

RFP #: COG-2154 24-069

Mobile Parking Payment and Management Solutions



Submitted to

The Cooperative Council of Governments
On Behalf of Equalis Group
6001 Cochran Road, Suite 333, Cleveland, Ohio 44139

Submitted by

Arcadis

03 May 2024

TABLE OF CONTENTS

PROPOSAL FORM CHECKLIST	3
PROPOSAL FORM 1: TECHNICAL PROPOSAL	4
PROPOSAL FORM 2: COST PROPOSAL	32
PROPOSAL FORM 3: DIVERSITY VENDOR CERTIFICATION PARTICIPATION	33
PROPOSAL FORM 4: CERTIFICATIONS AND LICENSES	34
PROPOSAL FORM 5: UNRESOLVED FINDINGS FOR RECOVERY	35
PROPOSAL FORM 6: MANDATORY DISCLOSURES	36
PROPOSAL FORM 7: DEALER, RESELLER, AND DISTRIBUTOR AUTHORIZATION	37
PROPOSAL FORM 8: MANDATORY SUPPLIER & PROPOSAL CERTIFICATIONS	38
PROPOSAL FORM 9: CLEAN AIR ACT & CLEAN WATER ACT	39
PROPOSAL FORM 10: DEBARMENT NOTICE	40
PROPOSAL FORM 11: LOBBYING CERTIFICATIONS	41
PROPOSAL FORM 12: CONTRACTOR CERTIFICATION REQUIREMENTS	42
PROPOSAL FORM 13: BOYCOTT CERTIFICATION	43
PROPOSAL FORM 14: FEDERAL FUNDS CERTIFICATION FORMS	44
PROPOSAL FORM 15: FEMA FUNDING REQUIREMENTS CERTIFICATION FORMS	50
PROPOSAL FORM 16: ARIZONA CONTRACTOR REQUIREMENTS	53
PROPOSAL FORM 17: NEW JERSEY REQUIREMENTS	55
PROPOSAL FORM 19: GENERAL TERMS AND CONDITIONS ACCEPTANCE FORM	66
PROPOSAL FORM 20: EQUALIS GROUP ADMINISTRATION AGREEMENT DECLARATION	67
PROPOSAL FORM 21: MASTER AGREEMENT SIGNATURE FORM	68

PROPOSAL FORM CHECKLIST

The following documents must be submitted with the Proposal

The below documents can be found in Section 2; Proposal Submission and Required Forms and must be submitted with the proposal. Please note Proposal Form 2 is a separate attachment (attachment B).

TECHNICAL PROPOSAL

- Proposal Form 1: Technical Proposal**

PROPOSAL PRICING: Attachment B is provided separately in a Microsoft Excel file and is required to complete your cost proposal.

- Proposal Form 2: Cost Proposal (Saved in the costing upload section)**

OTHER REQUIRED PROPOSAL FORMS:

- Proposal Form 3: Diversity Vendor Certification Participation**
- Proposal Form 4: Certifications and Licenses**
- Proposal Form 5: Unresolved Findings for Recovery**
- Proposal Form 6: Mandatory Disclosures**
- Proposal Form 7: Dealer, Reseller, and Distributor Authorization**
- Proposal Form 8: Mandatory Supplier & Proposal Certifications**
- Proposal Form 9: Clean Air Act & Clean Water Act**
- Proposal Form 10: Debarment Notice**
- Proposal Form 11: Lobbying Certification**
- Proposal Form 12: Contractor Certification Requirements**
- Proposal Form 13: Boycott Certification**
- Proposal Form 14 Federal Funds Certification Form**
- Proposal Form 15 FEMA Funding Requirements Certification Form**
- Proposal Form 16: Arizona Contractor Requirements**
- Proposal Form 17: New Jersey Requirements**
- Proposal Form 18: General Terms and Conditions Acceptance Form**
- Proposal Form 19: Equalis Group Administration Agreement Declaration**
- Proposal Form 20: Master Agreement Signature Form**

(The rest of this page is intentionally left blank)

PROPOSAL FORM 1: TECHNICAL PROPOSAL

1. OVERVIEW & QUALIFICATIONS

1.1. Company Information

1.1.1. Company Name:	Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership	
1.1.2. Corporate Street Address:	59-61 Court Street, Suite 300, Binghamton, NY 13901	
1.1.3. Website:	https://www.arcadis.com	
1.1.4. Formation. In what year was the company formed? For how long has your company been operating under its present business name? If your company has changed its business name, include the most recent prior business name and the year of the name change.	<p>HotSpot was formed in 2008. HotSpot has been under it is parent company, Arcadis' present name for 1 year. Prior business name: IBI Group Architects, Engineers and Landscape Architects, a New York General Partnership.</p> <p>While the name HotSpot has not changed since 2008, the parent company has changed from IBI Group to Arcadis. On September 27, 2022, IBI Group joined Arcadis, a global leader in the delivery of sustainable design, engineering, and consultancy solutions for natural and built assets. Arcadis NV, the ultimate parent company, is also publicly traded (AMS: ARCAD). Together, with over 36,000 employees across 70 countries, our combined strength at Arcadis provides unprecedented opportunities to offer new client services, while defining the cities of tomorrow.</p>	
1.1.5. Primary Point of Contact. Provide information about the Respondent representative/contact person authorized to answer questions regarding the proposal submitted by your company:	Name:	Olivia Lawlor
	Title:	Sales Associate
	Phone:	1-506-292-0122
	Email Address:	Olivia.lawlor@arcadis.com
1.1.6. Authorized Representative. Print or type the name of the Respondent representative authorized to address contractual issues, including the authority to execute a contract on behalf of Respondent, and to whom legal notices regarding contract termination or breach, should be sent (if not the same individual as in 1.1.9., provide the following information on each such representative and specify their function).	Name:	Paul Lavallee Peter Richards
	Title:	Business Unit Director, Services Product Bundle Director - Revenue Products
	Phone:	1 206 521 9091 ext. 56322 +1 416 596 1930 ext. 61402
	Email Address:	Paul.lavallee@arcadis.com peter.richards@arcadis.com

1.2. Financial Strength & Legal Considerations	
<p>1.2.1. Financial Strength. Demonstrate your financial strength and stability with meaningful data. This could include, but is not limited to, such items as financial statements, SEC filings, credit & bond ratings, letters of credit, and detailed reference letters.</p> <p>Note: If the information disclosed in your response is considered “Trade Secret” as defined in Ohio Revised Code, Respondents may mark the information as a “Trade Secret” and the response will be redacted from any future use of the RFP response.</p>	<p>Please see the attached financial documents in Appendix C.</p>
<p>1.2.2. Bankruptcy & Insolvency. Describe any bankruptcy or insolvency for your organization (or its predecessors, if any) or any principal of the firm in the last three (3) years.</p>	<p>N/A</p>
<p>1.2.3. Litigation. Describe any litigation in which your company has been involved in the last three (3) years and the status of that litigation.</p>	<p>Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership (the “Partnership”) is a member of one of the largest groups of design companies in the world; none of our current pending or threatened disputes are material to our business, nor would they impact our participation in this project. The Partnership has more than adequate insurance coverage to address these claims. Additionally, Arcadis NV, the ultimate parent company of the bidder, is a publicly traded company (AMS: ARCAD), that engages in regular financial reporting, which takes into account all liabilities. Arcadis NV’s financial statements are publicly available here.</p>
1.3. Industry Qualifications	
<p>1.3.1. Company Identification. How is your organization best identified? Is it a manufacturer, distributor, dealer, reseller, or service provider?</p>	<p>Service provider</p>
<p>1.3.2. Manufacturer Authorization. If your company is best described as a distributor, dealer, reseller, or</p>	<p>N/A</p>

<p>similar entity please certify that your organization is authorized to sell the products and services at the price points disclosed in this proposal.</p>	
<p>1.3.3. Authorized Distributors, Agents, Dealers, or Resellers. Describe the different channels in which this contract will be made available to Equalis Group Members. Your response should include, but is not limited to, whether your organization will serve as the single point of sale or if the contract will be made available through a network of distributors, agents, dealers, or resellers.</p> <p>NOTE: Respondents intending to authorize distributors, agents, dealers, or resellers must complete <u>Proposal Form 7 - Dealer, Distributor and Reseller Authorization Form.</u></p>	<p>N/A</p>
<p>1.3.4. Network Relationship. If your company is best described as a manufacturer or service provider, please describe how your dealer network operates to sell and deliver the Products & Services proposed in this RFP. If applicable, is your network independent or company owned?</p>	<p>HotSpot proudly identifies as a dynamic service provider, offering a suite of comprehensive solutions that include mobile parking payments, for hourly parking, long-term parking, transit e-fare, supported by proprietary License Plate Recognition enforcement, citation management and robust administrative tools for change management and analytics.</p> <p>Our commitment extends beyond these product offerings to include routine upgrades and enhancements, flexible integrations with an in-house software development team, 24/7 bilingual end-user customer support, and consulting offerings, tailored to meet the unique needs of our clients.</p> <p>At its core, HotSpot is a dedicated team of over 35 passionate parking professionals encompassing roles such as sales, product development, QA, testing, Operations, analysis, and client management - all proudly employed by HotSpot.</p> <p>What sets us apart is our strategic affiliation with Arcadis, our esteemed parent company. This collaboration empowers us to seamlessly tap into a global network of technical service, sales, marketing support, and industry experts in transportation, mobility, and smart-city place making, enhancing our ability to deliver unparalleled solutions. Whether it is leveraging the expertise of local staff, consultants, or specialized roles like lawyers, HotSpot ensures a multifaceted approach to meet the diverse needs of our</p>

	clients, not just as a service provider, but a dedicated partner in navigating comprehensive parking management.
<p>1.3.5. Industry Experience. How long has your company provided the products and services outlined in your response to this RFP? What percentage of your company's revenue in each of the last three (3) full calendar years was generated from these products and services?</p>	<p>HotSpot Parking, formed in 2013, has successfully developed and deployed a wide suite of parking software products, including, but not limited to, Mobile Payment, Digital Permits, Gated Entry Solutions, Enforcement and Citation Management, across North America. The focus is on providing high quality, easy to use software with a high level of customer service. This allows us to expand our suite of products within our existing partnerships and reach other stakeholders. HotSpot Parking was first acquired by IBI Group. On September 27, 2022, IBI Group joined Arcadis, a leading global company providing consulting, design, engineering and management services for buildings, water, infrastructure, intelligence, energy transition, climate adaptation, and the environment. HotSpot Parking, Arcadis' product designed to provide parking management solutions, is a part of the Intelligence Practice. Arcadis' Intelligence Practice has provided robust and proven field and back-office systems to our clients in Canada, the United States, Mexico, Europe, the Middle East, and Asia with active systems collecting over \$1.3B annually in revenue. 100% of HotSpot Parking's revenue was generated from our wide range of products in each of the last three (3) calendar years. Our company uses continuous technological innovation, security for efficiencies, and accessibility to open data to improve system operations and enhance customer experience.</p>
<p>1.3.6. Geographic Reach. Describe your company's current service area in the United States and which areas you intend to offer services under a resulting contract if awarded.</p>	<p>HotSpot serves municipalities across North America, with over 150+ partner clients and over 1 million app users. We provide our products in various cities in the US such as Sheboygan (WI), Oregon City (OR), Coralville (IA), and will soon launch in Newport Beach (CA) as HotSpot Parking was awarded the RFP contract to provide a mobile parking application. HotSpot is dedicated to growing its US presence and commits to providing the proposed products to all participating Equalis entities, across all 50 states, with the ability to expand internationally through Arcadis 300 offices worldwide.</p>
<p>1.3.7. Certifications and Licenses. Provide a detailed explanation outlining the licenses and certifications that are i) required to be held, and ii) actually held by your organization (including third parties and subcontractors that you use). Has your company maintained these certifications on an ongoing basis? If not, when and why did your company lose any referenced certifications?</p> <p>NOTE: Provide copies of any of the certificates or licenses included in your response in <u>Proposal Form 5 - Certifications and Licenses.</u></p>	<p>The following security certifications and best practices ensure the highest level of security compliance of which HotSpot meets:</p> <ul style="list-style-type: none"> • CSA-STAR Level 1 Certification • PCI-DSS Compliant (Payment Processor PCI-DSS Level 1 Certified) • ISO 27001 & 9001 Certified <p>Arcadis also has licenses to perform work in all 50 states, and certifications can be provided upon request.</p>

1.4. Public Sector Experience	Sector				
<p>1.4.1. Public Sector Cooperative Contracts. Provide a list of the public sector cooperative contracts (e.g., state term contracts, public sector cooperatives, etc.) you currently hold and the annual revenue through those contracts in each of the last three (3) calendar year. Please exclude information and data associated with Federal or GSA contracts</p>	<p>Sourcewell: This is a new collaborative purchasing agreement that Arcadis has been awarded. No current revenue to report</p> <p>GCloud (Digital Marketplace): This contract is for National Highways based in the UK. Here are the 2020-2023 annual revenues.</p> <ul style="list-style-type: none"> • May 19th 2020 – May 19th 2022 = £991,130 • May 20th 2022 - December 31st, 2022 = £268,800 <p>Insight: This is a new collaborative purchasing agreement that Arcadis has been awarded. No current revenue to report.</p> <p>More information on the above contracts can be provided upon request.</p>				
<p>1.4.2. Education Success. What is the i) total dollar amount, and ii) percentage of your company’s total annual revenue generated by sales to educational institutions (i.e., K-12 schools & school districts and high education)?</p>	<p>HotSpot’s clients are largely divided by Municipalities at approximately 60% and Educational Institutions at 40%. We service a user base over 1 million, managing over 500,000 parking stalls and tens of thousands permit holders.</p> <p>Our Educational Institution clients utilize our parking payment system, bringing in 30% of total revenue and \$1.5M in sales per year.</p>				
<p>1.4.3. Government Success. What is the i) total dollar amount, and ii) percentage of your company’s total annual revenue generated by sales to local governments (i.e., municipalities, counties, special districts, and state agencies)?</p>	<p>HotSpot’s clients are largely divided by Municipalities at approximately 60% and Educational Institutions at 40%. We service a user base over 1 million, managing over 500,000 parking stalls and tens of thousands permit holders.</p> <p>Our Government clients utilize our parking payment system, bringing in 70% of total revenue and \$3.5M in sales per year.</p>				
<p>Customer References. Provide references of at least five (5) local government or educational institution customers for which your company has provided products and services similar in nature and scope to those defined in this RFP in the last three (3) years. Each reference should include:</p> <ol style="list-style-type: none"> Customer contact person and their title, telephone number, and email address; A brief description of the products and services provided by your company; 	<p>Customer References</p> <ol style="list-style-type: none"> City of Oregon City, Oregon <table border="1" data-bbox="591 1339 1360 1879"> <tr> <td>Contact Person: Ryan Kersey Title: Code Enforcement Manager Telephone Number: 503-905-3666 Email Address: rkersey@orcify.org</td> </tr> <tr> <td>Description of Products or Services: Launched in 2022, HotSpot Parking provided the following services to Oregon City: Mobile Payment Application for Hourly Parkers, Fast Tap Signs for Guest Check out Experience, and LPR Service. HotSpot completed the initial project on time, budget and within scope and is now looking at expanding digital payment solutions to new paid parking areas in the City.</td> </tr> <tr> <td>Starting and End Dates: January 2022 – Ongoing</td> </tr> <tr> <td>Notes or Other Pertinent Information:</td> </tr> </table> 	Contact Person: Ryan Kersey Title: Code Enforcement Manager Telephone Number: 503-905-3666 Email Address: rkersey@orcify.org	Description of Products or Services: Launched in 2022, HotSpot Parking provided the following services to Oregon City: Mobile Payment Application for Hourly Parkers, Fast Tap Signs for Guest Check out Experience, and LPR Service. HotSpot completed the initial project on time, budget and within scope and is now looking at expanding digital payment solutions to new paid parking areas in the City.	Starting and End Dates: January 2022 – Ongoing	Notes or Other Pertinent Information:
Contact Person: Ryan Kersey Title: Code Enforcement Manager Telephone Number: 503-905-3666 Email Address: rkersey@orcify.org					
Description of Products or Services: Launched in 2022, HotSpot Parking provided the following services to Oregon City: Mobile Payment Application for Hourly Parkers, Fast Tap Signs for Guest Check out Experience, and LPR Service. HotSpot completed the initial project on time, budget and within scope and is now looking at expanding digital payment solutions to new paid parking areas in the City.					
Starting and End Dates: January 2022 – Ongoing					
Notes or Other Pertinent Information:					

- c. Customer relationship starting and ending dates; and,
- d. Notes or other pertinent information relating to the customer and/or the products and services your company provided.

2. City of Sheboygan, Wisconsin

Contact Person: Derek Muench
 Title: Director of Transit & Parking
 Telephone Number: 920-459-3140
 Email Address: derek.muench@shorelinemetro.com

Description of Products or Services: HotSpot worked with the City of Sheboygan to introduce digital payment options across the community. Launched in 2022, HotSpot Parking provides Mobile Payments for Hourly Parking and Transit, plus Digital Parking Permits for monthly and corporate employee parkers. Digital Permits have helped increase administrative efficiency with a reduction of manual tasks, with convenient and accessible payment options for all users. With the expertise of our in-house development team, we can expand and customize solutions to fit each entity’s specific needs. Currently, Sheboygan is looking to expand the services to include enforcement and citation management as well as vehicle-based license plate recognition. Similarly, a HotSpot Account Executive will execute the project delivery plan of any Equalis Group project but will also design continuous improvements to fit the client’s evolving needs.

