance with the manufacturer's warranty. Please refer to the Fee Proposal for the Warranty information.

Proposer must be on-site the date of the system launch.

IPS will comply.

PROPOSER QUALIFICATION

As five (5) years' experience by the Proposer of processing municipal parking tickets and providing processing and collection services equal to or superior to those detailed in this document are not required, it is preferred.

IPS is proud to have been a Smart Parking solution to City of Stamford supplying smart meters since 2018. IPS offers a full portfolio of integrated products—all maximized to provide the most efficient, powerful, parking solution on the market today. By implementing the Enforcement Management and Permit Management Solutions, customers benefit from a true, fully integrated system that works seamlessly with other IPS technologies such as Smart Parking meters. In choosing a single provider for their Smart Parking needs,

customers benefit from data sharing across their entire parking network, resulting in optimized operations and more informed, data-driven policy decisions.

Proposer must be a fully accredited collection agency legally qualified to contract for collection services in the State of Connecticut and be a current member of the American Collectors Association (ACA).

IPS complies. This requirement is fulfilled via our partnership with Collection Bureau of America. CBA is a privately held corporation with 50+ years of experience in the collections industry. CBA is integrated with the IPS Enforcement Management System allowing for easy retrieval of citation data. CBA provides a comprehensive solution while allowing flexible recovery strategies and approach to collections to meet the College's needs and goals. CBA provides customized letter and notice programs, reporting, payment options, and call center with staff trained in handling collection matters.

PROPOSER BACKGROUND INFORMATION

Proposer must demonstrate its history and experience in Parking Ticket processing.

IPS BACKGROUND

OUR MISSION IS TO TRANSFORM CITIES BY SUPPLYING THE MOST TECHNOLOGICALLY ADVANCED, VALUABLE, AND USER-FRIENDLY SMART PARKING SOLUTIONS IN THE WORLD.

For over two decades, IPS has been committed to the design, engineering, and manufacturing of intelligent parking technologies that shape the industry such as payment processing systems, SaaS management software, and low-power wireless telecommunications.

Based in San Diego, CA, IPS is the proud inventor of the credit card-enabled single-space parking meter and has more wireless parking devices deployed across the US than our competitors combined. To date, IPS has sold more than 300,000 wireless devices in over 300 cities worldwide. IPS drives the Smart Cities evolution as an innovator and trusted provider of Smart Parking technology.

IPS offers a full portfolio of integrated products—all maximized to provide the most efficient, powerful, parking solution on the market today. By implementing the Enforcement

Management Solution, customers benefit from a true, fully integrated system that works seamlessly with other IPS technologies such as Smart Parking meters, vehicle detection sensors, and mobile payment applications. In choosing a single provider for their Smart Parking needs, customers benefit from data sharing across their entire parking network, resulting in optimized operations and more informed, data-driven policy decisions.

The IPS Enforcement Management Solution is agile and scalable to meet the needs of Smart Communities of any size. The latest modules provide customers the additional benefits of fully customizable parking citation, permit, code enforcement, and event management capabilities. Unlike outdated legacy systems, the IPS cloud-based solution is incredibly flexible, allowing IPS to introduce new features quickly to address the dynamic needs of customers.

A truly integrated solution our Enforcement Management Solutions allows agencies of any size to manage their entire parking network from anywhere, anytime, with single sign-on (SSO) access to all applications and consolidated parking data in one place. While the IPS Parking Management Suite offers all of the interrelated parking applications an agency may need, it can also seamlessly integrate with any third-party service via API.

IPS also has local sales throughout the US and 24/7 telephone help desk and ongoing support to provide the level of service our customers require. In addition to sales and dedicated customer support assigned to your account, IPS has an in-house team of product engineers, computer programmers, marketing and PR professionals, accountants, and technical support specialists to support any project.

Our goal is to develop a long-term partnership, rooted in open, honest communications, close cooperation, and practical application of parking technologies. Our project approach includes proven technology, seasoned team members, and solid experience using such technology to improve customer satisfaction and optimize and increase parking revenue requirements.

On the following pages, please find the IPS Timeline and Awards page for the City of Stamford's review.



IPS TIMELINE

1994

IPS Group South Africa established as one of the first manufacturers of card and coin multi-space parking pay stations



2002

Deloitte Fast 50 Award

2007

First credit card enabled, solar-powered single-space parking meter installed

2011

Corporate Social Responsibility donation meter program begins

2013

M5™ next generation single-space parking meter introduced
Revolution pay station retrofit kits and MS1™ multi-space meters designed
IPS meters are CDMA certified



2016

New innovative solutions introduced including PARK SMARTER™ mobile payment app and My Parking Receipt™



2018

Launched Enforcement & Permitting Management System as a vital component of a true, fully-integrated solution

MS3™ color screen, multi-language pay station introduced

2000

IPS Group, Inc. USA Incorporated in Pennsylvania



2005

"Smart" single-space parking meter invented

2009

TechAmerica "Green Technology" Award

Wireless vehicle detection sensors developed



2012

U.S. Conference of Mayors Award for public/private partnership

Vik Kops Humanitarian Award
Connected World Award



2015

First end-to-end cloud-based enforcement solution created

Dome-mount sensor developed, providing the most accurate data on the market

2017

IPS calculated a reduction in U.S. CO₂ emissions of 34,192 metric tons, after partnering with Verizon to lessen miles driven to find available parking.

2020

Reached 160+ Patents

IPS Group Innovation Studio introduces Alexa-enabled Data Analytics in development phase





AWARDS

RESULTING FROM ITS SIGNIFICANT INVESTMENT IN R&D, IPS GROUP OWNS 160+ PATENTS, A LIST THAT CONTINUES TO GROW.

We believe our experience in the technology and telecommunications industries has helped us create products that provide the best combination of convenience, user experience, enforceability, and cost of ownership among any parking meter product in the industry today. Our awards reflect our commitment to surpassing expectations in innovation and providing an outstanding client experience.

AS EVIDENCE OF OUR COMMITMENT, IPS HAS BEEN RECOGNIZED WITH THE FOLLOWING AWARDS:

FIRST PLACE IN THE DELOITTE TECHNOLOGY FAST 50
(an honor bestowed upon the fastest growing technology companies)



INTERNATIONAL DESIGN

CLEAN TECHNOLOGY

CONNECTED WORD VALUE CHAIN

US MAYORS FOR EXCELLENCE IN PUBLIC/PRIVATE PARTNERSHIP
for Coin/Credit Parking Meter Technology Upgrade in the University of Los Angeles, CA



VIC KOPS HUMANITARIAN AWARD, ALONZO AWARDS
SMART UNIVERSITY PARKING SYSTEM, GOOD DESIGN SELECTION
Commercial and Industrial Category, 2014



2014 INTERNATIONAL PARKING INSTITUTE PARKING MATTERS
MARKETING & COMMUNICATIONS AWARD



CIO TOP 25 GOVERNMENT TECH,

IPI PEOPLE'S CHOICE AWARD, 2 CONSECUTIVE YEARS
Voted best in show



IPS RECOGNIZED AS GREEN STAR EXHIBITOR, INTERNATIONAL
PARKING AND MOBILITY INSTITUTE CONFERENCE
Committed to Environmental Sustainability and Green Initiatives

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Proposer shall provide a listing of all its corporate officers and the specific staff persons that will oversee and provide services to the City of Stamford.

STAFF LISTING

Chad Randall - CEO

Vasu Mohan - COO

Amir Sedadi – CIO

Dave Rotenberg – Director of Enforcement Solutions

Randy Lassner – VP Enforcement Services

Tyler Cain – Director of Business Development

Mark Berling – IPS Regional Sales Manager

Cathy Bocks - Project & Account Manager

Alex Dominguez – Sr. Software Development Compliance

Elisa – Operations Support Coordinator or Manager | Manage Support Operations or Manager Support Operations, Day-to-Day Customer Support

Ryan – Senior Software Engineer

IPS GROUP PROJECT TEAM

Our high-performing project management team will apply best practices to ensure that the entire solution is implemented within budget, on schedule, and within scope. We strive to provide the tools to ensure our customers' success long-term.

We understand the importance of ongoing support and we encourage the City to speak with our references in this regard. We also understand that ongoing support is a critical element of any successful project and the basis of a long-term partnership. IPS is uniquely positioned to provide support services that will translate into the most responsive and comprehensive service offering available to the City. Beyond implementation, the City will continue to have access to their Customer Success team, as well as an assigned Customer Support Manager.



CHAD P. RANDALL

Chief Executive Officer | **ROLE:** Authorized Bind and Negotiate
As CEO, Chad Randall is responsible for oversight of the entire IPS Group operation. Chad joined the Company in 2008, bringing many years of Fortune 500 corporate experience in both the automotive and instrumentation industries. In addition to business management, Randall has functional experience in engineering, manufacturing, marketing, and product line management. Randall holds a Bachelor of Science in Mechanical Engineering from Rose-Hulman Institute of Technology and a Master's in Business Administration from Harvard Business School.



VASU MOHAN

Chief Operating Officer | ROLE: Oversees Manufacturing Operations

As COO, Vasu Mohan is responsible for all things related to manufacturing operations, including supply chain, manufacturing operations, assembly operations, warehousing, and freight management. Prior to IPS, he was responsible for doubling his company's business to support the worldwide response for COVID testing, detection, and vaccine development. Vasu has been in the instrumentation, wireless and life sciences industries for over 25 years, with roles of increasing responsibility in Design and Manufacturing Engineering, Planning, Procurement, Finance, Marketing and Commercial Operations. Vasu has a BS and MS in Mechanical Engineering from New Jersey Institute of Technology, and an Executive MBA from AT&T/Columbia.



AMIR SEDADI

Chief Innovation Officer | ROLE: Strategic direction – Smart Cities innovation

Amir serves as the Chief Innovation Officer of IPS Group, Inc. As CIO, Sedadi is tasked with driving, developing and managing innovative and intelligent parking solutions with a strategic focus on Smart Cities both in the US and internationally. After retiring from the City of Los Angeles Department of Transportation (LADOT) in 2012, Amir joined IPS Group, bringing over 30 years of transportation management, engineering, policy and legislative experience with expertise in the areas of intelligent parking management operations & policies, transportation planning, budget, and administration.



DAVID L. ROTENBERG

Director of Enforcement Solutions | ROLE: Project Manager

Dave Rotenberg serves as Director of Enforcement Solutions of IPS Group, Inc. As Director, Dave is responsible for the oversight and management of the Enforcement Solutions division and maintains direct supervision over the technical and operations units. Dave joined IPS in 2016 at his current position, bringing with him 20 years of parking enforcement management experience in both the public and private sectors. Prior to taking on his role as Director of Enforcement Solutions, Dave was the COO and part owner of a premier parking and code enforcement data management corporation where he was responsible for the day-to-day operations of the company; managing the MIS, Client Relations and Operations departments.



RANDY LASSNER

VP Enforcement Services

Before joining IPS, Randy Lassner worked in the car industry for over 12 years as a General Manager for one of the top 20 volume Chevrolet dealerships in the US. He was responsible for managing a team of 20+ salespersons, advertising, and purchasing all used cars. In 2008, Lassner entered the parking industry. As Director of Sales, he was responsible selling Parking Enforcement software and hardware to Municipalities and Universities across the country. Lassner helped multiple companies grow their presence across the US market through strategic partnerships and relationships.



MARK BERLING

IPS Regional Sales Manager | ROLE: Sales Manager and Local Support

Mark Berling joined IPS with over 30 years of experience in software and hardware sales, bringing the ability to quickly understand technical products to find solutions for his customers. His sales success is based on solution selling and providing top notch customer support. Berling's introduction to parking began at Duncan Solutions where he served customers on the East Coast.



TYLER CAIN

Director of Business Development | ROLE: Parking Enforcement Management

Tyler Cain joined the IPS group in 2021 as the Director of Business Development for Enforcement Solutions. With over 5 years in the parking industry and 10 years of experience working with local government and law enforcement agencies, Tyler brings additional value and leadership to the IPS team. Tyler is committed to helping customers solve complex problems through a solution-centric approach and aims to help customers feel confident as they look to implement new technology.



CATHY BOCK

Project & Account Manager | ROLE: Local Support & Project Management

Cathy Bock came to IPS after 24 years with the Rapid City Police Department. She retired as a Lt. with the Rapid City Police Department. Cathy was instrumental in moving Rapid City into the 20th Century with serving as the project manager for the City when they implemented the IPS parking ecosystem in 2017. IPS solutions has taken Rapid City parking from coin meters and chalk sticks to a highly efficient system saving miles of walking for their enforcement staff. Cathy has a degree in Criminal Justice from the University of Wyoming. Cathy serves as a project manager for IPS Enforcement Solutions.



ELISA LEANOS

Compliance Support

Elisa Leanos serves as the Operations Coordinator of Enforcement. As Operations Coordinator she is responsible for every aspect of our parking citation and processing service operation for existing clients as well as managing the daily service functions. Elisa joined the parking industry in 2005 bringing with her 13 years of parking enforcement experience in the private sector. her duties include project management, client setup and implementation, and system research and development.



ALEX DOMINQUEZ

Sr. Software Dev Compliance

Alex earned his Bachelor's degree from Westwood College and came to IPS with over 10 years of experience in the parking industry. He began his career with an enforcement company and worked his way up from Data Entry to Technical Support Specialist. Alex now works as the Systems Support Specialist with IPS Group, working closely with both the enforcement hardware and software, as well as working in tandem with the development teams to test and deliver new innovative software. His responsibilities include charge of configuring, testing, and installing all equipment for new clients, on-site or remote training of new and existing customers, as well as handling day-to-day client requests, troubleshooting, and technical support of all kinds.



RYAN JAUREGUI

Sr. Software Dev Compliance

Ryan is a Senior Software Engineer with extensive experience managing teams of internal and remote developers. His responsibilities include developing web, mobile and desktop solutions as well as designing and supporting both on-premises and cloud IT infrastructure.

Proposer will provide four (4) references showing experience providing similar parking ticket processing and collection services. Information required;

REFERENCES

Since its release, the Enforcement and Permit Management Solution has proven itself revolutionary to parking management and public safety solutions. We invite you to contact our references, who can attest to our high level of customer support, technical innovation, and product dependability.



CITY OF CINCINNATI, OH

Primary Contact: Dan Fortinberry, Division Manager, Parking Services

Email: Daniel.Fortinberry@cincinnati-oh.gov Tel: 513.352.4526

Secondary Contact: Christopher Brown, Parking Services Supervisor

Email: Christopher.Brown@cincinnati-oh.gov Tel: 513.352.4525

Address: 300 W. 6th Street, Cincinnati, Ohio 45202

Project Dates: 2011 - Present

Total Contract Value: \$2,424,415

Project Description: Installed 3,232 M3™ Single-Space Meters, 1,629 M5™ Single-Space Meters, 144 MS1™ Multi-Space Pay Stations, Mobile Enforcement devices, EMS Citation Management system



BAR HARBOR, ME

Primary Contact: James Willis, Chief of Police, Mount Desert and Bar Harbor Police Departments

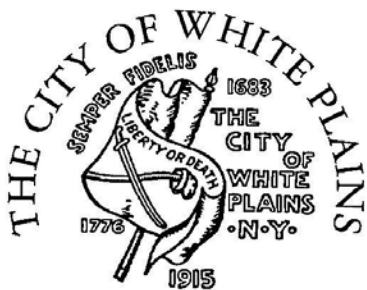
Address: 37 Firefly Lane., Bar Harbor, ME 04609

Email: jwillis@mdpd.org Tel: MDPD –(207) 276-5111 / BHPD – (207) 288-3391

Project Dates: 2019 – Present

Total Contract Value: \$547,878

Description of Services: Installed 337 M5™ Single-Space Meters, 28 MS1™ Multi-Space Pay Stations, Mobile Enforcement devices, Enforcement Management System, Permitting, License Plate Recognition



CITY OF WHITE PLAINS, NY

Primary Contact: Kevin Livingston, Developer & Evaluator

Address: 202, Westchester Ave, White Plains, NY 10601

Email: klivingston@whiteplainsny.gov Tel: 610 570-4255

Project Dates: December 2022 – Present

Project Value: \$1,128,000.00

Project Description: Enforcement and Permitting.



CITY OF LYNN, MA

Primary Contact: Bob Stilian, Parking Manager

Address: 3 City Hall Square Lynn, Massachusetts 01901

Email: bstillan@lynnma.gov **Tel:** 781.586.6872

Project Dates: 2015 - Present

Total Contract Value: \$565,000

Project Description: 24 MS1™ Multi-Space Pay Stations, 147 MK5 Single-Space Meters, Enforcement and Permit solutions, Mobile Enforcement Solution (MES) citation handhelds, Enforcement Management System (EMS) Parking Citation Management, and Permit Management Solution. The City has also deployed the PARK SMARTER™ mobile app as a convenient payment alternative to its customers.

Proposer will provide a listing of all former ticket processing clients and the reasons why the Proposer no longer maintains those contracts. Proposer will also provide listing of any ticket processing contracts that have been terminated, lost, canceled, and abandoned throughout the history of the company.

This is proprietary information.

SECURITY

The Proposer shall possess security features that limit System access to authorized personnel. The System and its procedures shall contain audits trails and controls to account for all dispositions, notices, transactions, and payments, from ticket issuance through final resolution and archiving. Additionally, the Proposer shall establish and maintain procedures in all data control areas that will reduce the opportunity for an employee to damage, alter, or compromise data.

IPS complies. The EMS allows complete user control over security parameters with the most common being role-based security via password authorization. Access privileges to functions in the EMS can be set for specific roles and users in the Administration module. A unique ID and password are given to each user with access defined for that profile. User-level management allows the City to allow varying levels of access rights and security privileges, including read-only or edit/delete abilities by choosing a specific access selection for City users. IPS maintains a complete audit history of activity and modifications on citations, as well as a detailed audit log of all access and other activities to provide an added layer of protection on sensitive data.

FEE PROPOSAL



FEE PROPOSAL

Each proposal should include a detailed fee proposal based on parking tickets issued. The proposer will bill the Office of Operations on a monthly basis. A separate proposal is acceptable for a vendor acting as a Collection Agency.

IPS will comply.

PROPOSED FEE

Vendors may be asked to present their proposals to the selection committee and/or to respond to questions. Based on the information provided in the proposal and any additional information presented, a final selection will be made.

The City of Stamford reserves the right to reject any and/or all proposals submitted, to request information from any vendor and to negotiate with any of the vendors regarding the terms of the engagement. The City vendor that proposes the lowest fees.

The selected proposer will be required to agree to and sign a formal written contract agreement between the City of Stamford and the proposer prepared by the Law Department of the City of Stamford.

The term of this contract shall be for a period of two (2) years, commencing on the date of the contract execution.

The City reserves the right to extend the terms of the contract at the bid price for three (3) one year periods.

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ENFORCEMENT/PERMITTING SYSTEMS

Enforcement Management System	Units	Quantity	Per Citation	Total Price
Initial Setup & Configuration, Includes: <ul style="list-style-type: none"> • Android/iOS Handhelds • 3" Bluetooth Printers • Desktop Computer Stations • Desktop Printers/Scanners • Point-of-Sale Stations • Third Party Integration Setup <ul style="list-style-type: none"> ○ Genetec ○ ParkMobile ○ City ERP System • Connecticut DMV Integration • Passport Data Conversion • Lockbox Setup • IVR & Call Center Setup 	One-Time	1	Included	Included

Ongoing Services, Includes: <ul style="list-style-type: none"> • Citation Issuance • Handheld Licenses • Cellular Data Plan • Handwritten Ticket Entry • Delinquent Notice Mailing with Postage • In-State & Out-of-State Registered Owner Acquisition • Citation Paper & Envelopes 	Per Citation	100,000 (estimate)	\$3.30	\$330,000
Third Party Integration Support & Ongoing Maintenance	Per Integration	3	Included	Included
Lockbox Service	Per Unit	1	Included	Included
24 Hour Customer Service Call Center	Per Unit	1	Included	Included
Secure Payment Gateway Fee for Online, over the counter and IVR Citation Payments <i>*Paid by the end user</i> <i>*Assuming City has their own Merchant processor. IPS can quote Merchant Processing if City wants IPS manage</i>	Per Transaction	2	\$3.50	TBD

**Quantities quoted are based of estimates provided by the City of Stamford, CT and may be subject to change upon further conversation and evaluation between the City and the IPS Group.*

Permit Management System	Units	Quantity	Price
Initial Setup & Configuration	One-Time	1	\$5,000.00
Per Permit Issued	Per Permit	TBD	\$1.25
Physical Permit Fulfillment & Mailing	Per Permit	TBD	To Be Quoted
Secure Payment Gateway/ Convenience Fee for Online, Over the counter, and IVR Permit Payments <i>*Paid by the end user</i>	Per Transaction	TBD	\$3.50

<i>* Assuming City has their own Merchant processor. IPS can quote Merchant Processing if City wants IPS to manage</i>			
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*All Inclusive pricing is based on a two-year contract with 3 one-year extensions

Years 1 & 2 are based on 100,000 citations estimated at \$330,000.