Starting and End Dates: February 2022 - Ongoing

Notes or Other Pertinent Information:

3. City of Barrie, Ontario

Contact Person: Scott Fraser
 Title: Parking Operations Supervisor
 Telephone Number: 705-739-4220 ext. 4582
 Email Address: scott.fraser@barrie.ca

Description of Products or Services: In September 2020, HotSpot launched our mobile parking payment service to manage parking demand. The project scope was to implement a mobile parking vendor that could seamlessly integrate with existing infrastructure. HotSpot proposed solutions that mitigated the challenges that come with managing various parking integrations and regulations dictated by differing parking environments. HotSpot developed a flexible operation that could meet and adapt to parking study recommendations and the City’s priorities. HotSpot’s solution provided convenience and contactless options to the end-user and increased administrative efficiencies within the Parking Department. Following a rigorous evaluation against competitors and a detailed demonstration,

	<p>HotSpot Parking was awarded the contract. HotSpot has one of the industry’s most adaptable software, which ensures that we can effectively integrate with any of Equalis Group’s clients existing parking infrastructure.</p>	
	<p>Starting and End Dates: September 2020 - Ongoing</p>	
	<p>Notes or Other Pertinent Information:</p>	
	<p>4. Municipality of Jasper, Alberta</p>	
	<p>Contact Person: Natasha Malenchak Title: Director of Finance & Administration Telephone Number: 780-852-6511 Email Address: nmalenchak@jasper-alberta.ca</p>	
	<p>Description of Products or Services: When Jasper, Alberta, introduced paid parking in the summer of 2021, the small mountain town became a North American leader in low-cost, agile digital payment solutions. One of Canada’s leading tourist destinations, the municipality knew that paid parking could be a significant new revenue source. But it did not want to invest hundreds of thousands of dollars in costly parking infrastructure, such as pay stations, which also require ongoing maintenance. The solution? A fully digital solution eliminating the need for pricey equipment investment. Working with HotSpot, a leading parking payments provider, on the technology and implementation, Jasper adopted a smartphone-first system for its bustling downtown, the first community in North America to cut out pay machines entirely.</p> <p>Jasper launched the new digital parking program in Mid-July, and in the first two weeks since then, it has collected approximately 2,000 digital payments. Of those, 80% paid via QR code, the other 20% through the app. Less than 20 people came into the town office to pay with cash. Complaints have been minimal and parking revenues in just 2 1/2 months are approaching \$100,000. Jasper’s payment model with HotSpot is a simple commission of a percentage of revenues. For that, HotSpot handles all the customer service and any technical issues. This pilot project proved a no cost, low-barrier option for smaller communities that allows them to maximize parking profits while eliminating capital investment. This example shows that HotSpot is an industry expert in mobile payment solutions but also has experience introducing paid parking for the first time, which would be an asset to many of Equalis’ clients.</p>	
	<p>Starting and End Dates: July 2021 – Ongoing</p>	
	<p>Notes or Other Pertinent Information:</p>	

5. City of Red Deer, Alberta

Contact Person: Jason Cummings
Title: IT Project Analyst
Telephone Number: 403-406-8788
Email Address: jason.cummings@reddeer.ca

Description of Products or Services: HotSpot won the contract with the City of Red Deer to completely overhaul the City's existing parking infrastructure to a digital-first approach. HotSpot is transitioning the existing environment to HotSpot's mobile application and QR based payment methods. On-street assets are being reduced to pay machines sourced through HotSpot. The scope also includes permit migration, enforcement solutions, and transitioning parking ticket management into a single solution. Following a rigorous evaluation, HotSpot was chosen for this opportunity and is on track for delivery.
This project shows HotSpot can modernize communities of all types, including those that currently rely heavily on hardware for parking payments.

Starting and End Dates: February 2023 – Ongoing

Notes or Other Pertinent Information:

6. Mount Upton Central School District, Gilbertsville, New York

Contact Person: Annette Hammond
Title: Superintendent
Telephone Number: 607-783-2207
Email Address: ahammond@gmucsd.org

Description of Products or Services: In response to the zero-emission school bus mandate in the State of New York, GMU CSD retained our parent company, Arcadis, to conduct a study on how to transition to electric school buses and the specific impact on their bus routing and facilities. The study was completed as part NYSERDA's Clean Green Schools Initiative, under Track 1 of the Clean Transportation Study category. Arcadis submitted the application to NYSERDA on behalf of GMU CSD. The study goals were: 1) Understand existing operations and infrastructure, as well as what changes are needed to enable Battery Electric Bus (BEB) operations, 2) Develop a future system concept to achieve full fleet electrification, and 3) Develop a transition roadmap and cost estimate for BEB transition.
Our successful execution of this project shows that HotSpot is well versed in the products, services and solutions within the scope of this RFP. We have ample experience in the United States and with electric vehicles. It showcases our ability to use data to project the City's needs and deploy future solutions. We have over 10,000 transportation engineers with the expertise to design the perfect solution for every City.

Starting and End Dates: March 2023 – February 2024

Notes or Other Pertinent Information:

7. Point Loma Marina, San Diego, California

Contact Person: Gillian Bossenger
Title: Marina Representative
Telephone Number: 619-718-6260
Email Address: gbossenger@pointlomamarina

Description of Products or Services:
HotSpot Parking implemented our Mobile App and our Fast Tap Signs at the beautiful Point Loma Marina in San Diego, CA. Our Mobile App allows marina members to park seamlessly every time. Our Fast Tap Signs are especially handy for marina visitors who can simply scan QR codes to pay for parking as they go, without having to download the app or upload funds to a digital wallet. We integrated with Genetec technology for LPR, and administrators can monitor parking from our robust back-end system.
This project shows our proficiency working with private operators and transient visiting parkers.

Starting and End Dates: June 2023 – Ongoing

Notes or Other Pertinent Information:

8. NYSDOT, State of New York

Contact: Tim Fiato
Title: Project Director
Telephone Number: 518-417-6217
Email Address: timothy.fiato@dot.ny.gov

Description of Products or Services: Since 2014, HotSpot’s parent company, Arcadis has delivered a SaaS hosted New York statewide system with Arcadis Travel-IQ modules including the 511 responsive website with integrated Event Entry and Road Condition Reporting, IVR, Mobile Application, Transit Trip Planning, and data fusion of over 20 data sources. NYSDOT awarded Arcadis the 511NY contract again in 2020, and Arcadis has continued to host, maintain, and update New York’s 511 Traveler Information System (511NY). Arcadis delivers ongoing Arcadis Travel-IQ product releases to NYSDOT making product features available to NYSDOT as desired ensuring that all subsystems remain relevant, use the latest technology, and continue to meet NYSDOT’s business needs. NY511 allows NYSDOT to effectively manage planned and unplanned events on their road network and disseminate this information to the traveling public to allow for safe and efficient travel.
This project shows HotSpot’s experience with aggregating relevant traffic and parking data and ability to use a Mobile App to disseminate user notifications and communicate with large populations. The size and scope of the 511

project across New York State speaks to our access to the best transportation professionals and engineers all over North America. With reinforcement from Arcadis, we have the resources to attack projects of all sizes and complexity.

Starting and End Dates: January 2014 – Ongoing

Notes or Other Pertinent Information:

9. Ann Arbor Downtown Development Authority, Ann Arbor, Michigan

Contact: Jada Hahlbrock
Title: Downtown Development Authority (DDA) Parking Manager
Telephone Number: 734-567-8025
Email Address: jhahlbrock@a2dda.org

Description of Products or Services: HotSpot's sister product, CurbiQ was used to provide curbside data collection, processing, visualization, and analysis for the downtown area of Ann Arbor, consisting of over 60 curb miles of curbside inventory. The Ann Arbor DDA completed this study to have a better understanding of curbside allocation in Ann Arbor and to obtain a toolkit of solutions on how to better utilize curb space for end users.

Curb Converter's Curb-Level Surveying processes were used to survey the curbside by walking streets while capturing all relevant information from signage to parking meters and curb cuts. Due to tight timelines, efficient route planning, survey coordination, effective training, and timely surveying was all required to meet the schedule. This data was then processed to generate a digital curb inventory and uploaded to Curb Viewer with access provided to DDA staff and the Walker Consultants project team.

Demand data from parking meters was also standardized and ingested by the CurbiQ team onto Curb Analyzer for visualization and analysis purposes. The CurbiQ platform enabled the consultants to quickly understand curbside allocation, with dashboard summaries of the entire DDA zone broken down by hour and regulation, with associated revenues, occupancies, and users indicated.

This project shows that HotSpot has experience collecting and reporting large quantities of data. We exceed industry standards for data transmission and storage. Effective training was one of the keys to the success of the Ann Arbor project. HotSpot always prioritizes training for

administrators and users to ensure that they have a frictionless experience.

Start and End Dates: April 2022 – Present

Notes or Other Pertinent Information:

10. City of Columbus, Ohio

Contact: Available upon request

Description of Products or Services: HotSpot's sister product, CurbiQ, digitized over 350 miles of curbside in Columbus, OH, to streamline logistics operations and minimize parking and traffic issues. For the Dynamic Curb Lane Management System (DCLM) to function, existing curbside conditions of the Parking Demand Zone (PDZ), consisting of over 350 miles of curbside, was needed in a digital format. The CurbiQ team deployed Curb Converter's Open Data Automation processes to clean, convert, and standardize a myriad of open data sources (including signage datasets, parking meter locations, and past surveys of curbside) to generate a complete digital curbside inventory for the PDZ in CurbLR format. Curb Converter processes enabled the team to complete this work in under 2 months without having to step foot on Columbus streets.

This data was then provided to the DCLM team on CurbiQ's Curb Viewer platform and is being used to select optimal locations for loading zones and is being used to view and understand their curb regulation data for planning purposes.

Equalis Group clients can access CurbiQ's wayfinding technology for parking management solutions like helping citizens find, reserve, and pay for parking. CurbiQ's software provides the data that allows users to manage availability and inventory through effective demand planning. CurbiQ's maps can also be accessed from the HotSpot Mobile App or can be integrated into the municipality's website.

Starting and End Dates: June 2022 – Present

Notes or Other Pertinent Information:

Products & Services

1.5. PRODUCTS & SERVICES

<p>1.5.1. Product & Services Description(s). Provide a detailed description of the products and services you are offering as a part of your proposal.</p> <p>Your response may include, but is not limited to, information related to functions, differentiators, capabilities, features, advantages, warranty, set-up, training, maintenance services, or any other piece of information that would help understand the breadth and depth of your products and service offering.</p> <p><u>IMPORTANT.</u> This description along with the products and services included in the <u>Attachment B – Cost Proposal</u> will be utilized to define the overall products and services available under a resulting contract.</p>	<p>Parking App</p>	<p>HotSpot provides customers with an easy to use and modern interface accessible through the HotSpot mobile app, web-based browser, and online dashboard. We also offer IVR access, which provides options to park via telephone. HotSpot provides users with feature-rich account administration options. Through the HotSpot app and/or online dashboard, users can:</p> <ul style="list-style-type: none"> • Pay for parking sessions. • Pay for parking tickets and submit disputes. • View their parking history and receipts. • Make community donations. • Manage vehicles. • Manage profile/account settings. • Receive Merchant Validation where applicable. • Contact HotSpot customer support.
	<p>Fast Tap Signage</p>	<p>HotSpot’s Fast Tap Signs act just like a pay station to accept digital payments, but without the expensive hardware and operational costs! These signs allow users to pay for hourly parking and permits quickly and efficiently by scanning the QR code - no application download required; integrated with all enforcement technologies.</p>
	<p>Digital Parking Permits</p>	<p>HotSpot offers a robust Digital Parking Permit system that is license plate based, available through our single solution application and seamlessly integrated with enforcement. HotSpot users can purchase permits through the app or online dashboard while still having an option to be sold by an administrator in-person. The automation of the digital platform cuts down significantly on manual data entry, typos, in-person line-ups, paper usage toward hang tags, and overall time management on parking permits. HotSpot accommodates the widest variety of permit types</p>

		available in the market, including daily, weekly, monthly, semester, annual, bundle, residential and moderated.
	License Plate Recognition	Enforcement of the HotSpot system is 100% license plate based. This is done through License Plate Recognition technology (LPR) which searches apparently unpaid license plates and relays an audible “Ping” when the user has paid using a red (unpaid) / green (paid) methodology. HotSpot will install the “officer app” on the existing Android handhelds used by the client
	Real-Time Parking Maps	Real-time maps are accessible in the HotSpot mobile application and can be embedded on the City's website to help provide a snapshot of the current occupancy levels at specified locations, for enhanced wayfinding. Through HotSpot's CurbIQ integrated solution, the system pulls in occupancy payment insights from the HotSpot platform, and integrates with the physical infrastructure, to provide the most comprehensive occupancy insight possible with options to display on existing digital signage.
	Signage	HotSpot provides printing and shipping of bilingual meter, kiosk, or zone signage which are required for both on-street and off-street parking. All signage meets industry standards and is sent to the client for approval prior to printing. Installation costs can be avoided by utilizing your staff to apply decals.
	Back-end Administrative Dashboard	Through the HotSpot user-friendly administrative dashboard, authorized city staff can access real-time parking sessions to verify customer payments, permit applications, update lot availability, rates and times, as well as create meaningful and accurate reports. Including financial history, collections and reconciliation, plus analytics on routes and zones to provide decision-quality management reporting for business

	analysis, problem resolution and overall efficiency.
<p>1.5.2. Data Protection. What security certifications does your company currently hold that establish your processes for protecting user Data?</p>	<p>The following security certifications and best practices ensure the highest level of security compliance of which HotSpot meets:</p> <p>Security Compliance</p> <ul style="list-style-type: none"> ● CSA-STAR Level 1 Certification ● PCI-DSS Compliant (Payment Processor PCI-DSS Level 1 Certified) ● ISO 27001 and 9001 Compliant ● Cyber Secure Canada Compliant - Canada Federal Accreditation <p>Ongoing Security Controls</p> <ul style="list-style-type: none"> ● Completed Yearly by 3rd party ● Privacy Impact Assessment ● Vulnerability and Penetration Assessment ● Incident Response Plan ● Disaster Recovery Plan ● Acceptable Use and Information Security Policy ● Role Based Administrator Access ● Audit Trail Integrity ● Single Sign-On Controls
<p>1.5.3. Security. Describe the protocols are in place to ensure the safe transmission of information being shared through your products and services?</p>	<p>General Security: The system is hosted by HotSpot in Canada through Amazon Web Services (AWS) and HotSpot is PCI-DSS compliant (PCI-DSS SAQ-A) and our payment processor, Stripe, is PCI-DSS level 1 certified by the PCI Security Standards council. HotSpot is a cloud based, SaaS solution with data stored in AWS in Northeastern USA. We do not share the user's data as outlined in our Terms of Service and Privacy Policy. HotSpot has a Privacy Impact Assessment done yearly by a 3rd party to ensure that HotSpot is following best controls.</p> <p>Physical Security: The system is hosted by HotSpot through AWS. AWS maintains an extensive list of global and regional compliance certifications and attestations. For details please see: https://aws.amazon.com/compliance/programs/. AWS manages its own data centers, and no infrastructure is shared with other non-AWS providers. AWS has extensive controls and processes around physical access to any facilities. Details of data center controls are available at https://aws.amazon.com/compliance/data-center/controls/</p> <p>Data and Privacy: Data in motion and in use is protected by TLS and our entire mobile payment application serves over https. HotSpot uses TLS 1.2 and blocks 1.0 and 1.1. HotSpot does not sell or share data with third parties as outlined in our Terms and Service and Privacy Policy (https://www.htsp.ca/privacy)</p> <p>Encryption: All systems are encrypted at rest. Web and application servers are stateless and are regularly replaced via automation and autoscaling. The database can be restored to any moment in time within the backup retention period, which is set to 31 days. Additionally, backups are performed automatically at regular intervals. Finally, encrypted backups are automatically replicated to a 2nd AWS account.</p>

<p>1.5.4. Integrations. Describe your company’s approach to APIs and integrations. Provide a list of other applications or software system with which your solutions integrate.</p>	<p>HotSpot Parking is one of the most hardware integrated parking applications on the market, allowing for real-time data retrieval of parking sessions and sensor activity. Our In-House Software Development team is continuously researching and developing solutions to ensure HotSpot cohesively performs with existing and pending infrastructure. This modernization coupled with our strategy toward developing integrated partnerships future-proofs our solution. HotSpot Parking is integrated with some of the largest and most successful companies, including: Flowbird, Cale, Precise Parklink, IPS, GTechna, MacKay Meters, Tannery Creek, Ventek Technologies, T2 Systems, historically utilized businesses (HUB) Parking Technologies, Tomahawk Technologies, OpsCommander, iParq, Duncan Solutions, Amano, CurbiQ, Genetec and more. HotSpot is experienced with API integration, creating custom API’s, and integrating with existing API. We offer File share, SFTP server, and have experience with Carbon60 and Government agencies; and offer in-house consultation and software development. Additionally, HotSpot has experience with, and can integrate with a variety of accounting software such as Oracle, SAP, Banner, etc. and can allow for same day updating of financial information for real-time decision-making.</p>	
<p>1.5.5. Value-Add or Additional Offering. Please include any additional products and services not included in the scope of the solicitation that you think will enhance and add value to this contract’s participating agencies.</p>	<p>Enforcement Management</p>	<p>HotSpot Parking’s Enforcement platform includes License Plate Recognition technology, Digital Ticket Printing and Citation Management that integrates with the Court System. Officers will be able to issue both motor vehicle and pedestrian tickets quickly and efficiently, through a single handheld with built-in LPR, digital chalking and photo capture.</p> <p>HotSpot’s automated system increases efficiencies by:</p> <ul style="list-style-type: none"> • Officers no longer writing tickets by hand, for typos and unreadability. • Tickets uploaded to back-end management system in real-time. • Issuing tickets in poor weather on polymer paper, increasing revenues. <p>Pre-populating by law infractions for ease of ticket issuance.</p>
	<p>Virtual Transit Fares</p>	<p>HotSpot provides a single application that allows transit riders to pay for transit and gives access to a Trip Planner within the app. Features include:</p> <ul style="list-style-type: none"> • Route planning. • Route confirmation. • Payment. • Boarding confirmation.