Years 3 thru 5 are based on 100,000 citations estimated at \$330,000.

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ENFORCEMENT/PERMITTING PROPOSAL ITEMIZED SERVICES

HANDHELD ENFORCEMENT SOLUTIONS

2 PIECE ENFORCEMENT SOLUTION	UNIT PRICE
Agency can supply their own i OS or Android smart device	\$0.00
Samsung Note 8 with ruggedized case, charger, and cradle	\$1,400.00
iOS iPhone 10 with ruggedized case and charger, and cradle	\$1,495.00

HANDHELD ENFORCEMENT SOLUTIONS

2 PIECE ENFORCEMENT SOLUTION	UNIT PRICE
Agency can supply their own i OS or Android smart device	\$0.00
Zebra ZQ320 3in BT Printer /Seiko Printer (or equivalent)	\$995.00

Mobile Enforcement Solution Handheld Enforcement Support	Units	Unit Price
Mobile Data Plan (Agency only pays if Agency uses IPS Data plan)	Per unit /per month	\$100.00
Handheld Support	Per unit/Per month	\$60.00
Software License (one-time fee)	Per Unit	Included
Mobile Citation Paper (per roll) QTY 400	Per roll	\$12.95
Citation Envelopes (Optional)	Per Envelope	\$0.25

One-time Fees		Unit Cost
Enforcement Set-up	One-time	\$5,000.00
Permitting Set-up	One-time	\$5,000.00
Plate Charges for Ticket Customization (One-time fee)	Per plate	\$75.00
Desktop Computer Station	Per Unit	\$1,500.00

High Speed Laser Printer	Per Unit	\$1,100.00
Laser Printer	Per Unit	\$1,200.00
Back-End Point of Sale Workstation	Per Unit	\$1,850.00
Front End Point of Sale Workstation	Per Unit	\$1,850.00
Document Scanner	Per Scanner	\$1,100.00
Integration Setup (Genetec, DMV, ERP System)	Per Integration	\$1,500.00
Estimated Travel Expenses for Installation	Per trip	Included
Lock Box Set Up	One-time	\$2,000.00
24-hour Call Center Set-up	One-time	\$2,000.00
CT DMV Set-ups	One-time	\$2,000.00
On-site training and installation (2days)	Per day	Included

ENFORCEMENT BACK OFFICE AND PROCESSING SERVICES

Enforcement Management System	Units	Unit Price
EMS Issuance Fee	Per Citation	\$0.75
Handwritten Tickets	Per Citation	\$1.00
24-Hour Call Center	Per Minute	\$1.10
IVR Payments (Violator Pays Convenience Fee)	Per Unit	Included
Lock Box Payments	Per Unit	\$2.00
Register Owner Acquisition In state and Out of State (Plus any state applied fees)	Per RO	\$1.25
Delinquent Notices Processing Fee (INCLUDES Postage)	Per Notice	\$1.25
Legacy Data Conversion Fee	One Time	\$3,500.00
Monthly Integration Maintenance Fee	Per Integration/Per Month	\$75.00
Online, Over the counter, and IVR Secure Credit Card Payments - Convenience / Gateway Fee <i>Note: Charged to the Public - assumes the use of the Client Merchant Account</i>	Per Paid Citation	\$3.50
Customization Outside original scope of work	Per Hour	\$200.00

PERMIT MANAGEMENT SYSTEM FEE SCHEDULE

Permits	Units	Unit Price
Physical Permit (QUOTED based on Agency's specs)	Per Unit	TBD
Per Permit Fee	Per Permit	\$1.25
Per Letter (Includes postage) Optional	Per unit	\$1.25
Permit Fulfillment (Optional)	Per Unit	\$3.00
Online, Over the Counter & IVR Secure Credit Card Payments - Gateway Fee *Charged to the Public - assumes the use of the Client Merchant Account	Per Paid Permit	\$3.50
Any Customizations Out of Original Scope of Work	Per Hour	\$200.00

NOTE: Pricing does not include any applicable state or local taxes that are required to be paid by the City currently or in the future. This pricing is FOB, IPS Group, San Diego, CA. Sales taxes and shipping charges will be added to the final invoice. IPS shall have the right to adjust Agreement pricing due to increases in Inflation as published by the US Bureau of Labor Statistics for All Items Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average and will not exceed 3% compounded annually.

CONFIDENTIAL - ALL PRICING IS PROPERTY OF IPS GROUP, INC AND SHALL NOT BE SHARED OR DUPLICATED

THIRD PARTY COLLECTIONS

3 RD PARTY COLLECTIONS	UNIT PRICE
IPS/CBA Collections of Outstanding Citations 90 days or older	30% Total Collected

IPS LIMITED WARRANTY - ENFORCEMENT AND PERMITS

IPS will provide a limited parts warranty for any physical product, such as handhelds or printers, in accordance with the manufacturer's warranty. Software Services are provided "as-is" in accordance with the scope of services and shall perform substantially in accordance with an identifiable set of functional specifications. IPS shall provide bug fixes and generally available upgrades at no cost during the contract term.

Additional Warranty Provisions: Repair or replacement under warranty of any defective product does not extend the warranty period for that product or subcomponent. IPS will either repair or replace products or subcomponents, at our discretion, that are found to be defective within the defined warranty period, with transportation costs pre-paid by the customer. Returns for credit will only apply once IPS has received a defective product and confirmed that defects were within the warranty period and are covered under the terms and conditions of the warranty provided. THE WARRANTIES CONTAINED IN THE AGREEMENT DOCUMENTS ARE IPS'S SOLE AND EXCLUSIVE WARRANTIES. THE EXTENT OF IPS'S LIABILITY FOR A WARRANTY CLAIM IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE EQUIPMENT OR DEFECTIVE SERVICE OR SOFTWARE AT THE SOLE OPTION OF IPS. IPS AFFIRMATIVELY EXCLUDES ANY AND ALL OTHER WARRANTIES, CONDITIONS, OR REPRESENTATIONS (EXPRESS OR IMPLIED, ORAL OR WRITTEN), WITH RESPECT TO THE EQUIPMENT AND/OR SERVICES OR SOFTWARE PROVIDED INCLUDING ANY AND ALL IMPLIED WARRANTIES OR CONDITIONS OF TITLE, MERCHANTABILITY, OR FITNESS OR SUITABILITY FOR ANY PURPOSE (WHETHER OR NOT IPS KNOWS, HAS REASON TO KNOW, HAS BEEN ADVISED, OR IS OTHERWISE IN FACT AWARE OF ANY SUCH PURPOSE) WHETHER ARISING BY LAW OR BY REASON OF CUSTOM OF THE TRADE.

Exclusions: Warranty voided with use of imitation or non-genuine replacement parts, unauthorized alterations, abuse, vandalism, products subjected to unusual physical or electrical stress, improper handling or general misuse to the equipment (hardware or software), including attempted repairs that result in damage. Warranty specifically excludes any consumable items such as paper, batteries, etc. Software warranty is void if usernames and/or passwords are shared with 3rd parties, or allowance of 3rd party access to IPS software without IPS written consent, or any unauthorized changes or attempts to change IPS software. **Force Majeure:** IPS shall not be liable for any warranty provisions where such product failure is as a result of Acts of Nature (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, labor dispute, strike, lockout or interruption or failure of electricity, internet services or cellular telecommunication failures caused by any of the events or causes described above. IPS provides no warranty with respect to any 3rd party hardware or software, whether supplied in connection with this Agreement or otherwise. IPS is not liable in any way as a result of use or performance of customer internet service or wireless data services provided by national carriers.

APPENDIX



APPENDIX TABLE OF CONTENTS

REQUIRED FORMS:

- CONTRACTOR'S STATEMENT
- NON-COLLUSION AFFIDAVIT
- COMPLIANCE AFFIDAVIT
- CERTIFICATE OF CORPORATE RESOLUTION
- COMMISSION ON HUMAN RIGHTS
- PROPOSER'S INFORMATION AND ACKNOWLEDGEMENT FORM
- FORM W-9

CERTIFICATE OF INSURANCE

SERVICE LEVEL AGREEMENT

PCI COMPLIANCE

ENFORCEMENT MANAGEMENT SYSTEM

PERMIT MANAGEMENT SYSTEM

SEIKO MOBILE PRINTER

ABOUT IPS GROUP

Contractor's Statement

Pursuant to Section 103.1 of the Stamford Code of Ordinances, I hereby provide the following:

If a joint venture, trustee, partnership, limited liability company or partnership, the names and addresses of all joint ventures, beneficiaries, partners or members:

N/A

If a corporation, the names and addresses of all officers, and the names and addresses of all parties owning over 10% of its common stock or over 10% of its preferred stocks. If any of said stockholders is a holding corporation, the names and addresses of all persons owning a beneficial interest in over 10% of the common or preferred stock of said holding company.

IPS Holdco, LLC, Wholly Owned Subsidiary of Windjammer Capital Investments
Windjammer has 95% ownership.

The names and positions of all persons listed hereinabove who are elected or appointed officers or employees of the City of Stamford.

Chad Randall, Chief Executive Officer

Chad P. Randall - Chief Executive Officer

Jeff Miehle - President

Vasu Mohan - Chief Operating Officer

Brian Webber, Secretary, General Council

Name of Bidder/Proposer: IPS Group, Inc.

Signature of Bidder/Proposer: 

Title: Chad Randall

Company Name: IPS Group, Inc.

Address: 7737 Kenamar Court, San Diego, CA 92121

Indicate if company submitting this proposal is: MBE WBE DBE

Non-Collusion Affidavit

The undersigned, having been duly sworn, affirms and says that to the best of his/her knowledge and belief:

1. The prices in this Proposal have been arrived at independently without collusion, consultation, communication, or agreement with any other Proposer or with any competitor for the purpose of restricting competition.
2. Unless otherwise required by law, the prices, which have been quoted in this Proposal, have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening, directly or indirectly, to any other Proposer or to any competitor.
3. No attempt has been made or will be made by the Proposer to induce any other person, partnership or corporation to submit or not to submit a Proposal for the purpose of restricting competition.

Name of Proposer: IPS Group, Inc.

By: 

Print Name: Chad Randall

Title: Chief Executive Officer

ACKNOWLEDGMENT

STATE OF _____

COUNTY OF _____ ss. See attached

Date: _____

Personally appeared _____, as _____ of the above named firm, and attested that the foregoing statements are true and accurate to the best of his/her knowledge and belief.