	<p>Merchant Validation</p>	<p>HotSpot's Merchant Validation is a service provided to businesses that allows them to transfer funds from their HotSpot Merchant Digital Wallet to their customers HotSpot Digital Wallet to be used to pay for parking anywhere HotSpot is accepted as payment. This is an optional service for local business, HotSpot works closely with BIA's to ensure these tools are available and communicated effectively.</p>
	<p>NFC Gate Solution</p>	<p>HotSpot has built a gated entry system that can be accessed within the parking app. This allows users to quickly pay for parking via credit card or visa debit administered through HotSpot's virtual wallet system. All of this is done through NFC Tap allowing the user no delays with ticket printing machines while entering a facility. This tool removes the need for the Tap cards that historically are used in gated access if the user has a mobile device. This must be used in conjunction with our permitting system or corporate parking accounts to increase convenience for end users</p>
	<p>CurbiQ</p>	<p>CurbiQ, a sister product from Arcadis, is a curbside management software solution that helps agencies better understand their mobility options when it comes to curbside activities by facilitating management and changes to curbside regulations. Functions include the ability to collect, visualize, manage, and analyze curbside data, through maps, analytic tools, and on-demand reporting which together provide considerable transparency, flexibility, and efficiency to the planning and operations process. CurbiQ is an agnostic parking and curbside integration solution; the CurbiQ platform can ingest information from any source, regardless of vendor, and brings the data into a single centralized platform.</p>
<p>1.5.6. Open Market Products. Provide a detailed description of your ability to accommodate requests for Open Market Products. Open Market Products is a category of products that cannot be</p>	<p>HotSpot has experience consulting, developing and implementing a variety on non-standard assignments and projects. Such as specific integration requirements, towing modules, and new citation management life cycles that require custom scoping and development.</p> <p>HotSpot has a long list of industry partners to supply open market products, such as Vehicle License Plate Recognition, Pay Stations, etc. to provide client partners choice in make and models.</p>	

<p>found in your standard catalog offering or non-inventoried products.</p> <p>NOTE: For a definition of Open Market Items, please refer to <u>Part One, Section 5.4 - Other Pricing Scenarios.</u></p>	<p>HotSpot Parking typically facilities "sourced" products "at cost plus time". For any items not listed on our price sheet that we may have to source, we will supply a quotation and statement of work for each item.</p>
---	---

<p>1.5.7. Warranty. Provide a copy of the manufacturer's warranty. If required, please attach the warranty as an attachment, as instructed in this document. Describe notable features and/or characteristics of the warranty that a public sector customer would find interesting or appealing. Pricing related to the any extended warranty options must be included in <u>Attachment B - Cost Proposal.</u></p>	<p>As HotSpot is a SaaS solution, warranty is as follows:</p> <ol style="list-style-type: none"> HotSpot will provide an ongoing warranty on the delivered software against any defects found. This warranty will be valid while the service is supported on an annualized basis by the (client). HotSpot will, at their expense, repair any defects found. Any functional changes required is to be considered as a Change Request and would be billed to the customer accordingly. Both Parties will work together to triage reported issues to determine whether they are Defects or Change Requests. The (client) will not, directly, indirectly, alone, or with another party, (i) copy, disassemble, reverse engineer, or decompile the software or any subpart thereof; (ii) modify, create derivative works based upon, or translate the software or source code; (iii) transfer or otherwise grant any rights in the software or source code in any form to any other party; and (iv) attempt to do any of the foregoing or cause or permit any third-party to do or attempt to do any of the foregoing, except as expressly permitted hereunder.
--	--

2. Business Operations

2.1. Customer Service

<p>2.1.1. Customer Service Department. Describe your company's customer service department & operations. Your description may include, but is not limited to, hours of operation, number and location of service centers, parts outlets, number of customer service representatives. Clarify if the service centers are owned by your company or if they are a network of subcontractors.</p>	<p>HotSpot owns its services center and as such, provides five (5) in-house bilingual customer support staff dedicated to HotSpot Parking, with a global team to fulfill after hours request and additional support. Service centers are in HotSpot's head office in Fredericton, with other locations across the United States managed by our parent company, Arcadis. This service is monitored over multiple time zones and has a 24-hour email response time. Phone support is provided during business/parking hours in your local time zone. We address all challenges through the following channels:</p> <ul style="list-style-type: none"> - Email: HotSpot allows all users to email us directly within the application. We also typically answer information requests from the public about how the parking facilities work and direct them to the proper channels for more in-depth needs. - Phone: HotSpot provides a toll-free number on infrastructure the people can call if they are experiencing an issue. - Twitter + Facebook: HotSpot also manages a Twitter and Facebook account people typically use to reach out and ask questions. <p>HotSpot's goal is under no circumstance should you as our client need to answer technical questions regarding users' accounts. All assistance can be directed to HotSpot for resolution. HotSpot does provide a self-serve dashboard to allow you to service any client requests. An optional module is available to allow you to deal with all technical issues that are used by</p>
--	---

	larger clients at their discretion.
<p>2.1.2. Customer Support & Training. Describe the training services, education resources or support forums available to Members.</p>	<p>HotSpot Parking will provide remote and/or on-site training and training manuals prior to the launch of the system. HotSpot’s training program will accommodate the various roles of administration. In addition to these roles, training will be provided with the rollout of new functionalities, upgrades, service packages, etc. At HotSpot Parking, we designate a Training Lead that is committed to the growth and success of our clients’ launch and any questions they may have along the way. The HotSpot Training Lead will schedule training sessions and routine follow-up calls with staff to ensure things are running smoothly and there are no unanswered questions.</p> <p>Training Materials: HotSpot Parking provides training materials such as manuals and instructional videos relevant to each department. For example, Finance receives instructional material on accessing the expenditures tab located in the online dashboard and options for downloading the necessary information (CSV, PDF, Excel). Training sessions are held Virtually, Instructor Led via City Classrooms or multiple computers. The only requirement is internet access and a screen for viewing. An option to Train the Trainer is also available, as well as the ability to train on-site, though costs may be incurred (if we do not have an office in the location). HotSpot’s 24/7 bilingual customer support team is also always available to assist with questions and walk-throughs.</p> <p>Training Implementation: HotSpot Parking will provide training and support to all administrators of the system. This is expanded as follows:</p> <ul style="list-style-type: none"> - Administrative/Finance Back-office training: To provide staff with a clear understanding and functionality of the system, features and processes from the HotSpot Administrative Dashboard; including finance and revenues, reporting, parking management and operations. Training Agenda and Content is as follows: <ul style="list-style-type: none"> • Overview of the HotSpot Application from the Users Perspective • Overview of HotSpot’s Administrative Dashboard, Role Creation and Feature Tabs • Demonstration of typical queries and reports • Demonstration of analytic capabilities • Demonstration of expenditure reporting and ability to self-audit the system • Demonstration of Ticket Lifecycle and varying action stages • Overview of Parking Change Options, Event Management and Change Logs <p>Enforcement Procedure Training: Enforcement Training will prepare Officers with system functionality to verify parking sessions from the application, in the field. HotSpot Instructors guide Enforcement Officers on loading the HotSpot Officer Application onto the handheld devices, and how to access the License Plate Recognition tool to verify real-time parking data, followed by a walk-through of the user prompts for digital ticketing, and user testing on all hardware devices.</p> <p>IT Analyst Training: HotSpot Parking will be responsible for all IT Analyst training and will have technical staff available to understand possible integrations with 3rd party systems.</p>

Customer Service/Ticket Triage Training: Customer Service Training will equip the client’s front line customer service staff with the tools required to facilitate public awareness, understanding and use of the application. Of course, the client is supported by our in-house 24/7/365 bilingual customer support team. HotSpot’s goal is under no circumstance should the client’s staff need to answer technical questions regarding users' accounts. All assistance can be directed to HotSpot Parking’s customer support team for resolution.

HotSpot training sessions are easy going, and interactive. Individuals will have an opportunity to navigate through the system themselves and ask questions along the way. HotSpot recognizes a change to routine processes can be difficult, so we are always available for additional training, Q&A’s and support throughout the Implementation Process.

2.2. Customer Set Up; Order & Invoice Processing; Payment

2.2.1. Proposal Development, Order, and Invoice Process.
Describe your company’s proposal development, order, and invoice process.

Proposal Development: HotSpot has a team of Sales Development Reps, Sales Enablement Specialists and Technical Operations who consistently work together to analyze requirements and determine the most optimal solution for clients. We conduct an internal review of the client’s product request, address each functional and technical requirement, and develop a thorough proposal, allowing the client to make the decision that best suits their needs. Additionally, through our outbound sales process, Sales Associates will reach out to clients to determine if there is interest in a proposal or invoice based on their business needs.

Ordering: HotSpot’s Sales Associates are responsible for handling the ordering process. Clients reach out to a Sales Lead to obtain a quote on products. The Sales Lead will then prepare the quote and await the client’s approval which is then passed to our Operations Team through use of a Project Delivery Plan. This plan outlines the specific products and services to be provided, as well as the respective responsibilities of the project team in both HotSpot and from the client's end. The PDP is then shared with the client, who is expected to review and sign-off on the document. This process provides HotSpot and the client with documented timelines, granular functionality of the system, and expectations leading to a successful launch. The Project Delivery Plan include:

- Project scope of work
- Product Descriptions
- Required integrations and 3rd party contacts (if needed)
- Software & Hardware Deliverable
- Onboarding breakdown, costs, permit types, merchant fees, etc. (Supplementary documentation to gather this information is also provided)
- Data Migration specifications, if any
- Task Table for both the Contractor and Client
- Timeline on Tasks, and toward Launch Date

Invoicing: HotSpot will invoice for all one-time fees immediately upon signing (this includes Onboarding Costs, Hardware and Signage). Annual Recurring fees will also be billed following acceptance of quote by contract signing, at terms agreed to by the agency HotSpot will continue to invoice recurring Annual Fees upon the yearly signing date. HotSpot will remit all provider parking revenue to a provider associated

with their use of the parking payment services for parking each month on a 30-day delay by direct deposit to the client. Once a threshold is reached, of digital revenues passing through the HotSpot system, HotSpot automatically updates to a more frequent remittance schedule. Once that event occurs, HotSpot Accountants will contact the client to update the remittance schedule accordingly. Once the threshold is reached and remittance schedule changed, the schedule will remain at the updated schedule regardless of if a subsequent payment is less than the threshold.

Digital Revenues Passing through HotSpot System	Remittance Schedule
Less than \$10,000	Monthly
\$10,000 - \$39,999	Bi-weekly
\$40,000 - \$59,999	Weekly
\$60,000 or More	Daily

3. PRICING

3.1. Cost Proposal

3.1.1. Pricing Model. Provide a description of your pricing model or methodology identifying how the model works for the products and services included in your proposal. Your response should describe how the proposed pricing model is able to be audited by an Equalis Group member to assure compliance with the pricing in the Master Agreement.

HotSpot has provided two pricing models for members of Equalis Group to choose from. We recognize that Equalis Group has a large network of clients who each have their own set of parking needs and considerations. We have provided multiple models to allow each community the flexibility to select the model that best fits their parking preferences.

1. Convenience Fee Model: In this approach, parkers can continue to use the parking hardware provided or use HotSpot’s digital services. HotSpot’s convenience fee represents the cost of convenience, like printing concert tickets at home vs. picking up in-person. The fee allows the parker more flexibility and transparency through account management and self-serve tools. This method is best supplemented with parking infrastructure to facilitate cash methods. This convenience fee can be paid by the parker, or by the participating agency. HotSpot tracks every parking session recorded in real-time, allowing for full data analytics on usage, or for given time periods accessible in the back-end dashboard at any time.

2. Revenue Share Model: Revenue share is collected on digitally collected revenue through HotSpot only. Removing the convenience fee to the parker allows digital payment as the primary option for parkers and allows the client to reduce parking hardware and associated maintenance costs of traditional parking hardware. Removing barriers like convenience fees nurtures greater adoption of digital payments. HotSpot provides continuous support through launch, operations and absorbs fees related to onboarding, training, marketing & communication assistance, with City and End-User customer support. HotSpot provides all digital tools to encompass the most comprehensive parking environment, such as permits, reservations, and a POS system. This model provides the most flexibility to use products as needed and adapt based on feedback from the community. HotSpot tracks every parking session recorded in real-time, allowing for full data analytics on usage, or for given time periods accessible in the back-end dashboard at any time.

	<p>Our pricing models can be audited by an Equalis Group member at any time. Arcadis is ISO 9001:2015-compliant and has a staff dedicated to maintaining a firm-wide Quality Management System. We have a process in place for quality management on all project which can be used to track sales on any of our pricing models.</p>
<p>3.1.2. Auditable. Describe how the proposed pricing model is able to be audited by public sector agencies or CCOG to assure compliance with pricing in the Master Agreement.</p>	<p>Arcadis has extensive experience dealing with all types of contracts from on-call rosters to prime and sub-consultant roles, and this Mobile Parking Payment contract will be held to the same standards. HotSpot Parking has dozens of ongoing contracts with Arcadis and has a dedicated staff to handle contracts, payouts, and financial details. The same staff will be used on this contract to ensure compliance and remits are being paid. Arcadis is ISO 9001:2015-compliant and has a dedicated, firm-wide Quality Management System (QMS). Our QA and QC practices support our certification, including external and internal audits of our projects. The formal QA and QC process has become the industry norm and has been applied to all of our recent projects, making the process cost-effective and an integrated part of project delivery. Our internal QA approach has been a key factor in achieving our ISO-9001 status. Arcadis' step-by-step process ensures effective quality management on all projects. This process will be utilized to track sales under this contract and this can be reported on a quarterly basis. This will also be complemented with detailed financial information from our Salesforce website.</p>
<p>3.1.3. Cost Proposal Value. Which of the following statements best describes the pricing offered included in Respondent's cost proposal.</p>	<p>The prices offered in your Cost Proposal are:</p> <p><input type="checkbox"/> lower than what you offer other group purchasing organizations, cooperative purchasing organizations, or state purchasing departments.</p> <p><input checked="" type="checkbox"/> equal to what you offer other group purchasing organizations, cooperative purchasing organizations, or state purchasing departments.</p> <p><input type="checkbox"/> higher than what you offer other group purchasing organizations, cooperative purchasing organizations, or state purchasing departments.</p> <p><input type="checkbox"/> not applicable. Please explain below.</p> <p>HotSpot Parking believes that a contract with members of Equalis Group holds great value. To demonstrate our dedication to working with Equalis Group and its clients, we have priced the contract with steep discounts. We believe that the combination of lower costs and our proven marketing strategies will incentivize Equalis Group clients to use HotSpot Parking. As more clients use HotSpot Parking, Equalis Group will increase its revenue, creating the perfect, mutually advantageous partnership.</p>
<p>3.1.4. Additional Savings. Describe any quantity or volume discounts or rebate programs included in your Cost Proposal.</p>	<p>HotSpot makes discounts available when product modules are bundled together or purchased for multiple years.</p>
<p>3.1.5. Pricing Open Market or Sourced Goods. If relevant, propose a method for the pricing of Open Market Items or Sourced Goods.</p> <p>NOTE: For a definition of Open Market Items, please refer to Part</p>	<p>For Open Market or Sourced Goods, HotSpot would use Three Quotes/Proposals or Cost plus a Mark Up of 15% pricing methods.</p>

<p><u>One, Section 5.4 – Other Pricing Scenarios.</u></p>	
<p>3.1.6. Total Cost of Acquisition. Identify any components from the total cost of acquisition that are <i>NOT</i> included in the Cost Proposal. This would include all additional charges that are not directly identified as freight or shipping. For example, permitting, installation, set up, mandatory training, or inspections may be required but not initially considered in the Cost Proposal. Identify any parties that impose such costs and their relationship to the Respondent.</p>	<p>N/A</p>
<p>4. <u>GO-TO-MARKET STRATEGY</u></p>	
<p>4.1. Respondent Organizational Structure & Staffing of Relationship</p>	
<p>4.1.1. Key Contacts. Provide contact information and resumes for the person(s) who will be responsible for the following areas;</p> <ol style="list-style-type: none"> 1. Executive Contact 2. Contract Manager 3. Sales Leader 4. Reporting Contact 5. Marketing Contact. <p>***Indicate who the primary contact will be if it is not the Sales Leader.</p>	<p>Please see below for our key contacts and information. All resumes can be found in Appendix A.</p> <p><u>Executive Contact</u> Rob Wood (Head of Operations) – Primary Contact Phone: 506-292-6152 Email: rob.wood@arcadis.com</p> <p><u>Contract Manager</u> Phillip Curley (Head of HotSpot Parking) Phone: 506 897 1774 Email: phillip.curley@arcadis.com</p> <p><u>Sales Leader</u> Rachel Nason (Sales Director) Phone: 506 292 2271 Email: rachel.nason@arcadis.com</p> <p><u>Reporting Contact</u> John Blackmore (Product Director) Phone: 506.461.5354 Email: john.blackmore@arcadis.com</p>

	<p><u>Marketing Contact</u> Ken Dinh (Product Marketing Coordinator) Email: ken.dinh@arcadis.com</p>
<p>4.1.2. Sales Organization. Provide a description of your sales organization, including key staff members, the size of the organization, in-house vs. third-party sales resources, geographic territories, vertical market segmentation, etc.</p>	<p>HotSpot’s in-house Sales Team comprises of individuals who hold the following titles:</p> <ul style="list-style-type: none"> - Sales Director - Sales Development Representatives - Sales Enablement Specialists <p>Our Sales Development Representatives are responsible for managing a pipeline of customers based on their territory. US territories are divided by East and West Coast to ensure all areas are monitored for any new opportunities or upsells. Our representatives attend, exhibit, speak and participate at industry conferences such as the Parking Industry Expo, New England Parking Council, Mid-South Transportation and Parking Association, International Parking and Mobility Institute, Southwest Parking and Transportation Association, California Mobility and Parking Association, Mid-Atlantic Parking Association, National Parking Association Expo, Campus Parking and Transportation Association, and more every year. Our participation and engagement allow us to reach clients and potential partners all over the United States. HotSpot Parking has a strong industry presence and we have established ourselves as parking and payment experts. In addition to being an industry leader in North America, HotSpot is a product of Arcadis. Arcadis has subscriptions to RFP bidding platforms across the world. As a global solution and technology business, Arcadis’ sales force has fostered more than 10,000 customers relationships already. Our Global Sales and Growth team, with nearly 50 Full Time Employees, successfully profitably grow Arcadis products, including HotSpot, both organically and inorganically. Our Team focuses and aligns the organization and its resources on key clients and world class client experience and prioritizes solutions and differentiates commercial strategies. This approach has seen record net revenue for Arcadis of \$4.035B USD, (or €3,759 billion) or for the full year 2023 and organic growth of 9.0%. Beneath the Global Sales Growth team, we are organized around country and market verticals, with blended teams of sector experts, account managers, sales executives and commercial enablement. Within North America our teams operate across US, Canada and Mexico, working with public and private sector clients across real estate, road, rail, water, energy, Municipal, Federal, and industrial clients. All accounts have an account leader, management plan generally realized through a consultative selling approach. We seek feedback routinely through a client experience program. Arcadis are also focused on scaling technology and product to these same geographies and market verticals with dedicated teams in place to take specific products to market. Our typical approach here is a Product Sales Director, with sales executives working in specific sub geographies, and market verticals, alongside pre-sales solution consultants and customer success managers. These teams work closely with our global Marketing and Communications (Marcomms) team of 150+ colleagues. HotSpot is in a unique position, given domain knowledge and recognition in the mobile parking industry, combined with the backing of a global salesforce and Marcomms</p>