Signature of Notary Public
My Commission Expires: _____

EFFECTIVE: 2/24/09

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

CALIFORNIA ALL-PURPOSE CERTIFICATE OF ACKNOWLEDGMENT

State of California)
County of San Diego)

On _____ before me, Mary Hill Notary Public
(here insert name and title of the officer)

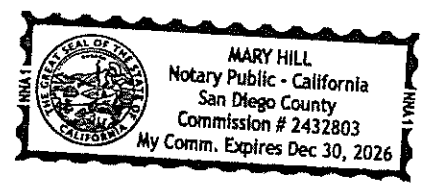
personally appeared Chad Dandale

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Mary Hill



(Seal)

OPTIONAL INFORMATION

Although the information in this section is not required by law, it could prevent fraudulent removal and reattachment of this acknowledgment to an unauthorized document and may prove useful to persons relying on the attached document.

Description of Attached Document

The preceding Certificate of Acknowledgment is attached to a document titled/for the purpose of _____ containing _____ pages, and dated _____.

The signer(s) capacity or authority is/are as:

- Individual(s)
- Attorney-in-Fact
- Corporate Officer(s) _____ Title(s) _____
- Guardian/Conservator
- Partner - Limited/General
- Trustee(s)
- Other: _____

representing: _____
Name(s) of Person(s) or Entity(ies) Signer is Representing

Additional Information	
Method of Signer Identification	
Proved to me on the basis of satisfactory evidence: <input type="checkbox"/> form(s) of identification <input type="checkbox"/> credible witness(es)	
Notarial event is detailed in notary journal on: Page # _____ Entry # _____	
Notary contact: _____	
Other	
<input type="checkbox"/> Additional Signer(s)	<input type="checkbox"/> Signer(s) Thumbprint(s)
<input type="checkbox"/> _____	

City of Stamford
State of Connecticut Contractor Verification (in accordance with Public Act 16-67)

Compliance Affidavit

I, the undersigned, personally and on behalf of IPS Group, Inc., having
(Contractor)
been duly sworn, affirm and say that I have read, understand and am in compliance with Public Act 16-67 Concerning the Disclosure of Certain Education Personnel Records, Criminal Penalties for Threatening in Educational Settings and the Exclusion of a Minor's Name from Summary Process Complaints, and that neither I nor said Contractor, to the best of my knowledge, is in possession of any information indicating a finding of abuse or neglect or sexual misconduct, or otherwise have knowledge of such a condition(s) for any employees working on the project identified in RFQ/RFP or Bid S- 895. Further, if I or said Contractor
(RFQ/RFP or Bid Number)
become aware of any information indicating such a finding, or otherwise gain knowledge of such a condition, I and/or said Contractor will immediately forward such information to the City of Stamford.

Contractor Name: IPS Group, Inc.

Street Address: 7737 Kenamar Court

City, State, Zip: San Diego, CA 92121

Title of person completing this form: Chad Randall

Signature: 

Printed Name: Chad Randall

Date: 1/26/2023

ACKNOWLEDGMENT

STATE OF _____

COUNTY OF _____

ss. See attached

Date: _____

~~Personally appeared _____, as _____
of the above named Contractor, and attested that the foregoing statements are true and accurate
to the best of his/her knowledge and belief on behalf of himself and said Contractor.~~

Signature of Notary Public

My Commission Expires: _____

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

CALIFORNIA ALL-PURPOSE CERTIFICATE OF ACKNOWLEDGMENT

State of California)

County of San Diego)

On 1-26-2023 before me, Mary Hill, Notary Public
(here insert name and title of the officer)

personally appeared Chad Randall

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Mary Hill



(Seal)

OPTIONAL INFORMATION

Although the information in this section is not required by law, it could prevent fraudulent removal and reattachment of this acknowledgment to an unauthorized document and may prove useful to persons relying on the attached document.

Description of Attached Document

The preceding Certificate of Acknowledgment is attached to a document titled/for the purpose of _____

containing _____ pages, and dated _____

The signer(s) capacity or authority is/are as:

- Individual(s)
- Attorney-in-Fact
- Corporate Officer(s) _____ Title(s)
- Guardian/Conservator
- Partner - Limited/General
- Trustee(s)
- Other: _____

representing: _____
Name(s) of Person(s) or Entity(ies) Signer is Representing

Additional Information

Method of Signer Identification

Proved to me on the basis of satisfactory evidence:
 form(s) of identification credible witness(es)

Notarial event is detailed in notary journal on:

Page # _____ Entry # _____

Notary contact: _____

Other

Additional Signer(s) Signer(s) Thumbprint(s)

CERTIFICATE OF CORPORATE RESOLUTION
RFQ/RFP

I, Brian Webber, SECRETARY OF IPS Group, Inc.
A CORPORATION EXISTING UNDER THE LAWS OF THE STATE OF California, DO
HEREBY CERTIFY THAT THE FOLLOWING IS A TRUE COPY OF CERTAIN RESOLUTIONS
ADOPTED BY THE BOARD OF DIRECTORS OF SAID COMPANY, AT A MEETING THEREOF
DULY CALLED AND HELD ON THE 3rd DAY OF January, 2023.

“RESOLVED, THAT THE Chief Executive Officer
OF THE CORPORATION BE AND IS HEREBY AUTHORIZED TO SIGN
A CONTRACT WITH THE CITY OF STAMFORD, CONNECTICUT FOR
Parking Ticket, Permit and Civil Citation Management Services, RFP/RFQ No. 895”.

I, FURTHER CERTIFY THAT, Chad Randall IS THE DULY
ELECTED Chief Executive Officer OF IPS Group, Inc.
AND THE FOREGOING RESOLUTION HAS NOT BEEN MODIFIED OR REPEALED AND IS
IN FULL FORCE AND EFFECT.

IN WITNESS WHEREOF, I HAVE, HEREUNTO, SUBSCRIBED BY NAME AND AFFIXED
THE SEAL OF SAID CORPORATION THE 26TH DAY OF JANUARY, 2023.



SECRETARY

Non-Collusion Affidavit

The undersigned, having been duly sworn, affirms and says that to the best of his/her knowledge and belief:

1. The prices in this Proposal have been arrived at independently without collusion, consultation, communication, or agreement with any other Proposer or with any competitor for the purpose of restricting competition.
2. Unless otherwise required by law, the prices, which have been quoted in this Proposal, have not been knowingly disclosed by the Proposer and will not knowingly be disclosed by the Proposer prior to opening, directly or indirectly, to any other Proposer or to any competitor.
3. No attempt has been made or will be made by the Proposer to induce any other person, partnership or corporation to submit or not to submit a Proposal for the purpose of restricting competition.

Name of Proposer: IPS Group, Inc.

By: *Chad Randall*

Print Name: Chad Randall

Title: Chief Executive Officer

ACKNOWLEDGMENT

STATE OF _____

COUNTY OF _____ ss. _____

See attached

Date: _____

Personally appeared _____, as _____ of the above named firm, and attested that the foregoing statements are true and accurate to the best of his/her knowledge and belief.

Signature of Notary Public
My Commission Expires: _____

EFFECTIVE: 2/24/09

A notary public or other officer completing this certificate verifies only the identity of the individual who signed the document to which this certificate is attached, and not the truthfulness, accuracy, or validity of that document.

CALIFORNIA ALL-PURPOSE CERTIFICATE OF ACKNOWLEDGMENT

State of California)
County of San Diego)

On _____ before me, Mary Hill Notary Public
(here insert name and title of the officer)

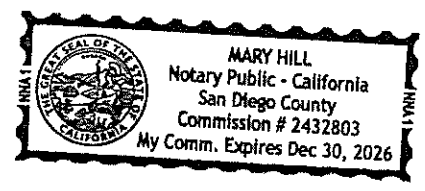
personally appeared Chad Dandale

who proved to me on the basis of satisfactory evidence to be the person(s) whose name(s) is/are subscribed to the within instrument and acknowledged to me that he/she/they executed the same in his/her/their authorized capacity(ies), and that by his/her/their signature(s) on the instrument the person(s), or the entity upon behalf of which the person(s) acted, executed the instrument.

I certify under PENALTY OF PERJURY under the laws of the State of California that the foregoing paragraph is true and correct.

WITNESS my hand and official seal.

Signature Mary Hill



(Seal)

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- Corporate Officer(s) _____ Title(s) _____
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- Trustee(s)
- Other: _____

representing: _____
Name(s) of Person(s) or Entity(ies) Signer is Representing

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Method of Signer Identification	
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Notary contact: _____	
Other	
<input type="checkbox"/> Additional Signer(s)	<input type="checkbox"/> Signer(s) Thumbprint(s)
<input type="checkbox"/>	

COMMISSION ON HUMAN RIGHTS AND OPPORTUNITIES
CONTRACT COMPLIANCE REGULATIONS
NOTIFICATION TO BIDDERS

(Revised 09/3/15)

The contract to be awarded is subject to contract compliance requirements mandated by Sections 4a-60 and 4a-60a of the Connecticut General Statutes; and, when the awarding agency is the State, Sections 46a-71(d) and 46a-81i(d) of the Connecticut General Statutes. There are Contract Compliance Regulations codified at Section 46a-68j-21 through 43 of the Regulations of Connecticut State Agencies, which establish a procedure for awarding all contracts covered by Sections 4a-60 and 46a-71(d) of the Connecticut General Statutes.

According to Section 46a-68j-30(9) of the Contract Compliance Regulations, every agency awarding a contract subject to the contract compliance requirements has an obligation to “aggressively solicit the participation of legitimate minority business enterprises as bidders, contractors, subcontractors and suppliers of materials.” “Minority business enterprise” is defined in Section 4a-60 of the Connecticut General Statutes as a business wherein fifty-one percent or more of the capital stock, or assets belong to a person or persons: “(1) Who are active in daily affairs of the enterprise; (2) who have the power to direct the management and policies of the enterprise; and (3) who are members of a minority, as such term is defined in subsection (a) of Section 32-9n.” “Minority” groups are defined in Section 32-9n of the Connecticut General Statutes as “(1) Black Americans . . . (2) Hispanic Americans . . . (3) persons who have origins in the Iberian Peninsula . . . (4) Women . . . (5) Asian Pacific Americans and Pacific Islanders; (6) American Indians . . .” An individual with a disability is also a minority business enterprise as provided by Section 4a-60g of the Connecticut General Statutes. The above definitions apply to the contract compliance requirements by virtue of Section 46a-68j-21(11) of the Contract Compliance Regulations.