	<p>team at Arcadis to leverage these connections. The success of our sales team and our ability to deliver service has been proven by the high percentage of contracts that we win, our market share, and the large number of municipalities and educational institutions across the USA and Canada that are existing clients of HotSpot.</p>
<p>4.2. Contract Implementation Strategy & Expectations</p>	
<p>4.2.1. Contract Expectation. What are your company's expectations in the event of a contract award?</p>	<p>We envision a successful partnership as an awarded vendor for mobile parking payment and we anticipate engaging potential customers through this platform. To amplify the impact of our collaboration, we are enthusiastic about the possibility of joint marketing efforts and events with CCOG and Equalis Group to enhance awareness and education surrounding mobile parking payment solutions. This strategic alliance not only fosters growth in parking solutions but also positions Equalis Group as a pivotal avenue for procurement. We anticipate receiving distribution lists from Equalis Group in order to reach out to members to further promote the Equalis partnership.</p> <p>Recognizing the challenges faced by cities and educational institutions in the current procurement landscape, we aspire to simplify and streamline the process for acquiring HotSpot. Despite a keen interest in our solution, the existing approach lacks efficiency, and we aim to provide current and future Equalis members with a more accessible and straightforward means of procurement.</p>
<p>4.2.2. Five (5) Year Sales Vision & Strategy. Describe your company's vision and strategy to leverage a resulting contract with Equalis over the next five (5) years. Your response may include but is not limited to; the geographic or public sector vertical markets being targeted; your strategy for acquiring new business and retaining existing business; how the contract will be deployed with your sales team; how you will market the contract, including deployment of the contract on your company website; and the time frames in which this will be completed.</p>	<p>For the next five (5) years, HotSpot Parking intends to utilize our experienced sales team to promote the Equalis partnership with prospective customers, and within our own organization. This translates to sales representatives, inquiring into an agency's familiarity with Equalis during the discovery phase of the sales cycle. When possible, HotSpot Parking will work with existing Equalis members to leverage the purchasing agreement for contracts. And when a prospect is unfamiliar, HotSpot will promote the Equalis Group, the membership and its benefits, to educate the client on available resources, and tailor our approach along these lines.</p> <p>HotSpot Parking has a dedicated marketing team that actively promotes our solution across industry events such as the International Parking & Mobility Conference, relevant publications such as the Parking & Mobility Magazine, and digital channels. In addition to the team, HotSpot Parking actively collaborates with the marketing professionals throughout the broader Arcadis organization. HotSpot Parking participates in industry conferences and events throughout the year, where our relationship with Equalis Group will be highlighted to prospective clients through collateral available at our booth. Specifically, we would promote that Equalis Group helps connect our customers to innovative partnership opportunities. We showcase our past projects on our website and in printed materials displayed at events. We would certainly highlight Equalis Group's role in the partnership on these case studies. In addition, we write about our solution and relevant projects in national and international industry publications. Our partnership with</p>

	<p>Equalis Group would be a great topic for these articles where appropriate, and we are open to collaboration and promotion. HotSpot Parking shares monthly email newsletters with thousands of recipients to communicate with our network who are interested in curbside management technologies. We would include information about our partnership with Equalis Group in our newsletter, further expanding the reach of the news. Finally, HotSpot Parking is active on social media and paid media channels, where our partnership with Equalis Group can be promoted to our audience. From time-to-time, we are also able to leverage Arcadis' social media following of nearly one million worldwide on LinkedIn alone, as well as X (formerly Twitter) and other social media channels totaling over one million followers.</p> <p>Marketing Strategy: HotSpot Parking is very hands-on in engaging with our prospective clients and maintains consistent communication after implementation. If awarded the contract, HotSpot Parking's marketing strategy would consist of, but not be limited to:</p> <ul style="list-style-type: none"> - Social Media Content, leveraging Arcadis outreach - Digital Media Marketing, such as banners on key distribution channels - Press Releases, on variety of platforms - Promotion of partnership at industry events, and conferences - Email & Web Campaigns to Arcadis database of current and prospective customers <p>HotSpot works closely with clients to ensure widespread adoption and understanding of our parking software. For our products and services, our marketing and education strategy is rolled out in three phases and includes modifications based on agency input. HotSpot's responsive customer support and innovative solutions help leverage referrals as a marketing tool on new initiatives.</p> <ul style="list-style-type: none"> • Phase 1: Launch - Public awareness is the primary goal of the Launch phase. We want residents to know that HotSpot is available as a method to pay for parking, as well as convey the high level benefits of using the solution. • Phase 2: Drive Utilization - Customer acquisition is the goal of the Drive Utilization phase. We want frequent parkers to download the HotSpot app and we want to partner with members of the local business community to achieve their parking needs. • Phase 3: Sustain Action - Customer retention is the primary goal of the Sustain Action phase. We want to sustain a loyal customer base and ensure satisfaction with all aspects of the HotSpot service.
<p>4.2.3. Sales Objectives. What are your top line sales objectives in each of the five (5) years if awarded this contract?</p>	<p>Our top line sales objectives for the contract are to continue to support our Equalis Group clients.</p> <p>In year one, our top sales objective is to train Equalis Group clients on the new software, achieve widespread public awareness and make this contract vehicle available to any interested membership entities. The HotSpot team will provide comprehensive training sessions for all new users of software. We will deploy marketing techniques to ensure widespread adoption of the payment solution</p>

	<p>and optimize revenue for the Equalis Group client. We will expose this contract vehicle for interested membership entities, doing so by documented outbound strategies, hosting demos, tailor proposals and close business so we can service them through Years 2-5 as you have indicated.</p> <p>Through years two through five, our sales objective will be to provide a best-in-class customer experience and superior product for Equalis Group Members. HotSpot will continue to provide ongoing support as needed. Our ongoing support comes at no cost to the Equalis Group clients, which demonstrates our strong commitment to the contract and Equalis Group community. HotSpot also has a dedicated, in-house development team that works around the clock to ensure the best possible software for our clients. As HotSpot adds new features and additional benefits, our team will share these solutions with Equalis Group clients through check in meetings and additional trainings, as necessary.</p>
--	---

(The rest of this page is intentionally left blank)

5. ADMIN FEE & REPORTING

5.1. Administration Fee & Reporting

5.1.1. Administrative Fee. Equalis Group only generates revenue when the Winning Supplier generates revenue based on contract utilization by current and future Members.

The administrative fee is normally calculated as a percentage of the total Spend for agencies accessing products and services through the Master Agreement and is typically two percent (2%) to three percent (3%). In some categories, a flat fee or another fee structure may be acceptable.

Please provide your proposed Administrative Fee percentage or structure.

NOTE: The proposed Administrative Fee language for this contract is based on the terms disclosed in the **Attachment A - Model Administration Agreement**.



5.1.2. Sales & Administrative Fee Reporting. Equalis Group requires monthly reports detailing sales invoiced the prior month and associated Administrative Fees earned by the 15th of each month. Confirm that your company will meet this reporting requirement. If not, explain why and propose an alternative time schedule for providing these reports to Equalis Group.

HotSpot Parking will meet this reporting requirement.

5.1.3. Self-Audit. Describe any self-audit process or program that you plan to employ to verify compliance with your proposed contract with Equalis Group. This process includes ensuring that you sales organization provides and Members obtain the correct pricing, reports reflect all sales made under the Contract, and Winning Supplier remit the proper admin fee to Equalis.

Arcadis has extensive experience dealing with a variety of different contracts from on-call rosters to prime and sub consultant roles, and this Mobile Parking Payment contract will be met with the same standards. The HotSpot team has dozens of ongoing contracts with Arcadis and has pulled in dedicated staff to handle contracts, payouts, and all financial details with projects. The same staff will be used on this contract to make sure contracts are being complied with and remits are being paid.

Arcadis is ISO 9001:2015-compliant and has deployed its Quality Management System (QMS) across the firm. We are committed to QA and QC practices that support the standard certification which includes external and internal

	<p>audits of our projects. The use of a formal QA and QC process has become the industry norm over the past decade and has been utilized on all our recent projects, making the process cost-effective for our clients and a natural part of the project delivery process for our staff. Our internal QA approach has been a key factor in achieving our ISO-9001 status. In fact, Arcadis has a step-by-step process to ensure effective quality management on all projects. This process will be utilized to track sales under this contract, and this can be reported quarterly.</p>
--	---

PROPOSAL FORM 3: DIVERSITY VENDOR CERTIFICATION PARTICIPATION

Diversity Vendor Certification Participation - It is the policy of some Members participating in Equalis Group to involve minority and women business enterprises (M/WBE), small and/or disadvantaged business enterprises, disable veterans business enterprises, historically utilized businesses (HUB) and other diversity recognized businesses in the purchase of goods and services. Respondents shall indicate below whether or not they hold certification in any of the classified areas and include proof of such certification with their response.

a. Minority Women Business Enterprise

Respondent certifies that this firm is an MWBE: Yes No

List certifying agency: [Click or tap here to enter text.](#)

b. Small Business Enterprise (SBE) or Disadvantaged Business Enterprise (“DBE”)

Respondent certifies that this firm is a SBE or DBE: Yes No

List certifying agency: [Click or tap here to enter text.](#)

c. Disabled Veterans Business Enterprise (DVBE)

Respondent certifies that this firm is an DVBE: Yes No

List certifying agency: [Click or tap here to enter text.](#)

d. Historically Underutilized Businesses (HUB)

Respondent certifies that this firm is an HUB: Yes No

List certifying agency: [Click or tap here to enter text.](#)

e. Historically Underutilized Business Zone Enterprise (HUBZone)

Respondent certifies that this firm is an HUBZone: Yes No

List certifying agency: [Click or tap here to enter text.](#)

f. Other

Respondent certifies that this firm is a recognized diversity certificate holder: Yes No

List certifying agency: [Click or tap here to enter text.](#)

(The rest of this page is intentionally left blank)

PROPOSAL FORM 4: CERTIFICATIONS AND LICENSES

Provide a copy of all current licenses, registrations and certifications issued by federal, state and local agencies, and any other licenses, registrations or certifications from any other governmental entity with jurisdiction, allowing Respondent to provide the products and services included in their proposal which can include, but not limited to licenses, registrations or certifications. M/WBE, HUB, DVBE, small and disadvantaged business certifications and other diverse business certifications, as well as manufacturer certifications for sales and service must be included if applicable

Please also list and include copies of any certificates you hold that would show value for your response not already included above.

See Certifications and Licenses saved in **Appendix B**.

(The rest of this page is intentionally left blank)

PROPOSAL FORM 5: UNRESOLVED FINDINGS FOR RECOVERY

O.R.C. Chapter 9.24 prohibits CCOG from awarding a contract to any entity against whom the Auditor of State has issued a finding for recovery, if such finding for recovery is “unresolved” at the time of award. By submitting a proposal, a Respondent warrants that it is not now, and will not become, subject to an “unresolved” finding for recovery under **O.R.C. Chapter 9.24** prior to the award of any contract arising out of this RFP, without notifying CCOG of such finding. The Proposal Review Team will not evaluate a proposal from any Respondent whose name, or the name of any of the subcontractors proposed by the Respondent, appears on the website of the Auditor of the State of Ohio as having an “unresolved” finding for recovery.

Is your company the subject of any unresolved findings for recoveries?

- Yes
- No

(The rest of this page is intentionally left blank)

PROPOSAL FORM 6: MANDATORY DISCLOSURES

1. *Mandatory Contract Performance Disclosure.*

Disclose whether your company's performance and/or the performance of any of the proposed subcontractor(s) under contracts for the provision of products and services that are the same or similar to those to be provided for the Program which is the subject of this RFP has resulted in any formal claims for breach of those contracts. For purposes of this disclosure, "**formal claims**" means any claims for breach that have been filed as a lawsuit in any court, submitted for arbitration (whether voluntary or involuntary, binding or not), or assigned to mediation. For any such claims disclosed, fully explain the details of those claims, including the allegations regarding all alleged breaches, any written or legal action resulting from those allegations, and the results of any litigation, arbitration, or mediation regarding those claims, including terms of any settlement. While disclosure of any formal claims will not automatically disqualify a Respondent from consideration, at the sole discretion of Equalis Group, such claims and a review of the background details may result in a rejection of a Respondent's proposal. Equalis Group will make this decision based on the Proposal Review Team's determination of the seriousness of the claims, the potential impact that the behavior that led to the claims could have on the Respondent's performance of the work, and the best interests of Members.

Provide statement here. N/A

2. *Mandatory Disclosure of Governmental Investigations.*

Indicate whether your company and/or any of the proposed subcontractor(s) has been the subject of any adverse regulatory or adverse administrative governmental action (federal, state, or local) with respect to your company's performance of services similar to those described in this RFP. If any such instances are disclosed, Respondents must fully explain, in detail, the nature of the governmental action, the allegations that led to the governmental action, and the results of the governmental action including any legal action that was taken against the Respondent by the governmental agency. While disclosure of any governmental action will not automatically disqualify a Respondent from consideration, such governmental action and a review of the background details may result in a rejection of the Respondent's proposal at Group's sole discretion. Equalis Group will make this decision based on the Proposal Review Team's determination of the seriousness of the claims, the potential impact that the behavior that led to the claims could have on the Respondent's performance of the work, and the best interests of Members.

Provide statement here. N/A

(The rest of this page is intentionally left blank)

PROPOSAL FORM 7: DEALER, RESELLER, AND DISTRIBUTOR AUTHORIZATION

CCOG allows Suppliers to authorize dealers, distributors, and resellers to sell the products and services made available through, and consistent with the Terms and Conditions set forth in, the Master Agreement. If Supplier intends to authorize their dealers, distributors, or resellers access to the Master Agreement in the event of a contract award Supplier must provide a list, either in the form of a document or a weblink, to identify those organizations who are being authorized access to the Master Agreement.

Will the Supplier authorize dealers, distributors, resellers access to Master Agreement?

Yes

No

If yes, how will Supplier disclose which organization(s) will have access to the Master Agreement? This list can be updated from time to time upon CCOG's approval.

Respondent Response: Click or tap here to enter text.

(The rest of this page is intentionally left blank)

PROPOSAL FORM 8: MANDATORY SUPPLIER & PROPOSAL CERTIFICATIONS

CCOG may not enter into contracts with any suppliers who have been found to be ineligible for state contracts under specific federal or Ohio statutes or regulations. Companies responding to any CCOG RFP MUST certify that they are NOT ineligible by signing each of the statements below. **Failure to provide proper affirming signature on any of these statements will result in a Respondent's proposal being deemed nonresponsive to this RFP.**

I, Paul Lavallee , hereby certify and affirm that Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership has not been debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from participation in transactions by the United States Department of Labor, the United States Department of Health and Human Services, or any other federal department or agency as set forth in 29 CFR Part 98, or 45 CFR Part 76, or other applicable statutes.

AND

I, Paul Lavallee, hereby certify and affirm that Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership, is in compliance with all federal, state, and local laws, rules, and regulations, including but not limited to the Occupational Safety and Health Act and the Ohio Bureau of Employment Services and the following:

- Not penalized or debarred from any public contracts or falsified certified payroll records or any other violation of the Fair Labor Standards Act in the last three (3) years;
- Not found to have violated any worker's compensation law within the last three (3) years;
- Not violated any employee discrimination law within the last three (3) years;
- Not have been found to have committed more than one (1) willful or repeated OSHA violation of a safety standard (*as opposed to a record keeping or administrative standard*) in the last three (3) years;
- Not have an Experience Modification Rating of greater than 1.5 (a penalty-rated employer) with respect to the Bureau of Workers' Compensation risk assessment rating; and
- Not have failed to file any required tax returns or failed to pay any required taxes to any governmental entity within the past three (3) years.

AND

I, Paul Lavallee, hereby certify and affirm that Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership, is not on the list established by the Ohio Secretary of State, pursuant to **ORC Section 121.23**, which identifies persons and businesses with more than one unfair labor practice contempt of court finding against them.

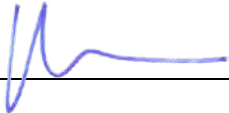
AND

I, Paul Lavallee, hereby certify and affirm that Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership either is not subject to a finding for recovery under **ORC Section 9.24**, or has taken appropriate remedial steps required under that statute to resolve any findings for recovery, or otherwise qualifies under that section to enter into contracts with CCOG.

I, Paul Lavallee, hereby affirm that this proposal accurately represents the capabilities and qualifications of Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership, and I hereby affirm that the cost(s) proposed to CCOG for the performance of services and/or provision of goods covered in this proposal in response to this CCOG RFP is a firm fixed price structure as described in the Cost Proposal, inclusive of all incidental as well as primary costs. (*Failure to provide the proper affirming signature on this item may result in the disqualification of your proposal.*)

PROPOSAL FORM 9: CLEAN AIR ACT & CLEAN WATER ACT

The Respondent is in compliance with all applicable standards, orders or regulations issued pursuant to the Clean Air Act of 1970, as Amended (42 U.S. C. 1857 (h), Section 508 of the Clean Water Act, as amended (33 U.S.C. 1368), Executive Order 117389 and Environmental Protection Agency Regulation, 40 CFR Part 15 as required under OMB Circular A-102, Attachment O, Paragraph 14 (1) regarding reporting violations to the grantor agency and to the United States Environment Protection Agency Assistant Administrator for the Enforcement.

Authorized signature:  _____

Printed Name: Paul Lavallee

Company Name: Arcadis Architects, Engineers and
Landscape Architects, a New York General
Partnership

Mailing Address: 59-61 Court Street, Suite 300,
Binghamton, NY 13901


Email Address: paul.lavallee@arcadis.com

Job Title: Business Unit Director, Services (USA &
Mexico)

(The rest of this page is intentionally left blank)

PROPOSAL FORM 10: DEBARMENT NOTICE

I, the Respondent, certify that my company has not been debarred, suspended or otherwise ineligible for participation in Federal Assistance programs under Executive Order 12549, "Debarment and Suspension", as described in the Federal Register and Rules and Regulations.

Respondents Name:	Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership
Mailing Address:	59-61 Court Street, Suite 300, Binghamton, NY 13901
Signature	
Title of Signatory:	Business Unit Director, Services (USA & Mexico)

(The rest of this page is intentionally left blank)

PROPOSAL FORM 11: LOBBYING CERTIFICATIONS

Submission of this certification is a prerequisite for making or entering into this transaction and is imposed by **Section 1352, Title 31, U.S. Code**. This certification is a material representation of fact upon which reliance was placed when this transaction was made or entered into. Any person who fails to file the required certification shall be subject to civil penalty of not less than ten thousand dollars (\$10,000) and not more than one hundred thousand dollars (\$100,000) for each such failure.

The undersigned certifies, to the best of his/her knowledge and belief, on behalf of Respondent that:

1. No Federal appropriated funds have been paid or will be paid on behalf of the undersigned, to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with the awarding of a Federal contract, the making of a Federal grant, the making of a Federal loan, the entering into a cooperative agreement, and the extension, continuation, renewal, amendment, or modification of a Federal contract, grant, loan, or cooperative agreement.
2. If any funds other than Federal appropriated funds have been or will be paid to any person for influencing or attempting to influence an officer or employee of any agency, a Member of Congress, an officer or employee of Congress, or an employee of a Member of Congress in connection with this Federal contract or cooperative agreement, the undersigned shall complete and submit Standard Form LLL, "Disclosure of Lobbying Activities," in accordance with its instructions.
3. The undersigned shall require that the language of this certification be included in the award documents for all covered sub-awards exceeding one hundred thousand dollars (\$100,000) in Federal funds at all appropriate tiers and that all sub-recipients shall certify and disclose accordingly.

Signature:



Date:

May 3rd, 2024

(The rest of this page is intentionally left blank)

PROPOSAL FORM 12: CONTRACTOR CERTIFICATION REQUIREMENTS

1. Contractor's Employment Eligibility

By entering the contract, Contractor warrants compliance with the Federal Immigration and Nationality Act (FINA), and all other federal and state immigration laws and regulations. The Contractor further warrants that it is in compliance with the various state statutes of the states it will operate this contract in.

Participating Government Entities including School Districts may request verification of compliance from any Contractor or subcontractor performing work under this Contract. These Entities reserve the right to confirm compliance in accordance with applicable laws.

Should the Participating Entities suspect or find that the Contractor or any of its subcontractors are not in compliance, they may pursue any and all remedies allowed by law, including, but not limited to: suspension of work, termination of the Contract for default, and suspension and/or debarment of the Contractor. All costs necessary to verify compliance are the responsibility of the Contractor.

The Respondent complies and maintains compliance with the appropriate statutes which requires compliance with federal immigration laws by State employers, State contractors and State subcontractors in accordance with the E-Verify Employee Eligibility Verification Program.

Contractor shall comply with governing board policy of the CCOG Participating entities in which work is being performed.

2. Fingerprint & Criminal Background Checks

If required to provide services on school district property at least five (5) times during a month, contractor shall submit a full set of fingerprints to the school district if requested of each person or employee who may provide such service. Alternately, the school district may fingerprint those persons or employees. An exception to this requirement may be made as authorized in Governing Board policy. The district shall conduct a fingerprint check in accordance with the appropriate state and federal laws of all contractors, subcontractors or vendors and their employees for which fingerprints are submitted to the district. Contractor, subcontractors, vendors and their employees shall not provide services on school district properties until authorized by the District.

The Respondent shall comply with fingerprinting requirements in accordance with appropriate statutes in the state in which the work is being performed unless otherwise exempted.

Contractor shall comply with governing board policy in the school district or Participating Entity in which work is being performed.

Signature:



Date:

May 3rd, 2024

(The rest of this page is intentionally left blank)

PROPOSAL FORM 13: BOYCOTT CERTIFICATION

Respondent must certify that during the term of any Agreement, it does not boycott Israel and will not boycott Israel. "Boycott" means refusing to deal with, terminating business activities with, or otherwise taking any action that is intended to penalize, inflict economic harm on, or limit commercial relations specifically with Israel, or with a person or entity doing business in Israel or in an Israeli-controlled territory, but does not include an action made for ordinary business purposes.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

(The rest of this page is intentionally left blank)

PROPOSAL FORM 14: FEDERAL FUNDS CERTIFICATION FORMS

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements).

All Respondents submitting proposals must complete this Federal Funds Certification Form regarding Respondent's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using federal grant funds. This completed form will be made available to Members for their use while considering their purchasing options when using federal grant funds. Members may also require Supplier Partners to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, respondent should certify their agreement and ability to comply, where applicable, by having respondents authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a Respondent fails to complete any item in this form, CCOG will consider the Respondent's response to be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the Supplier Partner using federal funds.

1. *Supplier Partner Violation or Breach of Contract Terms*

Contracts for more than the simplified acquisition threshold currently set at one hundred fifty thousand dollars (\$150,000), which is the inflation adjusted amount determined by the Civilian Agency Acquisition Council and the Defense Acquisition Regulations Council (Councils) as authorized by 41 USC 1908, must address administrative, contractual, or legal remedies in instances where Supplier Partners violate or breach contract terms, and provide for such sanctions and penalties as appropriate.

Any contract award will be subject to Terms and Conditions of the Master Agreement, as well as any additional terms and conditions in any purchase order, participating agency ancillary contract, or Member construction contract agreed upon by Supplier Partner and the participating agency which must be consistent with and protect the participating agency at least to the same extent as the CCOG Terms and Conditions.

The remedies under the contract are in addition to any other remedies that may be available under law or in equity. By submitting a proposal, you agree to these Supplier Partner violation and breach of contract terms.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

2. *Termination for Cause or Convenience*

When a participating agency expends federal funds, the participating agency reserves the right to immediately terminate any agreement in excess of ten thousand dollars (\$10,000) resulting from this procurement process in the event of a breach or default of the agreement by Offeror in the event Offeror fails to: (1) meet schedules, deadlines, and/or delivery dates within the time specified in the procurement solicitation, contract, and/or a purchase order; (2) make any payments owed; or (3) otherwise perform in accordance with the contract and/or the procurement solicitation. Participating agency also reserves the right to terminate the contract immediately, with written notice to offeror, for convenience, if participating agency believes, in its sole discretion that it is in the best interest of participating agency to do so. Respondent will be compensated for work performed and accepted and goods accepted by participating agency as of the termination date if the contract is terminated for convenience of participating agency. Any award under this procurement process is not exclusive and participating agency reserves the right to purchase goods and services from other offerors when it is in participating agency's best interest.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

3. *Equal Employment Opportunity*

Except as otherwise provided under 41 CFR Part 60, all participating agency purchases or contracts that meet the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 shall be deemed to include the equal opportunity clause provided under 41 CFR 60-1.4(b), in accordance with Executive Order 11246, “Equal Employment Opportunity” (30 FR 12319, 12935, 3 CFR Part, 1964-1965 Comp., p. 339), as amended by Executive Order 11375, “Amending Executive Order 11246 Relating to Equal Employment Opportunity,” and implementing regulations at 41 CFR Part 60, “Office of Federal Contract Compliance Programs, Equal Employment Opportunity, Department of Labor.”

The equal opportunity clause provided under 41 CFR 60-1.4(b) is hereby incorporated by reference. Supplier Partner agrees that such provision applies to any participating agency purchase or contract that meets the definition of “federally assisted construction contract” in 41 CFR Part 60-1.3 and Supplier Partner agrees that it shall comply with such provision.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

4. *Davis-Bacon Act*

When required by Federal program legislation, Supplier Partner agrees that, for all participating agency prime construction contracts/purchases in excess of two thousand dollars (\$2,000), Supplier Partner shall comply with the Davis-Bacon Act (40 USC 3141-3144, and 3146-3148) as supplemented by Department of Labor regulations (29 CFR Part 5, “Labor Standards Provisions Applicable to Contracts Covering Federally Financed and Assisted Construction”). In accordance with the statute, Supplier Partner is required to pay wages to laborers and mechanics at a rate not less than the prevailing wages specified in a wage determinate made by the Secretary of Labor. In addition, Supplier Partner shall pay wages not less than once a week.

Current prevailing wage determinations issued by the Department of Labor are available at www.wdol.gov. Supplier Partner agrees that, for any purchase to which this requirement applies, the award of the purchase to the Supplier Partner is conditioned upon Supplier Partner’s acceptance of the wage determination.

Supplier Partner further agrees that it shall also comply with the Copeland “Anti-Kickback” Act (40 USC 3145), as supplemented by Department of Labor regulations (29 CFR Part 3, “Contractors and Subcontractors on Public Building or Public Work Financed in Whole or in Part by Loans or Grants from the United States”. The Act provides that each Supplier Partner or subrecipient must be prohibited from inducing, by any means, any person employed in the construction, completion, or repair of public work, to give up any part of the compensation to which he or she is otherwise entitled.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

5. Contract Work Hours and Safety Standards Act

Where applicable, for all participating agency contracts or purchases in excess of one hundred thousand dollars (\$100,000) that involve the employment of mechanics or laborers, Supplier Partner agrees to comply with 40 USC 3702 and 3704, as supplemented by Department of Labor regulations (29 CFR Part 5). Under 40 USC 3702 of the Act, Supplier Partner is required to compute the wages of every mechanic and laborer on the basis of a standard work week of forty (40) hours. Work in excess of the standard work week is permissible provided that the worker is compensated at a rate of not less than one and a half times the basic rate of pay for all hours worked in excess of forty (40) hours in the work week. The requirements of 40 USC 3704 are applicable to construction work and provide that no laborer or mechanic must be required to work in surroundings or under working conditions which are unsanitary, hazardous or dangerous. These requirements do not apply to the purchases of supplies or materials or articles ordinarily available on the open market, or contracts for transportation or transmission of intelligence.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

6. Right to Inventions Made Under a Contract or Agreement

If the participating agency's Federal award meets the definition of "funding agreement" under 37 CFR 401.2(a) and the recipient or subrecipient wishes to enter into a contract with a small business firm or nonprofit organization regarding the substitution of parties, assignment or performance or experimental, developmental, or research work under that "funding agreement," the recipient or subrecipient must comply with the requirements of 37 CFR Part 401, "Rights to Inventions Made by Nonprofit Organizations and Small Business Firms Under Government Grants, Contracts and Cooperative Agreements," and any implementing regulations issued by the awarding agency.

Supplier Partner agrees to comply with the above requirements when applicable.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

7. Clean Air Act and Federal Water Pollution Control Act

Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act (33 USC 1251-1387), as amended – Contracts and subgrants of amounts in excess of one hundred fifty thousand dollars (\$150,000) must contain a provision that requires the non-Federal award to agree to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act (42 USC 7401-7671q.) and the Federal Water Pollution Control Act, as amended (33 USC 1251-1387). Violations must be reported to the Federal awarding agency and the Regional Office of the Environmental Protection Agency (EPA).

When required, Supplier Partner agrees to comply with all applicable standards, orders, or regulations issued pursuant to the Clean Air Act and the Federal Water Pollution Control Act.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

8. Debarment and Suspension

Debarment and Suspension (Executive Orders 12549 and 12689) – A contract award (see 2 CFR 180.220) must not be made to parties listed on the government-wide exclusions in the System for Award Management (SAM), in accordance with the OMB guidelines at 2 CFR 180 that implement Executive Orders 12549 (3 CFR Part 1966 Comp. p. 189) and 12689 (3CFR Part 1989 Comp. p. 235), "Debarment and Suspension." SAM Exclusions contains the names

of parties debarred, suspended, or otherwise excluded by agencies, as well as parties declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Supplier Partner certifies that Supplier Partner is not currently listed on the government-wide exclusions in SAM, is not debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549. Supplier Partner further agrees to immediately notify the Cooperative and all Members with pending purchases or seeking to purchase from Supplier Partner if Supplier Partner is later listed on the government-wide exclusions in SAM, or is debarred, suspended, or otherwise excluded by agencies or declared ineligible under statutory or regulatory authority other than Executive Order 12549.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

9. Byrd Anti-Lobbying Amendment

Byrd Anti-Lobbying Amendment (31 USC 1352) – Supplier Partners that apply or bid for an award exceeding one hundred thousand dollars (\$100,000) must file the required certification. Each tier certifies to the tier above that it will not and has not used Federal appropriated funds to pay any person or organization for influencing or attempting to influence an officer or employee of any agency, a member of Congress, officer or employee of Congress, or an employee of a member of Congress in connection with obtaining any Federal contract, grant or any other award covered by 31 USC 1352. Each tier must also disclose any lobbying with non-Federal funds that takes place in connection with obtaining any Federal award. Such disclosures are forwarded from tier to tier up to the non-Federal award. As applicable, Supplier Partner agrees to file all certifications and disclosures required by, and otherwise comply with, the Byrd Anti-Lobbying Amendment (31 USC 1352).

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

10. Procurement of Recovered Materials

For participating agency purchases utilizing Federal funds, Supplier Partner agrees to comply with Section 6002 of the Solid Waste Disposal Act, as amended by the Resource Conservation and Recovery Act where applicable and provide such information and certifications as a participating agency maybe required to confirm estimates and otherwise comply. The requirements of Section 6002 includes procuring only items designated in guidelines of the Environmental Protection Agency (EPA) at 40 CFR Part 247 that contain the highest percentage of recovered materials practicable, consistent with maintaining a satisfactory level of competition, where the purchase price of the item exceeds ten thousand dollars (\$10,000) or the value of the quantity acquired during the preceding fiscal year exceeded ten thousand dollars (\$10,000); procuring solid waste management services in a manner that maximizes energy and resource recovery, and establishing an affirmative procurement program for procurement of recovered materials identified in the EPA guidelines.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

11. Profit as a Separate Element of Price

For purchases using federal funds in excess of one hundred fifty thousand dollars (\$150,000), a participating agency may be required to negotiate profit as a separate element of the price. See, 2 CFR 200.324(b). When required by a participating agency, Supplier Partner agrees to provide information and negotiate with the participating agency regarding profit as a separate element of the price for a particular purchase. However, Supplier Partner agrees that the total price, including profit, charged by Supplier Partner to the participating agency shall not exceed the awarded pricing, including any applicable discount, under Supplier Partner’s Group Purchasing Agreement.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

12. Prohibition on Certain Telecommunications and Video Surveillance Services or Equipment

Vendor agrees that recipients and subrecipients are prohibited from obligating or expending loan or grant funds to procure or obtain, extend or renew a contract to procure or obtain, or enter into a contract (or extend or renew a contract) to procure or obtain equipment, services, or systems that uses covered telecommunications equipment or services as a substantial or essential component of any system, or as critical technology as part of any system from companies described in Public Law 115-232, section 889. Telecommunications or video surveillance equipment or services produced or provided by an entity that the Secretary of Defense, in consultation with the Director of the National Intelligence or the Director of the Federal Bureau of Investigation, reasonably believes to be an entity owned or controlled by, or otherwise connected to, the government of a covered foreign country are also prohibited.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

13. Domestic preferences for procurements

For participating agency purchases utilizing Federal funds, Respondent agrees to provide proof, where applicable, that the materials, including but not limited to, iron, aluminum, steel, cement, and other manufactured products are produced in the United States.

“Produced in the United States” means, for iron and steel products, that all manufacturing processes, from the initial melting stage through the application of coatings, occurred in the United States.

“Manufactured products” means items and construction materials composed in whole or in part of non-ferrous metals such as aluminum; plastics and polymer-based products such as polyvinyl chloride pipe; aggregates such as concrete; glass, including optical fiber; and lumber.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

14. General Compliance and Cooperation with Members

In addition to the foregoing specific requirements, Vendor agrees, in accepting any purchase order from a Member, it shall make a good faith effort to work with Members to provide such information and to satisfy such requirements as may apply to a particular participating agency purchase or purchases including, but not limited to, applicable recordkeeping and record retention requirements.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

15. Applicability to Subcontractors

Offeror agrees that all contracts it awards pursuant to the Contract shall be bound by the foregoing terms and conditions.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

By signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

Authorized signature:



Printed Name:

Paul Lavalley

Company Name:

Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership

Mailing Address:

59-61 Court Street, Suite 300, Binghamton, NY 13901

Job Title:

Business Unit Director, Services (USA & Mexico)

(The rest of this page is intentionally left blank)

PROPOSAL FORM 15: FEMA FUNDING REQUIREMENTS CERTIFICATION FORMS

Please answer the following question. If yes, complete this Proposal Form.

In the event of a contract award, does the Respondent intend to make their products and services available to public agencies utilizing FEMA funds or seeking reimbursement from FEMA?	<input checked="" type="checkbox"/>	Yes
	<input type="checkbox"/>	No

When a participating agency seeks to procure goods and services using funds under a federal grant or contract, specific federal laws, regulations, and requirements may apply in addition to those under state law. This includes, but is not limited to, the procurement standards of the Uniform Administrative Requirements, Cost Principles and Audit Requirements for Federal Awards, 2 CFR 200 (sometimes referred to as the "Uniform Guidance" or "EDGAR" requirements). Additionally, Appendix II to Part 200 authorizes FEMA to require or recommend additional provisions for contracts.

All Respondents submitting proposals who desire to work with Members utilizing FEMA funds must complete this FEMA Recommended Contract Provisions Form regarding Respondent's willingness and ability to comply with certain requirements which may be applicable to specific participating agency purchases using FEMA funds. This completed form will be made available to Members for their use while considering their purchasing options when using FEMA grant funds. Members may also require Supplier Partners to enter into ancillary agreements, in addition to the contract's general terms and conditions, to address the member's specific contractual needs, including contract requirements for a procurement using federal grants or contracts.

For each of the items below, Respondent should certify Respondent's agreement and ability to comply, where applicable, by having respondents authorized representative complete and initial the applicable lines after each section and sign the acknowledgment at the end of this form. If a Respondent fails to complete any item in this form, CCOG will consider the respondent's response to be that they are unable or unwilling to comply. A negative response to any of the items may, if applicable, impact the ability of a participating agency to purchase from the Supplier Partner using federal funds.

1. Access to Records

For All Procurements

The Winning Supplier agrees to provide the participating agency, the pass-through entity (if applicable), the FEMA Administrator, the Comptroller General of the United States, or any of their authorized representatives access to any books, documents, papers, and records of the Contractor which are directly pertinent to this contract for the purposes of making audits, examinations, excerpts, and transcriptions.

The Winning Supplier agrees to permit any of the foregoing parties to reproduce by any means whatsoever or to copy excerpts and transcriptions as reasonably needed.