The awarding agency will consider the following factors when reviewing the bidder’s qualifications under the contract compliance requirements:

- (a) the bidder’s success in implementing an affirmative action plan;
- (b) the bidder’s success in developing an apprenticeship program complying with Sections 46a-68-1 to 46a-68-17 of the Administrative Regulations of Connecticut State Agencies, inclusive;
- (c) the bidder’s promise to develop and implement a successful affirmative action plan;
- (d) the bidder’s submission of employment statistics contained in the “Employment Information Form”, indicating that the composition of its workforce is at or near parity when compared to the racial and sexual composition of the workforce in the relevant labor market area; and
- (e) the bidder’s promise to set aside a portion of the contract for legitimate minority business enterprises. See Section 46a-68j-30(10)(E) of the Contract Compliance Regulations.

INSTRUCTIONS AND OTHER INFORMATION

The following BIDDER CONTRACT COMPLIANCE MONITORING REPORT must be completed in full, signed, and submitted with the bid for this contract. The contract awarding agency and the Commission on Human Rights and Opportunities will use the information contained thereon to determine the bidders compliance to Sections 4a-60 and 4a-60a CONN. GEN. STAT., and Sections 46a-68j-23 of the Regulations of Connecticut State Agencies regarding equal employment opportunity, and the bidder’s good faith efforts to include minority business enterprises as subcontractors and suppliers for the work of the contract.

1) **Definition of Small Contractor**

Section 4a-60g CONN. GEN. STAT. defines a small contractor as a company that has been doing business under the same management and control and has maintained its principal place of business in Connecticut for a one year period immediately prior to its application for certification under this section, had gross revenues not exceeding fifteen million dollars in the most recently completed fiscal year, and at least fifty-one percent of the ownership of which is held by a person or persons who are active in the daily affairs of the company, and have the power to direct the management and policies of the company, except that a nonprofit corporation shall be construed to be a small contractor if such nonprofit corporation meets the requirements of subparagraphs (A) and (B) of subdivision 4a-60g CONN. GEN. STAT.

2) Description of Job Categories (as used in Part IV Bidder Employment Information) (Page 2)

MANAGEMENT: Managers plan, organize, direct, and control the major functions of an organization through subordinates who are at the managerial or supervisory level. They make policy decisions and set objectives for the company or departments. They are not usually directly involved in production or providing services. Examples include top executives, public relations managers, managers of operations specialties (such as financial, human resources, or purchasing managers), and construction and engineering managers.

BUSINESS AND FINANCIAL OPERATIONS: These occupations include managers and professionals who work with the financial aspects of the business. These occupations include accountants and auditors, purchasing agents, management analysts, labor relations specialists, and budget, credit, and financial analysts.

MARKETING AND SALES: Occupations related to the act or process of buying and selling products and/or services such as sales engineer, retail sales workers and sales representatives including wholesale.

LEGAL OCCUPATIONS: In-House Counsel who is charged with providing legal advice and services in regards to legal issues that may arise during the course of standard business practices. This category also includes assistive legal occupations such as paralegals, legal assistants.

COMPUTER SPECIALISTS: Professionals responsible for the computer operations within a company are grouped in this category. Examples of job titles in this category include computer programmers, software engineers, database administrators, computer scientists, systems analysts, and computer support specialists

ARCHITECTURE AND ENGINEERING: Occupations related to architecture, surveying, engineering, and drafting are included in this category. Some of the job titles in this category include electrical and electronic engineers, surveyors, architects, drafters, mechanical engineers, materials engineers, mapping technicians, and civil engineers.

OFFICE AND ADMINISTRATIVE SUPPORT: All clerical-type work is included in this category. These jobs involve the preparing, transcribing, and preserving of written communications and records; collecting accounts; gathering and distributing information; operating office machines and electronic data processing equipment; and distributing mail. Job titles listed in this category include telephone operators, bill and account collectors, customer service representatives, dispatchers, secretaries and administrative assistants, computer operators and clerks (such as payroll, shipping, stock, mail and file).

BUILDING AND GROUNDS CLEANING AND MAINTENANCE: This category includes occupations involving landscaping, housekeeping, and janitorial services. Job titles found in this category include supervisors of landscaping or housekeeping, janitors, maids, grounds maintenance workers, and pest control workers.

CONSTRUCTION AND EXTRACTION: This category includes construction trades and related occupations. Job titles found in this category include boilermakers, masons (all types), carpenters, construction laborers, electricians, plumbers (and related trades), roofers, sheet metal workers, elevator installers, hazardous materials removal workers, paperhangers, and painters. Paving, surfacing, and tamping equipment operators; drywall and ceiling tile installers; and carpet, floor and tile installers and finishers are also included in this category. First line supervisors, foremen, and helpers in these trades are also grouped in this category.

INSTALLATION, MAINTENANCE AND REPAIR: Occupations involving the installation, maintenance, and repair of equipment are included in this group. Examples of job titles found here are heating, ac, and refrigeration mechanics and installers; telecommunication line installers and repairers; heavy vehicle and mobile equipment service technicians and mechanics; small engine mechanics; security and fire alarm systems installers; electric/electronic repair, industrial, utility and transportation equipment; millwrights; riggers; and manufactured building and mobile home installers. First line supervisors, foremen, and helpers for these jobs are also included in the category.

MATERIAL MOVING WORKERS: The job titles included in this group are Crane and tower operators; dredge, excavating, and lading machine operators; hoist and winch operators; industrial truck and tractor operators; cleaners of vehicles and equipment; laborers and freight, stock, and material movers, hand; machine feeders and offbearers; packers and packagers, hand; pumping station operators; refuse and recyclable material collectors; and miscellaneous material moving workers.

PRODUCTION WORKERS: The job titles included in this category are chemical production machine setters, operators and tenders; crushing/grinding workers; cutting workers; inspectors, testers sorters, samplers, weighers; precious stone/metal workers; painting workers; cementing/gluing machine operators and tenders; etchers/engravers; molders, shapers and casters except for metal and plastic; and production workers.

3) Definition of Racial and Ethnic Terms (as used in Part IV Bidder Employment Information) (Page 3)

<p><u>White</u> (not of Hispanic Origin)-All persons having origins in any of the original peoples of Europe, North Africa, or the Middle East.</p> <p><u>Black</u> (not of Hispanic Origin)-All persons having origins in any of the Black racial groups of Africa.</p> <p><u>Hispanic</u>- All persons of Mexican, Puerto Rican, Cuban, Central or South American, or other Spanish culture or origin, regardless of race.</p>	<p><u>Asian or Pacific Islander</u>- All persons having origins in any of the original peoples of the Far East, Southeast Asia, the Indian subcontinent, or the Pacific Islands. This area includes China, India, Japan, Korea, the Philippine Islands, and Samoa.</p> <p><u>American Indian or Alaskan Native</u>- All persons having origins in any of the original peoples of North America, and who maintain cultural identification through tribal affiliation or community recognition.</p>
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BIDDER CONTRACT COMPLIANCE MONITORING REPORT

PART I – Bidder Information

<p>Company Name: IPS Group, Inc. Street Address: 7737 Kenamar Court City & State: San Diego, CA Chief Executive: Chad Randall</p>	<p>Bidder Federal Employer 23-302-8164 Identification Number: Or Social Security Number:</p>
<p>Major Business Activity: Manufacturer of Parking Meter hardware/software and Enforcement/Permits software (brief description)</p>	<p>Bidder Identification (response optional/definitions on page 1)</p> <p>-Bidder is a small contractor? Yes <input type="checkbox"/> No <input type="checkbox"/> -Bidder is a minority business enterprise? Yes <input type="checkbox"/> No <input type="checkbox"/> (If yes, check ownership category) Black <input type="checkbox"/> Hispanic <input type="checkbox"/> Asian American <input type="checkbox"/> American Indian/Alaskan Native <input type="checkbox"/> Iberian Peninsula <input type="checkbox"/> Individual(s) with a Physical Disability <input type="checkbox"/> Female <input type="checkbox"/> -Bidder is certified as above by State of CT? Yes <input type="checkbox"/> No <input type="checkbox"/></p>
<p>Bidder Parent Company: (If any)</p>	
<p>Other Locations in CT: (If any)</p>	

PART II - Bidder Nondiscrimination Policies and Procedures

<p>1. Does your company have a written Affirmative Action/Equal Employment Opportunity statement posted on company bulletin boards? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>7. Do all of your company contracts and purchase orders contain non-discrimination statements as required by Sections 4a-60 & 4a-60a Conn. Gen. Stat.? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>2. Does your company have the state-mandated sexual harassment prevention in the workplace policy posted on company bulletin boards? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>8. Do you, upon request, provide reasonable accommodation to employees, or applicants for employment, who have physical or mental disability? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>
<p>3. Do you notify all recruitment sources in writing of your company's Affirmative Action/Equal Employment Opportunity employment policy? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>9. Does your company have a mandatory retirement age for all employees? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>
<p>4. Do your company advertisements contain a written statement that you are an Affirmative Action/Equal Opportunity Employer? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/></p>	<p>10. If your company has 50 or more employees, have you provided at least two (2) hours of sexual harassment training to all of your supervisors? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> N/A <input type="checkbox"/></p>
<p>5. Do you notify the Ct. State Employment Service of all employment openings with your company? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/></p>	<p>11. If your company has apprenticeship programs, do they meet the Affirmative Action/Equal Employment Opportunity requirements of the apprenticeship standards of the Ct. Dept. of Labor? Yes <input type="checkbox"/> No <input type="checkbox"/> N/A <input checked="" type="checkbox"/></p>
<p>6. Does your company have a collective bargaining agreement with workers? Yes <input type="checkbox"/> No <input checked="" type="checkbox"/> 6a. If yes, do the collective bargaining agreements contain non-discrimination clauses covering all workers? Yes <input type="checkbox"/> No <input type="checkbox"/> 6b. Have you notified each union in writing of your commitments under the nondiscrimination requirements of contracts with the state of CT? Yes <input type="checkbox"/> No <input type="checkbox"/></p>	<p>12. Does your company have a written affirmative action Plan? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If no, please explain.</p> <p>13. Is there a person in your company who is responsible for equal employment opportunity? Yes <input checked="" type="checkbox"/> No <input type="checkbox"/> If yes, give name and phone number:</p>

1. Will the work of this contract include subcontractors or suppliers? Yes No

1a. If yes, please list all subcontractors and suppliers and report if they are a small contractor and/or a minority business enterprise. (defined on page 1 / use additional sheet if necessary)