The Winning Supplier agrees to provide the FEMA Administrator or his authorized representatives access to construction or other work sites pertaining to the work being completed under the contract.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

For Contracts Entered into After August 1, 2017, Under a Major Disaster or Emergency Declaration

In compliance with section 1225 of the Disaster Recovery Reform Act of 2018, the participating agency, and the Winning Supplier acknowledge and agree that no language in this contract is intended to prohibit audits or internal reviews by the FEMA Administrator or the Comptroller General of the United States."

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

2. Changes

FEMA recommends that all contracts include a changes clause that describes how, if at all, changes can be made by either party to alter the method, price, or schedule of the work without breaching the contract. The language of the clause may depend on the nature of the contract and the procured item(s) or service(s). The participating agency should also consult their servicing legal counsel to determine whether and how contract changes are permissible under applicable state, local, or tribal laws or regulations.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

3. Use of DHS Seal, Logo, and Flags

The Winning Supplier shall not use the DHS seal(s), logos, crests, or reproductions of flags or likenesses of DHS agency officials without specific FEMA pre-approval. The contractor shall include this provision in any subcontracts.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

4. Compliance with Federal Law, Regulations, And Executive Orders and Acknowledgement of Federal Funding

This is an acknowledgement that when FEMA financial assistance is used to fund all or a portion of the participating agency's contract with the Winning Supplier, the Winning Supplier will comply with all applicable federal law, regulations, executive orders, FEMA policies, procedures, and directives.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

5. No Obligation by Federal Government

The federal government is not a party to this or any contract resulting from this or future procurements with the participating agencies and is not subject to any obligations or liabilities to the non-federal entity, contractor, or any other party pertaining to any matter resulting from the contract.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

6. Program Fraud and False or Fraudulent Statements or Related Acts

The Winning Supplier acknowledges that 31 U.S.C. Chap. 38 (Administrative Remedies for False Claims and Statements) applies to the contractor's actions pertaining to this contract.

Does Respondent agree? Agreed PL
(Initials of Authorized Representative)

7. Affirmative Socioeconomic Steps

If subcontracts are to be let, the Winning Supplier is required to take all necessary steps identified in 2 C.F.R. § 200.321(b)(1)-(5) to ensure that small and minority businesses, women’s business enterprises, and labor surplus area firms are used when possible.

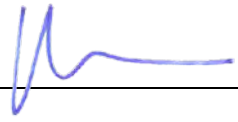
Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

8. License and Delivery of Works Subject to Copyright and Data Rights

The Winning Supplier grants to the participating agency, a paid-up, royalty-free, nonexclusive, irrevocable, worldwide license in data first produced in the performance of this contract to reproduce, publish, or otherwise use, including prepare derivative works, distribute copies to the public, and perform publicly and display publicly such data. For data required by the contract but not first produced in the performance of this contract, the Winning Supplier will identify such data and grant to the participating agency or acquires on its behalf a license of the same scope as for data first produced in the performance of this contract. Data, as used herein, shall include any work subject to copyright under 17 U.S.C. § 102, for example, any written reports or literary works, software and/or source code, music, choreography, pictures or images, graphics, sculptures, videos, motion pictures or other audiovisual works, sound and/or video recordings, and architectural works. Upon or before the completion of this contract, the Winning Supplier will deliver to the participating agency data first produced in the performance of this contract and data required by the contract but not first produced in the performance of this contract in formats acceptable by the (insert name of the non-federal entity).

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

By signature below, I certify that the information in this form is true, complete, and accurate and that I am authorized by my company to make this certification and all consents and agreements contained herein.

Authorized signature: 

Printed Name: Paul Lavallee
Company Name: Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership
Mailing Address: 59-61 Court Street, Suite 300, Binghamton, NY 13901
Job Title: Business Unit Director, Services (USA & Mexico)

PROPOSAL FORM 16: ARIZONA CONTRACTOR REQUIREMENTS

Please answer the following question. If yes, please complete this Proposal Form.

In the event of a contract award, does the Respondent intend to make their products and services available to public agencies in the State of Arizona?	<input checked="" type="checkbox"/>	Yes
	<input type="checkbox"/>	No

In the event the Awarded Supplier desires to pursue public sector opportunities in the State of Arizona, it is important to understand the requirements for working with those public agencies. The documentation and information contained in this proposal form are intended to provide the Respondent with documentation that could be relevant to the providing products & services to public agencies in the State of Arizona. It is the responsibility of the public agency to ensure they are in compliance with local requirements.

AZ Compliance with Federal and State Requirements

Contractor agrees when working on any federally assisted projects with more than \$2,000.00 in labor costs, to comply with all federal and state requirements, as well as Equal Opportunity Employment requirements and all other federal and state laws, statutes, etc. Contractor agrees to post wage rates at the work site and submit a copy of their payroll to the member for their files. Contractor must retain records for three years to allow the federal grantor agency access to these records, upon demand. Contractor also agrees to comply with the Arizona Executive Order 75-5, as amended by Executive Order 99-4.

When working on contracts funded with Federal Grant monies, contractor additionally agrees to comply with the administrative requirements for grants, and cooperative agreements to state, local and federally recognized Indian Tribal Governments.

AZ compliance with workforce requirements

Pursuant to ARS 41-4401, Contractor and subcontractor(s) warrant their compliance with all federal and state immigration laws and regulations that relate to their employees, and compliance with ARS 23-214 subsection A, which states, ..." every employer, after hiring an employee, shall verify the employment eligibility of the employee through the E-Verify program"

CCOG reserves the right to cancel or suspend the use of any contract for violations of immigration laws and regulations. CCOG and its members reserve the right to inspect the papers of any contractor or subcontract employee who works under this contract to ensure compliance with the warranty above.

AZ Contractor Employee Work Eligibility

By entering into this contract, contractor agrees and warrants compliance with A.R.S. 41-4401, A.R.S. 23-214, the Federal Immigration and Nationality Act (FINA), and all other Federal immigration laws and regulations. CCOG and/or CCOG members may request verification of compliance from any contractor or sub-contractor performing work under this contract. CCOG and CCOG members reserve the right to confirm compliance. In the event that CCOG or CCOG members suspect or find that any contractor or subcontractor is not in compliance, CCOG may pursue any and all remedies allowed by law, including but not limited to suspension of work, termination of contract, suspension and/or debarment of the contractor. All cost associated with any legal action will be the responsibility of the contractor.

AZ Non-Compliance

All federally assisted contracts to members that exceed \$10,000.00 may be terminated by the federal grantee for noncompliance by contractor. In projects that are not federally funded, Respondent must agree to meet any federal, state or local requirements as necessary. In addition, if compliance with the federal regulations increases the contract costs beyond the agreed upon costs in this solicitation, the additional costs may only apply to the portion of the work paid by the federal grantee.

Registered Sex Offender Restrictions (Arizona)

For work to be performed at an Arizona school, contractor agrees that no employee or employee of a subcontractor who has been adjudicated to be a registered sex offender will perform work at any time when students are present, or reasonably expected to be present. Contractor agrees that a violation of this condition shall be considered a material breach and may result in the cancellation of the purchase order at the CCOG member’s discretion. Contractor must identify any additional costs associated with compliance to this term. If no costs are specified, compliance with this term will be provided at no additional charge.

Offshore Performance of Work Prohibited

Due to security and identity protection concerns, direct services under this contract shall be performed within the borders of the United States.

Terrorism Country Divestments: In accordance with A.R.S. 35-392, CCOG and CCOG members are prohibited from purchasing from a company that is in violation of the Export Administration Act. By entering into the contract, contractor warrants compliance with the Export Administration Act.

The undersigned hereby accepts and agrees to comply with all statutory compliance and notice requirements listed in this document.

Does Respondent agree? Agreed *PL*
(Initials of Authorized Representative)

Date: May 3rd, 2024

(The rest of this page is intentionally left blank)

PROPOSAL FORM 17: NEW JERSEY REQUIREMENTS

Please answer the following question. If yes, complete this Proposal Form.

Does the awarded supplier intend to make their products and services available to public agencies in the State of New Jersey?	<input checked="" type="checkbox"/>	Yes
	<input type="checkbox"/>	No

In the event the Awarded Supplier desires to pursue public sector opportunities in the State of New Jersey, it is important to understand the requirements for working with those public agencies. The documentation and information contained in this proposal form are intended to provide the Respondent with documentation that could be relevant to the providing products & services to public agencies in the State of New Jersey. It is the responsibility of the public agency to ensure they are in compliance with local requirements.

New Jersey vendors are also required to comply with the following New Jersey statutes when applicable:

- All anti-discrimination laws, including those contained in N.J.S.A. 10:2-1 through N.J.S.A. 10:2-14, N.J.S.A. 10:5-1, and N.J.S.A. 10:5-31 through 10:5-38.
- Compliance with Prevailing Wage Act, N.J.S.A. 34:11-56.26, for all contracts within the contemplation of the Act.
- Compliance with Public Works Contractor Registration Act, N.J.S.A. 34:11-56.26
- Bid and Performance Security, as required by the applicable municipal or state statutes.

A. Ownership Disclosure Form (N.J.S. 52:25-24.2)

Pursuant to the requirements of P.L. 1999, Chapter 440 effective April 17, 2000 (Local Public Contracts Law), the Respondent shall complete the form attached to these specifications listing the persons owning 10 percent (10%) or more of the firm presenting the proposal.

Company Name: Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership
Street: 59-61 Court Street, Suite 300
City, State, Zip Code: Binghamton, NY 13901

Complete as appropriate:

I, Paul Lavalley, certify that I am the sole owner of Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership, that there are no partners and the business is not incorporated, and the provisions of N.J.S. 52:25-24.2 do not apply.

OR:

I, Paul Lavalley, a partner in Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership, do hereby certify that the following is a list of all individual partners who own a 10% or greater interest therein. I further certify that if one (1) or more of the partners is itself a corporation or partnership, there is also set forth the names and addresses of the stockholders holding 10% or more of that corporation's stock or the individual partners owning 10% or greater interest in that partnership.

OR:

I, Paul Lavalley, an authorized representative Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership, a corporation, do hereby certify that the following is a list of the names and addresses of all stockholders in the corporation who own 10% or more of its stock of any class. I further certify that if one (1) or more of such stockholders is itself a corporation or partnership, that there is also set forth the names and addresses of the stockholders holding 10% or more of the corporation's stock or the individual partners owning a 10% or greater interest in that partnership.

Please note that while Form 17 has not been filled out, we do intent to make our products and services available in the state of New Jersey. We are working on obtaining on of the following forms:

1. A photo copy of their Federal Letter of Affirmative Action Plan Approval
2. A photo copy of their Certificate of Employee Information Report
3. A complete Affirmative Action Employee Information Report (AA302)

Unfortunately we were unable to obtain them in time for submission, but we will have them within the next 2 weeks, and can provide an updated form 17 then if requested.

(Note: If there are no partners or stockholders owning 10% or more interest, indicate none.)

Name	Address	Interest
_____	_____	_____
_____	_____	_____
_____	_____	_____

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

Signature: _____

Date: May 5, 2024

(The rest of this page is intentionally left blank)

B. Non-Collusion Affidavit

Respondent Name: Enter Respondent Name

Street Address: Enter Respondent Name

City, State Zip: Enter Respondent Name

State of New Jersey

County of Insert County name

I, Insert name here, of the Insert name of City in the County of Insert name of County, State of Insert name of State of full age, being duly sworn according to law on my oath depose and say that:

I am the Insert name of job title of the firm of Insert company name, the Respondent making the Proposal for the goods, services or public work specified under the Harrison Township Board of Education attached proposal, and that I executed the said proposal with full authority to do so; that said Respondent has not directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free, competitive bidding in connection with the above proposal, and that all statements contained in said bid proposal and in this affidavit are true and correct, and made with full knowledge that the Harrison Township Board of Education relies upon the truth of the statements contained in said bid proposal and in the statements contained in this affidavit in awarding the contract for the said goods, services or public work.

I further warrant that no person or selling agency has been employed or retained to solicit or secure such contract upon an agreement or understanding for a commission, percentage, brokerage or contingent fee, except bona fide employees or bona fide established commercial or selling agencies maintained by

Authorized signature:

Job Title:

Insert job title here.

Subscribed and sworn before me

this ____ day of _____, 20__

Notary Public of New Jersey

My commission expires _____, 20__

SEAL

C. **Affirmative Action Affidavit (P.L. 1975, C.127)**

Company Name: Click or tap here to enter text.
Street Address: Click or tap here to enter text.
City, State, Zip Code: Click or tap here to enter text.

Bid Proposal Certification:

Indicate below your compliance with New Jersey Affirmative Action regulations. Your proposal will be accepted even if you are not in compliance at this time. No contract and/or purchase order may be issued, however, until all Affirmative Action requirements are met.

Required Affirmative Action Evidence:

Procurement, Professional & Service Contracts (Exhibit A)

Suppliers must submit with proposal:

1. A photo copy of their Federal Letter of Affirmative Action Plan Approval
OR
2. A photo copy of their Certificate of Employee Information Report
OR
3. A complete Affirmative Action Employee Information Report (AA302)

Public Work – Over \$50,000 Total Project Cost:

No approved Federal or New Jersey Affirmative Action Plan. We will complete Report Form AA201-A upon receipt from the Harrison Township Board of Education

Approved Federal or New Jersey Plan – certificate enclosed

I further certify that the statements and information contained herein, are complete and correct to the best of my knowledge and belief.

Authorized Signature: _____
Title of Signatory: Click or tap here to enter text.
Date: Click or tap here to enter text.

P.L. 1995, c. 127 (N.J.A.C. 17:27)

MANDATORY AFFIRMATIVE ACTION LANGUAGE

PROCUREMENT, PROFESSIONAL AND SERVICE CONTRACTS

During the performance of this contract, the contractor agrees as follows:

The contractor or subcontractor, where applicable, will not discriminate against any employee or applicant for employment because of age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. The contractor will take affirmative action to ensure that such applicants are recruited and employed, and that employees are treated during employment, without regard to their age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation. Such action shall include, but not be limited to the following: employment, upgrading, demotion, or transfer;

recruitment or recruitment advertising; layoff or termination; rates of pay or other forms of compensation; and selection for training, including apprenticeship. The contractor agrees to post in conspicuous places, available to employees and applicants for employment, notices to be provided by the Public Agency Compliance Officer setting forth provisions of this non-discrimination clause.

The contractor or subcontractor, where applicable will, in all solicitations or advertisement for employees placed by or on behalf of the contractor, state that all qualified applicants will receive consideration for employment without regard to age, race, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation.

The contractor or subcontractor, where applicable, will send to each labor union or representative of workers with which it has a collective bargaining agreement or other contract or understanding, a notice, to be provided by the agency contracting officer advising the labor union or workers' representative of the contractor's commitments under this act and shall post copies of the notice in conspicuous places available to employees and applicants for employment.

The contractor or subcontractor, where applicable, agrees to comply with any regulations promulgated by the Treasurer pursuant to P.L. 1975, c. 127, as amended and supplemented from time to time and the Americans with Disabilities Act.

The contractor or subcontractor agrees to attempt in good faith to employ minority and female workers trade consistent with the applicable county employment goal prescribed by N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time or in accordance with a binding determination of the applicable county employment goals determined by the Affirmative

Action Office pursuant to N.J.A.C. 17:27-5.2 promulgated by the Treasurer pursuant to P.L. 1975, C.127, as amended and supplemented from time to time.

The contractor or subcontractor agrees to inform in writing appropriate recruitment agencies in the area, including employment agencies, placement bureaus, colleges, universities, labor unions, that it does not discriminate on the basis of age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and that it will discontinue the use of any recruitment agency which engages in direct or indirect discriminatory practices.

The contractor or subcontractor agrees to revise any of its testing procedures, if necessary, to assure that all personnel testing conforms with the principles of job-related testing, as established by the statutes and court decisions of the state of New Jersey and as established by applicable Federal law and applicable Federal court decisions.

The contractor or subcontractor agrees to review all procedures relating to transfer, upgrading, downgrading and lay-off to ensure that all such actions are taken without regard to age, creed, color, national origin, ancestry, marital status, sex, affectional or sexual orientation, and conform with the applicable employment goals, consistent with the statutes and court decisions of the State of New Jersey, and applicable Federal law and applicable Federal court decisions.

The contractor and its subcontractors shall furnish such reports or other documents to the Affirmative Action Office as may be requested by the office from time to time in order to carry out the purposes of these regulations, and public agencies shall furnish such information as may be requested by the Affirmative Action Office for conducting a compliance investigation pursuant to Subchapter 10 of the Administrative Code (NJAC 17:27).

Signature of Procurement Agent

(The rest of this page is intentionally left blank)

D. C. 271 Political Contribution Disclosure Form

PUBLIC AGENCY INSTRUCTIONS

This page provides guidance to public agencies entering into contracts with business entities that are required to file Political Contribution Disclosure forms with the agency. **It is not intended to be provided to contractors.** What follows are instructions on the use of form local units can provide to contractors that are required to disclose political contributions pursuant to N.J.S.A. 19:44A-20.26 (P.L. 2005, c. 271, s.2). Additional information is available in Local Finance Notice 2006-1 (https://www.nj.gov/dca/divisions/dlgs/resources/lfns_2006.html).

1. The disclosure is required for all contracts in excess of \$17,500 that are **not awarded** pursuant to a “fair and open” process (N.J.S.A. 19:44A-20.7).
2. Due to the potential length of some contractor submissions, the public agency should consider allowing data to be submitted in electronic form (i.e., spreadsheet, pdf file, etc.). Submissions must be kept with the contract documents or in an appropriate computer file and be available for public access. **The form is worded to accept this alternate submission.** The text should be amended if electronic submission will not be allowed.
3. The submission must be **received from the contractor and** on file at least 10 days prior to award of the contract. Resolutions of award should reflect that the disclosure has been received and is on file.
4. The contractor must disclose contributions made to candidate and party committees covering a wide range of public agencies, including all public agencies that have elected officials in the county of the public agency, state legislative positions, and various state entities. The Division of Local Government Services recommends that contractors be provided a list of the affected agencies. This will assist contractors in determining the campaign and political committees of the officials and candidates affected by the disclosure.
 - a) The Division has prepared model disclosure forms for each county. They can be downloaded from the “County PCD Forms” link on the Pay-to-Play web site at https://www.state.nj.us/dca/divisions/dlgs/programs/pay_2_play.html They will be updated from time-to-time as necessary.
 - b) A public agency using these forms **should edit them to properly reflect the correct legislative district(s)**. As the forms are county-based, **they list all legislative districts** in each county. **Districts that do not represent the public agency should be removed from the lists.**
 - c) Some contractors may find it easier to provide a single list that covers all contributions, regardless of the county. These submissions are appropriate and should be accepted.
 - d) The form may be used “as-is”, subject to edits as described herein.
 - e) The “Contractor Instructions” sheet is intended to be provided with the form. It is recommended that the Instructions and the form be printed on the same piece of paper. The form notes that the Instructions are printed on the back of the form; where that is not the case, the text should be edited accordingly.
 - f) The form is a Word document and can be edited to meet local needs, and posted for download on web sites, used as an e-mail attachment, or provided as a printed document.
5. It is recommended that the contractor also complete a “Stockholder Disclosure Certification.” This will assist the local unit in its obligation to ensure that contractor did not make any prohibited contributions to the committees listed on the Business Entity Disclosure Certification in the 12 months prior to the contract. (See Local Finance Notice 2006-7 for additional information on this obligation) A sample Certification form is part of this package and the instruction to complete it is included in the Contractor Instructions. **NOTE: This section is not applicable to Boards of Education.**

CONTRACTOR INSTRUCTIONS

Business entities (contractors) receiving contracts from a public agency in the state of New Jersey that are NOT awarded pursuant to a “fair and open” process (defined at [N.J.S.A. 19:44A-20.7](#)) are subject to the provisions of P.L. 2005, c. 271, s.2 ([N.J.S.A. 19:44A-20.26](#)). This law provides that 10 days prior to the award of such a contract, the contractor shall disclose contributions to:

- any State, county, or municipal committee of a political party
- any legislative leadership committee*
- any continuing political committee (a.k.a., political action committee)
- any candidate committee of a candidate for, or holder of, an elective office:
 - of the public entity awarding the contract
 - of that county in which that public entity is located
 - of another public entity within that county
 - or of a legislative district in which that public entity is located or, when the public entity is a county, of any legislative district which includes all or part of the county. The disclosure must list reportable contributions to any of the committees that exceed \$300 per election cycle that were made during the 12 months prior to award of the contract. See [N.J.S.A. 19:44A-8](#) and [19:44A-16](#) for more details on reportable contributions.

[N.J.S.A. 19:44A-20.26](#) itemizes the parties from whom contributions must be disclosed when a business entity is not a natural person. This includes the following:

- individuals with an “interest” ownership or control of more than 10% of the profits or assets of a business entity or 10% of the stock in the case of a business entity that is a corporation for profit
- all principals, partners, officers, or directors of the business entity or their spouses
- any subsidiaries directly or indirectly controlled by the business entity
- IRS Code Section 527 New Jersey based organizations, directly or indirectly controlled by the business entity and filing as continuing political committees, (PACs). When the business entity is a natural person, “a contribution by that person’s spouse or child, residing therewith, shall be deemed to be a contribution by the business entity.” [[N.J.S.A. 19:44A-20.26\(b\)](#)] The contributor must be listed on the disclosure. Any business entity that fails to comply with the disclosure provisions shall be subject to a fine imposed by ELEC in an amount to be determined by the Commission which may be based upon the amount that the business entity failed to report. The enclosed list of agencies is provided to assist the contractor in identifying those public agencies whose elected official and/or candidate campaign committees are affected by the disclosure requirement. It is the contractor’s responsibility to identify the specific committees to which contributions may have been made and need to be disclosed. The disclosed information may exceed the minimum requirement. The enclosed form, a content-consistent facsimile, or an electronic data file containing the required details (along with a signed cover sheet) may be used as the contractor’s submission and is disclosable to the public under the Open Public Records Act. The contractor must also complete the attached Stockholder Disclosure Certification. This will assist the agency in meeting its obligations under the law.

NOTE: This section does not apply to Board of Education contracts.

¹ [N.J.S.A. 19:44A-3\(s\)](#): “The term “legislative leadership committee” means a committee established, authorized to be established, or designated by the President of the Senate, the Minority Leader of the Senate, the Speaker of the General Assembly or the Minority Leader of the General Assembly pursuant to section 16 of P.L.1993, c.65 (C.19:44A-10.1) for the purpose of receiving contributions and making expenditures.”

C. 271 POLITICAL CONTRIBUTION DISCLOSURE FORM

Required Pursuant To [N.J.S.A. 19:44A-20.26](#)

This form or its permitted facsimile must be submitted to the local unit no later than 10 days prior to the award of the contract.

List of Agencies with Elected Officials Required for Political Contribution Disclosure

N.J.S.A. 19:44A-20.26

County Name:

State: Governor, and Legislative Leadership Committees

Legislative District #s:

State Senator and two members of the General Assembly per district.

County:

Freeholders

County Clerk

Sheriff

{County Executive}

Surrogate

Municipalities (Mayor and members of governing body, regardless of title):

USERS SHOULD CREATE THEIR OWN FORM, OR DOWNLOAD FROM WWW.NJ.GOV/DCA/LGS/P2P A COUNTY-BASED, CUSTOMIZABLE FORM.

E. Stockholder Disclosure Certification

Name of Business:

I certify that the list below contains the names and home addresses of all stockholders holding 10% or more of the issued and outstanding stock of the undersigned.

OR

I certify that no one stockholder owns 10% or more of the issued and outstanding stock of the undersigned.

Check the box that represents the type of business organization:

Partnership

Corporation

Sole Proprietorship

Limited Partnership

Limited Liability Corporation

Limited Liability Partnership

Subchapter S Corporation

Sign and notarize the form below, and, if necessary, complete the stockholder list below.

Stockholders:

Name: Stockholder Name	Name: Stockholder Name
Home Address: Home Address	Home Address: Home Address
Name: Stockholder Name	Name: Stockholder Name

Home Address: Home Address	Home Address: Home Address
Name: Stockholder Name Home Address: Home Address	Name: Stockholder Name Home Address: Home Address
Subscribed and sworn before me this ___ day of _____, 2 __.	_____ (Affiant)
(Notary Public)	_____ (Print name & title of affiant)
My Commission expires:	(Corporate Seal)

(The rest of this page is intentionally left blank)

PROPOSAL FORM 19: GENERAL TERMS AND CONDITIONS ACCEPTANCE FORM

Check one of the following responses to the General Terms and Conditions in this solicitation, including the Master Agreement:

We take no exceptions/deviations to the general terms and conditions. (**Note:** *If none are listed below, it is understood that no exceptions/deviations are taken.*)

We take the following exceptions/deviations to the general terms and conditions. All exceptions/deviations must be clearly explained. Reference the corresponding general terms and conditions that you are taking exceptions/deviations to. Clearly state if you are adding additions terms and conditions to the general terms and conditions. Provide details on your exceptions/deviations below:

[Click or tap here to enter text.](#)

(Note: *Unacceptable exceptions shall remove your proposal from consideration for award. CCOG shall be the sole judge on the acceptance of exceptions/deviations and the decision shall be final.*)

PROPOSAL FORM 20: EQUALIS GROUP ADMINISTRATION AGREEMENT DECLARATION

Attachment A - Sample Administration Agreement of this solicitation is for reference only. Contracting with Equalis Group and the Winning Supplier will occur after contract award.

Execution of the Administration Agreement is required for the Master Agreement to be administered by Equalis Group. **Attachment A - Sample Administration Agreement** defines i) the roles and responsibilities of both parties relating to marketing and selling the Program to current and prospective Members, and ii) the financial terms between Equalis Group and Winning Supplier.

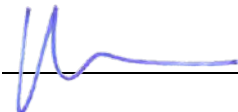

Redlined copies of this agreement should not be submitted with the response. Should a Respondent be recommended for award, this agreement will be negotiated and executed between Equalis Group and the Respondent. Respondents must select one of the following options for submitting their response.

- Respondent agrees to all terms and conditions in **Attachment A - Sample Administration Agreement**.
- Respondent wishes to negotiate directly with Equalis Group on terms and conditions in the Sample Administration Agreement. Negotiations will commence with Equalis Group after CCOG has completed the contract award.

PROPOSAL FORM 21: MASTER AGREEMENT SIGNATURE FORM

RESPONDENTS MUST SUBMIT THIS FORM COMPLETED AND SIGNED WITH THEIR RESPONSE TO BE CONSIDERED FOR AWARD. RESPONDENTS WHO FAIL TO DO SO WILL BE DETERMINED UNRESPONSIVE AND WILL NO LONGER BE CONSIDERED FOR AWARD.

The undersigned hereby proposes and agrees to furnish Products & Services in strict compliance with the terms, specifications, and conditions contained within this RFP and the Master Agreement at the prices proposed within the submitted proposal unless noted in writing. The undersigned further certifies that he/she is an officer of the company and has authority to negotiate and bind the company named below and has not prepared this proposal in collusion with any other Respondent and that the contents of this proposal as to prices, terms or conditions of said proposal have not been communicated by the undersigned nor by any employee or agent to any person engaged in this type of business prior to the official opening of this proposal.

Company Name Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership
Address 59-61 Court Street, Suite 300
City/State/Zip Binghamton, NY 13901
Phone Number + 1 206 521 9091 ext 56322 | +1 416 596 1930 ext 61402
Email Address Paul.lavallee@arcadis.com | Peter.richards@arcadis.com
Printed Name Paul Lavallee | Peter Richards
Job Title Business Unit Director - Services (USA & Mexico) | Product Bundle Director - Revenue Products
Authorized Signature  

Initial Term of the Master Agreement

Contract Effective Date: July 1, 2024

Contract Expiration Date: June 30, 2028

Contract Number: [REDACTED]

(Note: Contract Number will be applied prior to CCOG and Equalis Group countersigning.)

The Cooperative Council of Governments, Inc.
6001 Cochran Road, Suite 333
Cleveland, Ohio 44139

Equalis Group, LLC.
5540 Granite Parkway, Suite 200
Plano, Texas 75024

By: _____

Name: Franklyn A. Corlett

As: CCOG Board President

Date: _____

By: _____

Name: Eric Merkle

As: EVP, Procurement & Operations

Date: _____



Appendix A –

Resumes



Rob Wood, Head of Operations

EDUCATION/ RECOGNITION

- Diploma in Business Administration – Eastern College
- Diploma in Applications Development – Eastern College

RELEVANT EXTRACURRICULAR/ACCREDITATIONS

- Several certificates for:
 - Automation Testing
 - AWS Cloud Computing
 - Several courses on Leadership Training
 - Introduction to Six Sigma and Lean
 - Agile Fundamental Training



RELEVANT PROFESSIONAL EXPERIENCE

Client	Date
Fredericton Parking + Enforcement	2020-present
Acadia University Enforcement	2020-present
Saint John Parking + Transit Services	2020-present
The University of Ottawa Parking	2020-present
Mount Royal University Parking	2020-present
Halifax and Halifax Waterfront Parking Services	2020-present
Collingwood Enforcement	2020-present
Yarmouth Enforcement	2020-present
Lambton Shores Enforcement	2020-present
Ottawa University	2020-present
Brantford Enforcement	2022-present
Norfolk County Parking	2022-present
Woodstock Enforcement	2022-present
Red Deer	2023- present
Barrie Transit	2023- present
Olds College	2023- present
Jasper Transit	2023- present



Responsibilities and Outcomes

Responsibilities

- Oversee operations department including client implementation, client success, and technical operations.
- Review, improve and document process and process improvements to create more efficient and sustainable workflows.
- Provide training and guidance on current and future needed processes.
- Work with several teams within the company to investigate and resolve issues (special rates, finance, customer support, project management, client success)
- Assist communications with third-party auditors to maintain PCI, PIA, VAPT, and ISO compliance.

Outcome Examples

- Reorganized operations department to create efficiency and effective workflows.
 - Implemented reporting procedures for special rates to assure any issue is caught and resolved as soon as possible
 - Created accounting reports to assure accuracy and reduction of loss
 - Rebuilt and recreated many processes and procedures within the company to focus on efficiency and effectiveness.
-



Phillip Curley – Head of HotSpot Parking

EDUCATION/ RECOGNITION

- Diploma in Engineering - University of Prince Edward Island
- Degree in Technology Management and Entrepreneurship – University of New Brunswick
- Recognized as BDC Entrepreneur of the Year NB 2016
- Recognized UNB Technology Management & Entrepreneurship – Entrepreneur of the year 2016
- Recognized as Entrepreneur of the Year Fredericton Chamber 2018
- Recognized as top 30 under 30 Business Leader 2019 - Atlantic Business Magazine



RELEVANT EXTRACURRICULAR/ACCREDITATIONS

- Board Member – SEED impact Loans for Entrepreneurs / Fredericton NB
- Smart City Task Force Member (Fredericton) Winner / finalist 2018
- Propel ITC Graduate and Investment
- Member of the Canadian Parking Authority (CPA)

MOST RECENT RELEVANT PROFESSIONAL EXPERIENCE

Client	Date
City of Oregon	2020-present
City of Halifax	2020-present
Ottawa University	2020-present
City of Barrie Parking + Transit Services	2020-present
Municipality of Jasper	2020-present
Provincial Health Services Authority (PHSA)	2021-present
City of Sheboygan	2021-present
City of Red Deer	2022-present
Quebec City	2023-present
City of Edmonton	2023-present

RESPONSIBILITIES

- Worked with Merchants to create an inclusive parking environment
- Worked with key decision makers to ensure ICT and PCI compliance
- Worked with Communications to ensure successful roll-out
- Iterated through requirements on a flexible and custom approach to each launch.
- Conducted user surveys for feedback on the product
- Road-mapped product updates in line with total mobility goals of the municipality
- Integrated existing systems into roadmap and future goals of the organization



-
- Conducted monthly reviews to ensure alignment of goals.
 - Create a bilingual solution meeting strict language requirements.
 - Adhere to unique communication guidelines associated with Bilingual legislation
 - Work with community partners to provide a consistent experience.
 - Modernize existing on-street and garage parking to ensure accessibility.
-

Rachel Nason, Sales Director



A dynamic sales professional with HotSpot Parking, specializing in digital transportation solutions for Municipalities, Higher Education, Healthcare, and Private Operators across North America. Rachel brings over 15 years in B2C and B2G sales, with a strong passion for customer service. Rachel engages as a trusted advisor through her ability to take initiative, deliver clear communication and provide creative solutions. Rachel, through HotSpot Parking helps agencies adapt to the digital commuter of today with a wide range of products including Digital Parking Permits, Mobile Pay, QR Code Technology, License Plate Recognition, Citation Management, Transit and more. Rachel's clients find value in HotSpot's solutions through continuous improvement of automating manual processes, minimizing hardware requirements, and promoting an economical and sustainable digital-first approach to paid parking.

Education & Recognition

- Sheridan College Graduate Tourism & Hospitality
- SKAL Scholarship Recipient, 2 consecutive years
- Silver Medalist for highest GPA in graduating class

Relevant Extracurricular/Accreditations

- International Parking & Mobility Member
- Canadian Parking Association Member
- Working towards CAPP accreditation

Recent Professional Experience

Client	Date
Interior Health Authority, PHSA, BC Canada	Jan 2022 - present
Municipality of Jasper, AB Canada	March 2022 - present
City of Woodstock, ON Canada	March 2022 - present
City of Pickering, ON Canada	April 2022 - present
Norfolk County, ON Canada	June 2022 - present
City of Surrey, BC Canada	Sept 2022 - present
City of Coralville, IA USA	Nov 2022 - present
City of Red Deer, AB Canada	Jan 2023 - present
Point Loma Marina, CA USA	April 2023 - present
Island Health Authority, PHSA, BC Canada	June 2023 - present
City of Nanaimo, BC Canada	Dec 2023 - present
City of Edmonton, AB Canada	Jan 2023 - present

Responsibilities & Outcomes

- | Responsibilities |
|---|
| <ul style="list-style-type: none">• Approaching prospects, networking, and outbound sales strategies• Discovery and consultation with clients on evaluation of software• Presenting HotSpot and Arcadis Intelligence solutions through demonstration• Navigating multiple buyers and personas through sales cycles |
-

-
- Presenting to City Councils on request, and discussions with Executive level key clients and prospects
 - Proposal preparation and lead proposal manager on multi-million dollar pursuits
 - Negotiate and finalize Software License Service Agreements, working with lawyers and mitigating risk for HotSpot and Arcadis.
 - Manage, and provide guidance to a team of 6 Sales Professionals at HotSpot Parking, for North America

Outcomes

- Successfully introduced the first digital-only paid parking program to a municipality in North America, **Jasper AB**.
 - Created new revenue stream, from existing assets, resulting in over \$150,000 in first 3 months of program.
 - Limited capital expenditure associated with traditional hardware, and reduced operation & maintenance costs.
 - Reduced tax burden from the population
 - 99% adoption of digital payments
 - Won the RFP to implement infrastructure=light approach to Parking Modernization to overhaul the existing program, in **Red Deer, AB**
 - Reduced parking hardware on-street by over 60%
 - Increased sustainability through less power and manufacturing requirements for parking payments, and limiting curbside clutter for City beautification.
 - Managed prime agreement to provide integrated solution with CurbiQ and other subcontractors.
 - Successfully doubled Sales Revenue YOY for HotSpot Parking, helping confirm company performance for acquisition to IBI Group.
 - Effectively hiring, training, and managing sales team, scaling from 1 to 6 over 1.5 years.
-



John Blackmore – Product Director

EDUCATION/RECOGNITION

- Degree in Bachelor of Arts Program - Major in Political Science
- Training in SQL and database management
- Training in Jira workflows and leading development scrums



RELEVANT PROFESSIONAL EXPERIENCE

Client	Date
Fredericton Permit + Parking + Transit Services	2020-present
Moncton Parking + Transit Services	2020-present
Saint John Parking + Transit Services	2020-present
City of Bathurst Permit + Parking Services	2020-present
Bridgewater Parking Services	2020- present
Halifax and Halifax Waterfront Parking Services	2020- present
Nova Scotia and Horizon Health Parking Services	2020- present
Town of Collingwood Parking Services	2020-present
City of Greater Sudbury Permit and Parking Services	2020-present
Mount Royal University	2021-present
City of Stratford Parking Services	2021-present
Bay Ferries Permits and Ticket Printing	2021-present
Ottawa University	2021-present
City of Barrie	2021-present
Interior Health	2022-present

Responsibilities and Outcomes

Responsibilities

- Feature development
 - Product Stability
 - Sourcing and evaluating organizational software.
 - Sourcing, evaluating and importing hardware.
 - Work with Stakeholders to maintain project direction.
 - Understand feedback for new products/projects.
-



Outcome Examples

- Leading implementation of new products

 - City of Fredericton
 - Led and implemented development surrounding the onboarding of a digital permit system.
 - Sourced a hardware solution for transit tracking.
 - Bay Ferries
 - Lead the design and development of a novel parking reservation system to be used to generate a revenue stream.
 - Implemented digital printing with an integrated payment portal to increase parking compliance.
 - Fast-Tap Signs
 - Designed and rapidly iterated an NFC chip parking sign designed to increase parking coverage outside of app use.
 - Sourced additional materials to increase user experience and flow through.
 - Moderated Parking Methodology
 - Worked with teams to design and develop a highly modular permitted parking distribution system. Allowing one product to be deployed to a wide array of clientele without the need for custom development.
-



Ken Dinh – Product Marketing Coordinator

EDUCATION/ RECOGNITION

- Bachelor of Business Administration - Marketing (Honours), University of New Brunswick



RELEVANT PROFESSIONAL EXPERIENCE

Client	Date
HotSpot Parking Inc.	May 23 rd , 2023
City of Red Deer	June 15 th , 2023
Arcadis Inc.	January 1 st , 2024
City of Whitehorse	January 9 th , 2024
Quebec City	April 8 th , 2024

Responsibilities and Outcomes

Responsibilities

- Develop and execute marketing strategies.
- Oversee digital marketing initiatives, including search engine optimization (SEO), social media marketing, pay-per-click (PPC) advertising, and email marketing.
- Create and manage content marketing initiatives, including social media content, newsletter, blog articles, and case studies.
- Plan and execute marketing events, such as conferences, webinars, workshops, and trade shows.
- Work closely with cross-functional teams, including sales and product development, to align marketing efforts with overall business objectives.
- Monitor digital marketing performance and leverage data to refine strategies and tactics.