1b. Will the work of this contract require additional subcontractors or suppliers other than those identified in 1a. above? Yes No

PART IV - Bidder Employment Information

Date:

JOB CATEGORY *	OVERALL TOTALS	WHITE (not of Hispanic origin)		BLACK (not of Hispanic origin)		HISPANIC		ASIAN or PACIFIC ISLANDER		AMERICAN INDIAN or ALASKAN NATIVE	
		Male	Female	Male	Female	Male	Female	Male	Female	Male	Female
Management	24	16	1	-	-	2	-	4	1	-	-
Business & Financial Ops	26	14	5	-	-	3	2	-	2	-	-
Marketing & Sales	17	10	4	-	-	1	2	-	-	-	-
Legal Occupations	1	1	-	-	-	-	-	-	-	-	-
Computer Specialists	4	1	-	-	-	-	-	3	-	-	-
Architecture/Engineering	24	12	-	-	-	2	-	10	-	-	-
Office & Admin Support	14	-	4	1	1	4	3	1	-	-	-
Bldg/ Grounds Cleaning/Maintenance	1	-	-	-	-	1	-	-	-	-	-
Construction & Extraction	-	-	-	-	-	-	-	-	-	-	-
Installation, Maintenance & Repair	38	6	-	6	-	11	2	13	-	-	-
Material Moving Workers	3	-	-	-	-	3	-	-	-	-	-
Production Occupations	44	6	2	3	-	6	5	17	5	-	-
TOTALS ABOVE	196	66	16	10	1	33	14	48	8	-	-
Total One Year Ago											
FORMAL ON THE JOB TRAINEES (ENTER FIGURES FOR THE SAME CATEGORIES AS ARE SHOWN ABOVE)											
Apprentices											
Trainees											

*NOTE: JOB CATEGORIES CAN BE CHANGED OR ADDED TO (EX. SALES CAN BE ADDED OR REPLACE A CATEGORY NOT USED IN YOUR COMPANY)

PART V - Bidder Hiring and Recruitment Practices

1. Which of the following recruitment sources are used by you? (Check yes or no, and report percent used)				2. Check (X) any of the below listed requirements that you use as a hiring qualification (X)		3. Describe below any other practices or actions that you take which show that you hire, train, and promote employees without discrimination
SOURCE	YES	NO	% of applicants provided by source			
State Employment Service	<input type="checkbox"/>	<input checked="" type="checkbox"/>		X	Work Experience	
Private Employment Agencies	<input checked="" type="checkbox"/>	<input type="checkbox"/>	80	X	Ability to Speak or Write English	
Schools and Colleges	<input type="checkbox"/>	<input checked="" type="checkbox"/>		X	Written Tests	
Newspaper Advertisement	<input type="checkbox"/>	<input checked="" type="checkbox"/>		X	High School Diploma	
Walk Ins	<input type="checkbox"/>	<input checked="" type="checkbox"/>			College Degree	
Present Employees	<input checked="" type="checkbox"/>	<input type="checkbox"/>	2		Union Membership	
Labor Organizations	<input type="checkbox"/>	<input checked="" type="checkbox"/>		X	Personal Recommendation	
Minority/Community Organizations	<input checked="" type="checkbox"/>	<input type="checkbox"/>	1		Height or Weight	
Others (please identify)	<input checked="" type="checkbox"/>	<input type="checkbox"/>			Car Ownership	
Job Boards	<input type="checkbox"/>	<input type="checkbox"/>	17		Arrest Record	
	<input type="checkbox"/>	<input type="checkbox"/>			Wage Garnishments	

Certification (Read this form and check your statements on it CAREFULLY before signing). I certify that the statements made by me on this BIDDER CONTRACT COMPLIANCE MONITORING REPORT are complete and true to the best of my knowledge and belief, and are made in good faith. I understand that if I knowingly make any misstatements of facts, I am subject to be declared in non-compliance with Section 4a-60, 4a-60a, and related sections of the CONN. GEN. STAT.

(Signature) 	(Title) CEO	(Date Signed) 1/26/23	(Telephone) 858-404-0607
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PROPOSER'S INFORMATION AND ACKNOWLEDGEMENT FORM

RFP No: 895

Date: February 2, 2023

Proposer's Name: IPS Group, Inc.

Street Address: 7737 Kenamar Court

San Diego CA 92121
City State Zip

Business Telephone: 858-404-0607

Email: Chad.Randall@ipsgroupinc.com

Unique Entity ID: _____ Tax Id. No.: 23-302-8164

Indicate (Yes/No) if company submitting this proposal is:

No MBE No WBE No DBE
(If yes, attach relevant certification)

Signature:  Date: 1/26/2023

Printed Name: Chad Randall

Title: Chief Executive Officer

Addenda Acknowledgement – check and note date of addendum

<input checked="" type="checkbox"/> Addenda No. 1	<input type="checkbox"/> Addenda No. 2
<input type="checkbox"/> Addenda No. 3	<input type="checkbox"/> Addenda No. 4
<input type="checkbox"/> Addenda No. 5	<input type="checkbox"/> Addenda No. 6
<input type="checkbox"/> Addenda No. 7	<input type="checkbox"/> Addenda No. 8
<input type="checkbox"/> Addenda No. 9	<input type="checkbox"/> Addenda No. 10
<input type="checkbox"/> Addenda No. 11	<input type="checkbox"/> Addenda No. 12

Request for Taxpayer Identification Number and Certification

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

▶ Go to www.irs.gov/FormW9 for instructions and the latest information.

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. IPS Group 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. <input type="checkbox"/> Individual/sole proprietor or single-member LLC <input type="checkbox"/> C Corporation <input type="checkbox"/> S Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Trust/estate <input type="checkbox"/> 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. <input type="checkbox"/> 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) _____ <small>(Applies to accounts maintained outside the U.S.)</small>
5 Address (number, street, and apt. or suite no.) See instructions. 7737 Kenamar CT	Requester's name and address (optional)
6 City, state, and ZIP code San Diego, CA 92121	
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													
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2	3	-	3										
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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 ▶ 1/3/2023
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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.



CERTIFICATE OF LIABILITY INSURANCE

3/19/2023

DATE (MM/DD/YYYY)

1/12/2023

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 Lockton Insurance Brokers, LLC License #0F15767 4275 Executive Square, Suite 600 La Jolla CA 92037 (858) 587-3100	CONTACT NAME: PHONE (A/C, No, Ext):		FAX (A/C, No):
	E-MAIL ADDRESS:		
INSURED 1377909 IPS Group, Inc. 7737 Kenamar Court San Diego CA 92121		INSURER(S) AFFORDING COVERAGE	
		INSURER A: National Fire Insurance Co of Hartford	NAIC # 20478
		INSURER B: Valley Forge Insurance Company	NAIC # 20508
		INSURER C: The Continental Insurance Company	NAIC # 35289
		INSURER D: Lloyd's Syndicate 457 (Munich Re Syndicate Limited)	
		INSURER E: American Casualty Company of Reading, PA	NAIC # 20427
		INSURER F:	

COVERAGES IPSGR01 **CERTIFICATE NUMBER:** 14816329 **REVISION NUMBER:** XXXXXXXX

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	<input checked="" type="checkbox"/> COMMERCIAL GENERAL LIABILITY <input type="checkbox"/> CLAIMS-MADE <input checked="" type="checkbox"/> OCCUR GEN'L AGGREGATE LIMIT APPLIES PER: <input type="checkbox"/> POLICY <input checked="" type="checkbox"/> PROJECT <input type="checkbox"/> LOC OTHER:	Y	Y	4034952942	3/19/2022	3/19/2023	EACH OCCURRENCE \$ 1,000,000 DAMAGE TO RENTED PREMISES (Ea occurrence) \$ 1,000,000 MED EXP (Any one person) \$ 15,000 PERSONAL & ADV INJURY \$ 1,000,000 GENERAL AGGREGATE \$ 2,000,000 PRODUCTS - COMP/OP AGG \$ 2,000,000 \$
B	<input checked="" type="checkbox"/> AUTOMOBILE LIABILITY <input checked="" type="checkbox"/> ANY AUTO <input type="checkbox"/> OWNED AUTOS ONLY <input type="checkbox"/> SCHEDULED AUTOS <input checked="" type="checkbox"/> HIRED AUTOS ONLY <input checked="" type="checkbox"/> NON-OWNED AUTOS ONLY	Y	Y	6013847872	3/19/2022	3/19/2023	COMBINED SINGLE LIMIT (Ea accident) \$ 1,000,000 BODILY INJURY (Per person) \$ XXXXXXXX BODILY INJURY (Per accident) \$ XXXXXXXX PROPERTY DAMAGE (Per accident) \$ XXXXXXXX Comp./Coll. Ded \$ 1,000
C	<input checked="" type="checkbox"/> UMBRELLA LIAB <input checked="" type="checkbox"/> OCCUR <input type="checkbox"/> EXCESS LIAB <input type="checkbox"/> CLAIMS-MADE DED RETENTION \$	N	N	4034952990	3/19/2022	3/19/2023	EACH OCCURRENCE \$ 20,000,000 AGGREGATE \$ 20,000,000 \$ XXXXXXXX
E	<input checked="" type="checkbox"/> WORKERS COMPENSATION AND EMPLOYERS' LIABILITY <input type="checkbox"/> ANY PROPRIETOR/PARTNER/EXECUTIVE OFFICER/MEMBER EXCLUDED? (Mandatory In NH) If yes, describe under DESCRIPTION OF OPERATIONS below	Y/N	N/A	5093308451 (CA) 5093308496 (AOS)	3/19/2022 3/19/2022	3/19/2023 3/19/2023	<input checked="" type="checkbox"/> PER STATUTE <input type="checkbox"/> 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
D	Tech E&O/Cyber	N	Y	01MRCT0000037-00	3/19/2022	3/19/2023	Each Occ. 5,000,000; Agg.: 5,000,000; Ded.: 100,000

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)
 THIS CERTIFICATE SUPERSEDES ALL PREVIOUSLY ISSUED CERTIFICATES FOR THIS HOLDER, APPLICABLE TO THE CARRIERS LISTED AND THE POLICY TERM(S) REFERENCED.
 Worker's Compensation insurance does not apply to states ND, OH, WA, WY. Tech E&O/Cyber provides coverage for Network Security and Privacy Liability, as well as Breach Event, Cyber Extortion, and Business Interruption
 City of Stamford and its officers, agents, and employees is an Additional Insured to the extent provided by the policy language or endorsement issued or approved by the insurance carrier. Insurance provided to Additional Insured(s) is primary and non-contributory as per the attached endorsements or policy language. Waiver of Subrogation applies per attached endorsement(s) or policy language.

CERTIFICATE HOLDER
CANCELLATION See Attachments

14816329
 City of Stamford
 888 Washington Boulevard
 Stamford CT 06901

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
 

IPS GROUP. INC.
PARKING METER SOFTWARE
SERVICE LEVEL AGREEMENT

Last Updated: November 24, 2020

This IPS Group Inc Enforcement & Permitting Software Service Level Agreement (this “SLA”) is a policy governing the use of the Included Services (listed below) by a municipal government client (“Client”) under the terms of the Client Agreement (the “Client Agreement”) between IPS Group Inc. and its affiliates (“IPS”, “us” or “we”) and Client. This SLA applies separately to each account using the Included Products and Services. We reserve the right to update, change or modify these terms of this SLA in accordance with the Client Agreement or with 90 days’ notice.

INCLUDED SERVICES

- IPS Parking Meter Data Management System (DMS)

SERVICE COMMITMENT

IPS will use commercially reasonable efforts to make the Included Products and Services each available with a Monthly Uptime Percentage (defined below) of at least 99%, in each case during any calendar month billing cycle (the “Service Commitment”).

- Telephone support: 9:00 A.M. to 5:00 P.M. Monday – Friday
- Calls received out of office hours will be forwarded to a mobile phone and best efforts will be made to answer / action the call, however, there will be a backup answer phone service
- Email support: Monitored 9:00 A.M. to 5:00 P.M. Monday – Friday
- Emails received outside of office hours will be collected, however, no action can be guaranteed until the next working day

DEFINITIONS

- “Monthly Uptime Percentage” is calculated by subtracting from 100% the percentage of minutes during the month in which any of the Included Products and Services, as applicable, was in the state of “Unavailable.” Monthly Uptime Percentage measurements exclude downtime resulting directly or indirectly from any SLA Exclusion (defined below). Monthly Uptime shall be measured and displayed within the web portals of the Included Services.
- “Unavailable” and “Unavailability” mean running tasks, as applicable, with “unavailable” errors or inability to connect with IPS web services via a working Internet connection due to the server operations as performed by IPS, including the inability to login to IPS Services via a working Internet connection.
- “Planned Maintenance” shall mean pre-planned maintenance, upgrades, and patches that may affect system uptime. The Contractor will schedule such outages at times of low system utilization to prevent impact to the Client and the public (if applicable).

SLA EXCLUSIONS

The Service Commitment does not apply to any unavailability of Included Services due to (i) client Internet access failure; (ii) caused by factors outside of our reasonable control, including any force majeure event or access to public utilities such as power or Internet services; (iii) that result from Client equipment, software or other technology; (iv) that result from any Planned Maintenance activities.

REPORTING AND RESPONSE TIMES

All errors shall be communicated to IPS via the Client's Contract Manager to determine if the problem is caused by an issue on the Client/IPS side and forward to IPS Customer Support group if the problem resides with the scope of services provided by IPS. IPS shall make all commercially reasonable attempts to respond and resolve within the following service matrix. Actual response and resolution time will be based on the actual circumstances.

Service Level	Response Time	Status Update Frequency	Service Resolution Time Goal
EMERGENCY	1 hour	Every 1-2 hours or as new information becomes available	Within 1 Business Day
HIGH	4 hours	Every Business Day	Within 2 Business Days
MEDIUM	24 hours	Every 5 Business Days	Within 10 Business Days
LOW	48 hours	Every 10 Business Days	Within 30 Business Days

Response Time refers to the maximum elapsed time after problem logged for investigation and action by the IPS.

Status Update Frequency refers to the maximum time elapsed after problem has been initially logged before a status update is provided to Client. IPS will continue to provide status updates to Client within this frequency interval until such time as the problem is resolved.

Service Resolution Time Goal refers to the objective for the maximum elapsed time after problem is logged for some sort of problem resolution to be provided. Service Levels will be determined in accordance with the following:

Emergency: System down during critical support times that affect revenue generating processes or critical sever access to public. Emergency situations would exist when a critical function is unable to and no work around exists.

Examples would include:

- DMS Server Down
- Security issues

High: An element of the DMS is not functioning as expected, impacting Client personnel. Revenues and public access are not affected. A workaround exists but may difficult to sustain for more than a week.

Examples would include:

- System Down (Software Application)
- Web Report

Medium: An element of the DMS is not functioning as expected, impacting Client personnel. Revenues and public access are not affected. A workaround exists and may be sustained for a short period (i.e. a month) without significantly impacting workflow efficiencies.

Examples would include:

- Workstations interfaces with contractor systems
- Intermittent Integration with 3rd parties would be in the category
- Performance issues not impacting critical processes tied to revenue generation or public access.

Low: An element of the DMS is not functioning as expected, impacting Client personnel. Revenues and public access are not affected. A workaround exists.

Examples would include:

- Report formatting

ON-SITE ASSISTANCE

While on-site assistance is not included in this Agreement, IPS can provide on-site services upon request, and will provide a quotation in advance of such work.

WARRANTY

Refer to IPS Group Limited Warranty for complete details.

PCI-DSS LEVEL 1 CERTIFIED

IPS Group is PCI-DSS Level 1 v3.2 certified and PA-DSS compliant.

IPS has been certified as PCI compliant since 2009, which is shortly after the PCI-DSS program began. Our customers can, therefore, be assured that cardholder data security is important to us, and the security of this sensitive data has been built into our systems from the very start. IPS is also listed as an accredited payment service provider for the Visa Cardholder Information Security Program (CISP) and the MasterCard Site Data Protection (SDP) programs.

IPS provides all hosting services using IPS-owned equipment at a world-class third-party location in San Diego, CA. The third-party location is Standards for Attestation Engagements (SSAE) No. 16 certified, which is an internationally recognized in-depth auditing standard that reviews control objectives and control activities for service providers and is an enhancement to the former SAS 70 standard. The secure facility has multiple security access checkpoints and connectivity redundancies. It is environmentally controlled for temperature and humidity, is earthquake-proof rated, and contains on-site power generation capabilities.



TEVORA™

After performing interviews, on-site assessments, and off-site sampling, Tevora Business Solutions, Inc., a PCI Qualified Security Assessor is pleased to certify

IPS Group, Inc.

for achieving full compliance with the PCI Data Security Standard (PCI DSS) v 3.2.1 as of Dec 15, 2021 within their Parking Data Management System environment (DMS)



Cody Firuta

Signature
Cody Firuta, PCI QSA

Jason Pieters

Signature
Jason Pieters, Managing Director

Assessment Validation Period:
Dec 15, 2021 - Dec 14, 2022

IPS Group, Inc.
1000 Camino del Rio South, Suite 1000
San Diego, CA 92108
www.ips.com
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VISA SERVICE PROVIDER

IPS' payment gateway and software meets the terms of the Visa Cardholder Information Security : Program (CISP) and the MasterCard Site Data Protection (SDP) programs.





Enforcement Management Solution

The Enforcement Management Solution from IPS manages the entire citation lifecycle from issuance to collections and incorporates state-of-the-art real-time technology and customer service resources. Born in the cloud without the issues that accompany older legacy enforcement technologies, the IPS Enforcement Management Solution provides highly flexible and powerful features to meet all your needs today, with the scalability to grow with your program over time. The first true fully integrated enforcement solution includes a cloud-based citation management back-office application, secure online public portal, and flexible options for enforcement management devices. The IPS Enforcement Management Solution is designed to suit any enforcement environment including parking, code enforcement, permit enforcement, event management and much more. The IPS Enforcement Management Solution is designed to suit any enforcement environment including parking, code enforcement, permit enforcement, event management and much more.

ENFORCEMENT COMPONENTS

- **Enforcement Management System (EMS):** Our end-to-end cross-compatible web-based citation management system manages the entire lifecycle: issuance, adjudication, notices, payment, DMV, LPR, immobilization (booting/towing), and collections.
- **Public Citation Management Portal:** Public users can review, pay, contest, review fine amounts including late fees, and obtain additional information.
- **Mobile Enforcement Device (MED):** Supports your current handheld devices for maximum cost savings. Also offers options for new Android and iOS 1-piece and 2-piece solutions as needed. All options work seamlessly with the EMS to ensure a convenient, quick, and efficient citation issuance process.

For more information on the IPS Fully Integrated Parking Management Suite, please contact us.
Call for a personalized demo: **877.630.6638**
Online: [ipsgroup.com](https://www.ipsgroup.com)

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ENFORCEMENT MANAGEMENT SYSTEM (EMS)

The EMS is a real-time, web-based enforcement back-office application that gives officers access to case information including both high-level and detailed citation summaries, photos, notices and letters, adjudications, and voids.



FEATURES INCLUDE:

- Cross-compatible interface across all operating systems and devices
- Advanced search capability and option for manual citation entry
- Adjudication and disposition management
- Personalized report libraries
- Payment, payment plan and refund processing
- Notice and letter processing
- Built-in Point-of-Sale module with receipt printing and check endorsement support
- DMV and National Law Enforcement Telecommunications Systems (NLETS) Integration

PUBLIC CITATION MANAGEMENT PORTAL

The Citation Portal is a website that allows citizens to review the current status of their citation, pay or obtain information on how to contest their citation, review fine amounts including late fees, apply for payment plans and obtain additional information.



FEATURES INCLUDE:

- Real-time access to citation status and transaction history
- PCI-compliant application accepts all major credit cards
- Cross-compatible interface supports all browsers and devices
- Customizable interface and branding
- Comprehensive (Smart) FAQ and customer service reporting
- Convenient Live Chat support

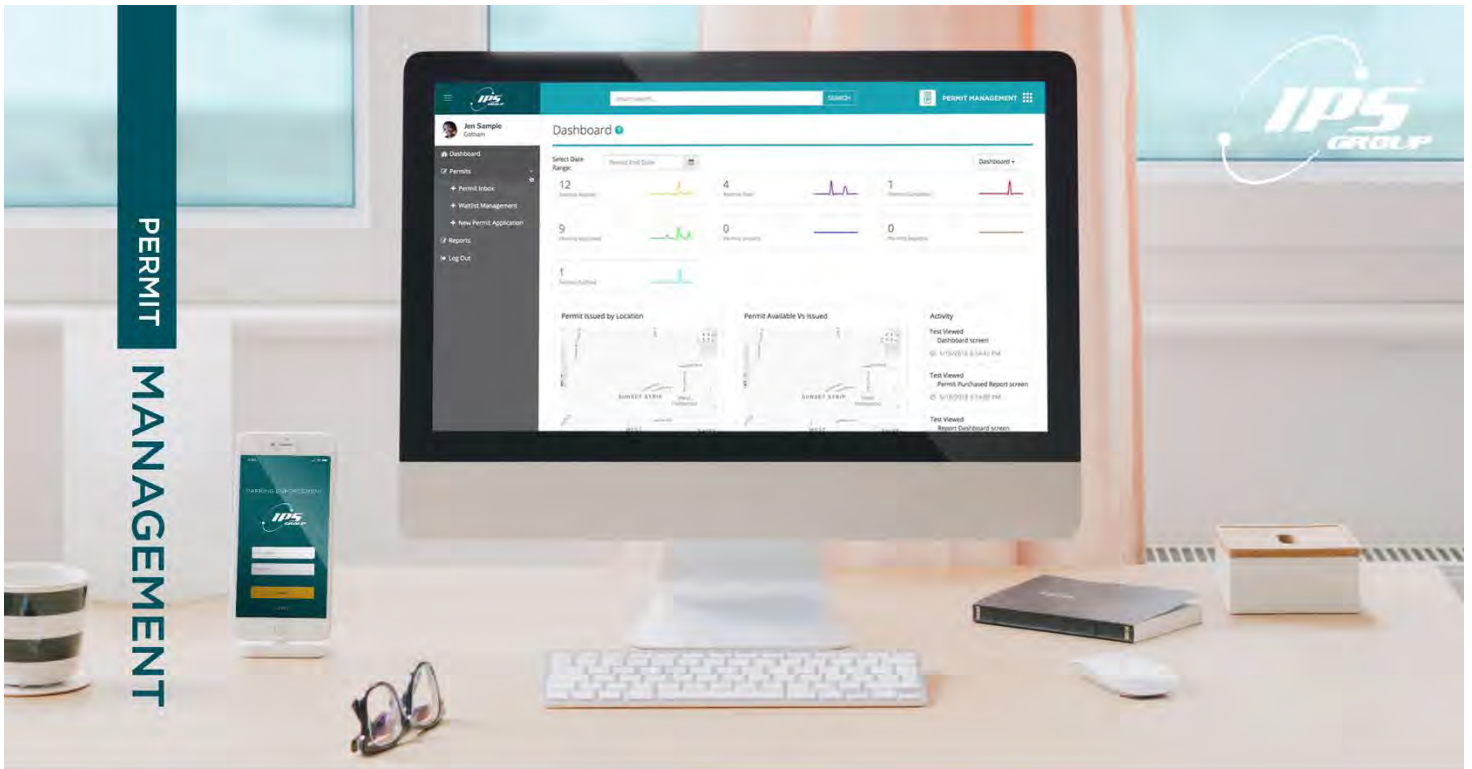
MOBILE ENFORCEMENT DEVICE (MED)

The IPS Enforcement Management Solution supports your current enforcement management devices that allow you to issue citations from a smart phone, tablet, or other handheld wireless devices. IPS issuance software, the Mobile Enforcement System (MES), can run on any Apple iOS, Android, or Windows-based platforms. New Enforcement Management Devices can also be purchased in 1 or 2-piece options.



FEATURES INCLUDE:

- All-in-one 1-piece or 2-piece unit (Android OS and iOS compatible)
- Real-time syncing / connectivity to secure and encrypted EMS back-office
- Tickets and Collection
- High-resolution color photos, e-chalking, and heat-mapping
- Scofflaw and customized notifications
- Customizable user dashboard
- Automatic software updates
- Type-ahead field input



PERMIT MANAGEMENT

Permit Management Solution

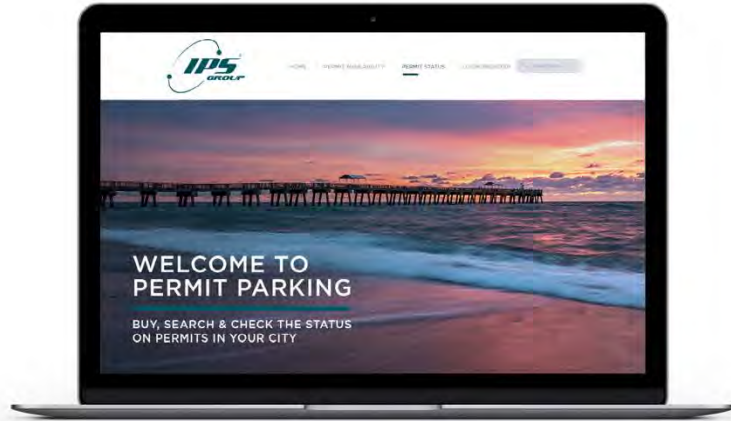
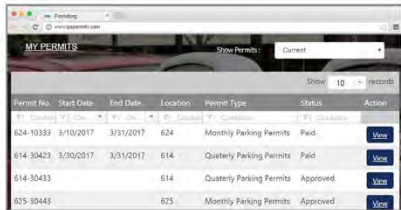
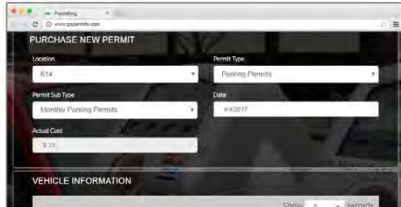
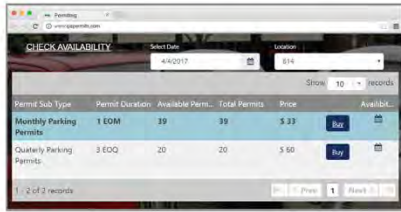
The IPS Permit Management Solution enables flexible and convenient management of the entire parking permit life cycle from initial design through fulfillment via a web-based system. Property managers and parking staff can search for the most current and accurate permit information by license plate number, location, contact name, or permit number, as well as review the status of all permit applications, 24 hours a day, 7 days a week.

FEATURES

- Flexible permit types and rates including residential, guest, and daily permits in multiple formats such as decals or hang tags, as well as virtual permit option
- May be implemented as a stand-alone solution or pre-integrated with the IPS Parking Enforcement Management Solution
- Comprehensive online reports such as payments and activity are easily generated and available in a variety of formats including Excel and PDF
- Permit-seekers can review rates and availability of spaces, apply for a permit, upload verification documents, and purchase permits online in real time
- Immediate access to temporary permits available in printable format
- Secure 24/7 login and access to permit information; vehicle and permit data updated in real time
- Real-time validation of vehicle registration through integration with Department of Motor Vehicle (DMV)
- Customizable interface to match Agency's branding
- Waitlist Management interactive tool enables staff to easily manage the applicant queue and adjust priority

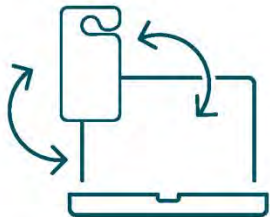
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24/7

SECURE LOGIN AND ACCESS



FULLY-INTEGRATED



ADVANCED SEARCH OPTIONS

MANAGEMENT & FULFILLMENT

- Fully integrated with IPS Parking Enforcement Management Solution
- 24/7 secure login and access to permit information
- Permits available such as decals or hang tags, as well as virtual permit option
- Vehicle and permit data updated in real time
- Void lost, damaged, and stolen permits
- Process and generate renewal letters
- Waiting List Management
- Advanced search options

CUSTOMER CONVENIENCE

- Easy online registration, permit ordering and renewal
- Instant email notification
- Temporary permits available immediately
- Permit status updates via email or text message

3 inch Mobile Printer

MP-B30L



- Ultra Small Mobile Label Printer
- Compact & Light Weight
- Drop rating: 1.8m(6feet), IP rating: IP54
- Printing Speed: 130mm/sec max
- Simple Operation & Stylish Design
- Option Cradle for Charging



MP-B30L



Model	MP-B30L
Method	Thermal line dot printing
Number of dots/line	576
Resolution (dots/mm)	8
Paper width (mm)	80 ⁺⁰ / 76.2 ⁺⁰ / 58 ⁻⁰
Printing width (mm)	72
Printing speed (mm/sec) max	130
Outside diameter of paper roll (mm) max	Φ51
Character matrix (HxW dots)	24 x 12, 24 x 24, 16 x 8, 16 x 16
Character dimensions (HxW mm)	3.0 x 1.5, 3.0 x 3.0, 2.0 x 1.0, 2.0 x 2.0
Type of paper	Roll paper, Label roll paper
Character type	Code page(17pages), Optional font, Downloaded character, User-defined character, JIS 1&2 Level Kanji, Special character
Barcode	UPC-A,E, JAN(EAN)8/13, ITF, CODE 39, CODABAR, CODE 93, CODE 128, PDF417, QR Code, MaxiCode, Data Matrix, GS1 Databar, AZTEC
Power supply	Li-ion Battery
Communication interface	USB, Bluetooth®, W-LAN ^{*1}
Input buffer	4K bytes
Command	ESC/POS™ conformity, ZPL II™ conformity, CPCL conformity
Cutting method	Tear bar
Falling resistance	1.8m ^{*2}
IP rating	IP54 ^{*2}
Operating Temperature (°C)	-20 to 55
Service life: Abrasion resistance (knt)	50 ^{*3}
Dimensions (WxDxHmm)	105 x 126 x 58 ^{*4}
Mass (g)	395 ^{*5}
Standard	FCC, CE, VCCI
Bundled item	AC adapter, Battery, USB cable, Belt clip
Option	Cradle for charging, Single battery charger, Quad battery charger, Car charger, Strap, Carrying case
Software	Printer driver, OPOS, POS for .NET, Windows® CE(SDK), Android™(SDK), iOS SDK, Xamarin SDK, URL Print Agent

*1 Selected model. *2 This number is test result based on SII procedures, not guaranteed value. *3 Use recommended thermal papers. *4 Excluding protrusion *5 with battery, without paper roll

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Android™ is a trademark of Google Inc.

Official site <https://www.sii-ps.com>

Printed in Jun. 2021



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ABOUT IPS GROUP

IPS Group, Inc. headquartered in San Diego, CA with offices across North America and Europe, is a design, engineering, and manufacturing company focused on low-power wireless telecommunications payment processing systems, intelligent data management, and SaaS technologies. IPS takes IoT and Smart City concepts and turns them into reality.

For over 20 years, IPS has delivered world-class solutions through its Fully Integrated Parking Management Suite comprised of smart sing-space meters, multi-space pay stations, pay station upgrade kits, vehicle detection sensors, smart cash collection systems, mobile applications, enforcement and permitting solutions, hosted data management software with advanced data analytics, and more.

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