Outcome Examples

- Social media posts on HotSpot's LinkedIn: <https://www.linkedin.com/company/hotspot-parking-inc>
 - Blog posts, case studies on HotSpot's website: <https://www.htsp.ca/blog>
 - <https://www.htsp.ca/case-study>
 - Launch materials for cities including social media post templates, brochures, white papers, PDF guides
-

A close-up photograph of a person's hands writing on a document. The person is holding a silver pen with a red and white tip. The background is blurred, showing another person's hands and a piece of equipment. The text 'Appendix B -' is overlaid in orange, and 'Certifications' is overlaid in white.

Appendix B -

Certifications



NOTE: INFORMATION BECOMES PUBLIC RECORD

NEW Instrument #

AMENDMENT

CHRISTINE GIORDANO HANLON
COUNTY CLERK
MONMOUTH COUNTY, NJ

Certificate of Trade Name



701US8

INSTRUMENT NUMBER
2023047178
FILED ON
Jul 12, 2023
11:22:19 AM
COUNTY RECORDING FEES \$54.00
TOTAL PAID \$54.00

(FOR RECORDER'S USE ONLY)

The person or persons, partner or partners, member or members of the firm or partnership conducting or transacting the said business, who are not residents in this State, do hereby constitute the Clerk of the County and his/her successors in office wherein this Certificate is filed, the true and lawful attorney of such non-resident person or persons, partner or partners, member or members, upon whom all original process may be served (a) in an action or legal proceeding against said firm or partnership or (b) in an action against said person or persons, partner or partners, member or members, for any debt, damages or liability contracted on incurred by them in, or growing out of, the conduct or transaction of said business in the State of New Jersey. It is agreed that such original process which may be served upon the County Clerk shall be of the same force and validity as if served upon said non-resident person or persons, partner or partners, member or members, of the firm or partnership. The authority hereof shall as to such non-residents, continue in force so long as they shall do, conduct or transact the said business in this State under such name.

I (or We), the undersigned, certify that I (or we) intend to conduct and transact business under the name of:

Trade Name or DBA Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership

Corporation Name _____

The nature of the business is: Architectural, Engineering, Landscape Architectural, Services and other Design Professional Services

The business mailing address is: 59-61 Court Street, Suite 300, Binghamton, NY 13901

Physical address of business is: 12 Christopher Way #200, Eatontown Monmouth
Street, Apt. # Town State Zip
Street Name Municipality or Township County

The true and real full name of the person(s) who will transact said business, and the full post office address(es) of said person(s) is (are) as follows:

Peter Pillman 10 Exchange Place, Suite 100, Salt Lake City, UT 84111
(Print real and full name) (Print full address)

Charles Beamish 55 St. Claire Ave. W., Suite 700, Toronto, Ontario, M4V 2Y7, Canada
(Print real and full name) (Print full address)

Paul Lavalee 801 Second Ave., Suite 1000, Seattle, WA 98104
(Print real and full name) (Print full address)

Each of the undersigned acknowledges that he/she has researched the fictitious name he/she wishes to use for the business and has thus established that said name is available for use. This Trade Name Certificate will give the owner(s) of said name the right to use the chosen name within the jurisdiction of Monmouth County. This Certificate, however, does not preclude the use of this name by an incorporated entity or by an entity outside of Monmouth County.

State of ~~New Jersey~~ Province of Ontario
County of ~~Monmouth~~ City of Toronto
Sworn and subscribed to before me this
10th day of May A.D., 2023
[Signature]
Notary Public

Signature of Business Member: P.F. Pillman
Signature of Business Member: C. Beamish
Signature of Business Member: [Signature]

Homa Monajem, Notary Public, City of Toronto, limited to the attestation of instruments and the taking of affidavits, for IBI Group and its subsidiaries, associated companies and affiliates. Expires October 10, 2025.

A TRUE COPY

Christine Giordano Hanlon
Monmouth County Clerk

NOTICE: This form is provided as a courtesy to the customers of the Monmouth County Clerk. It does not imply legal advice as to the form or its content.



NOTE: INFORMATION BECOMES PUBLIC RECORD

NEW Instrument # _____
 AMENDMENT

Certificate of Trade Name

(FOR RECORDER'S USE ONLY)

The person or persons, partner or partners, member or members of the firm or partnership conducting or transacting the said business, who are not residents in this State, do hereby constitute the Clerk of the County and his/her successors in office wherein this Certificate is filed, the true and lawful attorney of such non-resident person or persons, partner or partners, member or members, upon whom all original process may be served (a) in an action or legal proceeding against said firm or partnership or (b) in an action against said person or persons, partner or partners, member or members, for any debt, damages or liability contracted on incurred by them in, or growing out of, the conduct or transaction of said business in the State of New Jersey. It is agreed that such original process which may be served upon the County Clerk shall be of the same force and validity as if served upon said non-resident person or persons, partner or partners, member or members, of the firm or partnership. The authority hereof shall as to such non-residents, continue in force so long as they shall do, conduct or transact the said business in this State under such name.

I (or We), the undersigned, certify that I (or we) intend to conduct and transact business under the name of:

Trade Name or DBA Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership

Corporation Name _____

The nature of the business is: Architectural, Engineering, Landscape Architectural, Services and other Design Professional Services

The business mailing address is: 59-61 Court Street, Suite 300, Binghamton, NY 13901

Physical address of business is: 12 Christopher Way #200, Eatontown Monmouth
Street Name Municipality or Township County

The true and real full name of the person(s) who will transact said business, and the full post office address(es) of said person(s) is (are) as follows:

Peter Pillman 10 Exchange Place, Suite 100, Salt Lake City, UT 84111
(Print real and full name) (Print full address)

Charles Beamish 55 St. Claire Ave. W., Suite 700, Toronto, Ontario, M4V 2Y7, Canada
(Print real and full name) (Print full address)

Paul Lavalee 801 Second Ave., Suite 1000, Seattle, WA 98104
(Print real and full name) (Print full address)

Each of the undersigned acknowledges that he/she has researched the fictitious name he/she wishes to use for the business and has thus established that said name is available for use. This Trade Name Certificate will give the owner(s) of said name the right to use the chosen name within the jurisdiction of Monmouth County. **This Certificate, however, does not preclude the use of this name by an incorporated entity or by an entity outside of Monmouth County.**

State of New Jersey UTAH
County of ~~Monmouth~~ SALT LAKE CITY
Sworn and subscribed to before me this
10 day of JUNE A.D., 20 23
Megan Lee Neff
Notary Public

Signature of Business Member: _____
Signature of Business Member: _____
Signature of Business Member: _____

MEGAN LEE NEFF
Notary Public State of Utah
My Commission Expires on:
October 05, 2025
Comm. Number: 720812

NOTICE: This form is provided as a courtesy to the customers of the Monmouth County Clerk. It does not imply legal advice as to the form or its content.



NOTE: INFORMATION BECOMES PUBLIC RECORD

NEW Instrument # _____
 AMENDMENT _____

Certificate of Trade Name

(FOR RECORDER'S USE ONLY)
The person or persons, partner or partners, member or members of the firm or partnership conducting or transacting the said business, who are not residents in this State, do hereby constitute the Clerk of the County and his/her successors in office wherein this Certificate is filed, the true and lawful attorney of such non-resident person or persons, partner or partners, member or members, upon whom all original process may be served (a) in an action or legal proceeding against said firm or partnership or (b) in an action against said person or persons, partner or partners, member or members, for any debt, damages or liability contracted on incurred by them in, or growing out of, the conduct or transaction of said business in the State of New Jersey. It is agreed that such original process which may be served upon the County Clerk shall be of the same force and validity as if served upon said non-resident person or persons, partner or partners, member or members, of the firm or partnership. The authority hereof shall as to such non-residents, continue in force so long as they shall do, conduct or transact the said business in this State under such name.

I (or We), the undersigned, certify that I (or we) intend to conduct and transact business under the name of:

Trade Name or DBA Arcadis Architects, Engineers and Landscape Architects, a New York General Partnership

Corporation Name _____

The nature of the business is: Architectural, Engineering, Landscape Architectural, Services and other Design Professional Services

The business mailing address is: 59-61 Court Street, Suite 300, Binghamton, NY 13901
Street, Apt. # Town State Zip

Physical address of business is: 12 Christopher Way #200, Eatontown Monmouth
Street Name Municipality or Township County

The true and real full name of the person(s) who will transact said business, and the full post office address(es) of said person(s) is (are) as follows:

Peter Pillman 10 Exchange Place, Suite 100, Salt Lake City, UT 84111
(Print real and full name) (Print full address)

Charles Beamish 55 St. Claire Ave. W., Suite 700, Toronto, Ontario, M4V 2Y7, Canada
(Print real and full name) (Print full address)

Paul Lavallee 801 Second Ave., Suite 1000, Seattle, WA 98104
(Print real and full name) (Print full address)

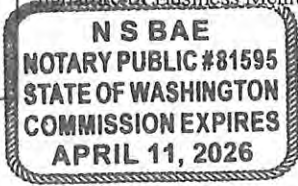
Each of the undersigned acknowledges that he/she has researched the fictitious name he/she wishes to use for the business and has thus established that said name is available for use. This Trade Name Certificate will give the owner(s) of said name the right to use the chosen name within the jurisdiction of Monmouth County. This Certificate, however, does not preclude the use of this name by an incorporated entity or by an entity outside of Monmouth County.

State of ~~New Jersey~~ Washington
County of ~~Monmouth~~ King
Sworn and subscribed to before me this
30th day of May A.D., 2023
N S Bae
Notary Public

Signature of Business Member: _____

Signature of Business Member: _____

Signature of Business Member: Paul Lavallee



NOTICE: This form is provided as a courtesy to the customers of the Monmouth County Clerk. It does not imply legal advice as to the form or its content.

A close-up photograph of a person's hand pointing at a tablet. The tablet screen displays a financial dashboard with a bar chart on the left and a data table on the right. The background is dark and out of focus, showing another person's face. The overall lighting is blue and professional.

Appendix C –

Financial Information

UNAUDITED INTERIM CONDENSED CONSOLIDATED FINANCIAL STATEMENTS OF

IBI GROUP INC.

YEAR ENDED DECEMBER 31, 2022 AND 2021

IBI GROUP INC.
INTERIM CONDENSED CONSOLIDATED STATEMENT OF FINANCIAL POSITION
(unaudited)

YE rate used 2021 1.2811
YE rate used 2022 1.3543

<i>(thousands of US dollars)</i>	DECEMBER 31, 2022	DECEMBER 31, 2021
ASSETS		
Current Assets		
Cash	\$ 23,406	\$ 16,761
Accounts receivable	112,029	109,328
Contract assets	52,223	47,053
Prepaid expenses and other current assets	11,078	14,972
Lease receivable	-	1,651
Income taxes recoverable	2,472	1,471
Total Current Assets	\$ 201,208	\$ 191,236
Restricted cash	3,980	2,309
Property and equipment	16,779	13,820
Goodwill	-	3,740
Intangible assets	48,291	8,967
Lease receivable	-	1,049
Right-of-use assets	43,202	40,697
Investment	1,561	261
Deferred tax assets	23,978	4,406
TOTAL ASSETS	\$ 338,999	\$ 266,485
LIABILITIES AND DEFICIT		
LIABILITIES		
Current Liabilities		
Accounts payable and accrued liabilities	44,908	41,925
Bank Indebtedness	-	1,809
Contract liabilities	52,104	54,393
Income taxes payable	1,637	3,487
Lease liability	9,500	10,827
Deferred consideration	1,279	1,348
Total Current Liabilities	\$ 109,428	\$ 113,789
Credit facilities	-	-
Long term debt	80,315	-
Senior unsecured debentures	21,596	34,082
Lease liability	35,583	41,576
Deferred consideration	3,110	1,122
Deferred tax liabilities	28,463	2,738
TOTAL LIABILITIES	\$ 278,496	\$ 193,308
EQUITY		
TOTAL EQUITY	\$ 60,504	\$ 73,178
TOTAL LIABILITIES AND EQUITY	\$ 338,999	\$ 266,485

IBI GROUP INC.YTD avg 2021
YTD avg 20221.2532
1.2991**INTERIM CONDENSED CONSOLIDATED STATEMENT OF INCOME AND
COMPREHENSIVE INCOME****(unaudited)**

	YEAR ENDED	
<i>(thousands of US dollars)</i>	2022	2021
Revenue		
Gross Revenue	\$ 468,990	\$ 444,065
Less: Subconsultants and direct costs	89,357	89,387
NET REVENUE	\$ 379,633	\$ 354,678
Expenses		
Salaries, fees and employee benefits	302,291	254,326
Variable lease expense	6,952	6,809
Other operating expenses	48,534	36,463
Foreign exchange (gain) loss	1,854	577
Amortization of intangible assets	11,205	3,303
Depreciation of property and equipment	4,310	4,398
Depreciation of right-of-use assets	9,320	9,707
Change in fair value of other financial liabilities	-	725
Impairment of financial assets	3,299	3,183
	387,765	319,491
OPERATING INCOME	\$ (8,132)	\$ 35,187
Interest expense, net	6,016	6,402
Other finance costs	2,031	787
FINANCE COSTS	\$ 8,047	\$ 7,189
Gain on sale of investment	-	(691)
Interest income	(2,558)	-
NET INCOME BEFORE TAX	\$ (13,621)	\$ 28,689
Current tax expense	8,864	8,276
Deferred tax expense	(6,190)	268
INCOME TAXES	\$ 2,674	\$ 8,544
NET INCOME	\$ (16,295)	\$ 20,145

**IBI GROUP ARCHITECTS, ENGINEERS AND LANDSCAPE
ARCHITECTS - NEW YORK GENERAL PARTNERSHIP**
**INTERIM CONDENSED CONSOLIDATED STATEMENT OF FINANCIAL
POSITION**
(unaudited)

<i>(thousands of US dollars)</i>	December 31, 2023
ASSETS	
Current Assets	
Accounts receivable	24,402
Contract assets	982
Prepaid expenses and other current assets	321
Total Current Assets	\$ 25,705
Property and equipment	348
Right-of-use assets	1,049
TOTAL ASSETS	\$ 27,102
LIABILITIES AND DEFICIT	
LIABILITIES	
Current Liabilities	
Accounts payable and accrued liabilities	27,052
Contract liabilities	591
Income taxes payable	(21)
Lease liability - current	369
Total Current Liabilities	\$ 27,991
Long term debt	6,392
Lease liability - non-current	718
TOTAL LIABILITIES	\$ 35,101
TOTAL EQUITY	\$ (7,999)
TOTAL LIABILITIES AND EQUITY	\$ 27,102

**IBI GROUP ARCHITECTS, ENGINEERS AND LANDSCAPE
ARCHITECTS - NEW YORK GENERAL PARTNERSHIP**
**INTERIM CONDENSED CONSOLIDATED STATEMENT OF INCOME AND
COMPREHENSIVE INCOME**
(unaudited)

<i>(thousands of US dollars)</i>	Year-Ended December 31, 2023
Revenue	
Gross Revenue	20,142
Less: Subconsultants and direct costs	1,933
NET REVENUE	18,209
Expenses	
Salaries, fees and employee benefits	13,326
Other operating expenses	3,732
Foreign exchange (gain) loss	26
Depreciation of property and equipment	146
Depreciation of right-of-use assets	336
	17,567
OPERATING INCOME	642
Interest expense, net	37
FINANCE COSTS	37
Other income	11
NET INCOME (LOSS) BEFORE TAX	615
INCOME TAXES	-
NET INCOME (LOSS)	615

UNAUDITED INTERIM CONDENSED CONSOLIDATED FINANCIAL STATEMENTS OF

IBI GROUP INC.

NINE MONTHS ENDED SEPTEMBER 30, 2023 AND 2022

IBI GROUP INC.
INTERIM CONDENSED CONSOLIDATED STATEMENT OF FINANCIAL POSITION
(unaudited)

	SEPTEMBER 30,	DECEMBER 31,
<i>(thousands of US dollars)</i>	2023	2022
ASSETS		
Current Assets		
Cash	\$ 45,293	23,406
Accounts receivable	127,710	112,029
Contract assets	51,811	52,223
Prepaid expenses and other current assets	8,991	11,078
Income taxes recoverable	2,785	2,472
Total Current Assets	\$ 236,590	201,208
Restricted cash	3,907	3,980
Property and equipment	15,718	16,779
Intangible assets	96,898	48,291
Right-of-use assets	36,429	43,202
Investment	1,570	1,561
Deferred tax assets	5,017	23,978
TOTAL ASSETS	\$ 396,129	338,999
LIABILITIES AND DEFICIT		
LIABILITIES		
Current Liabilities		
Accounts payable and accrued liabilities	50,652	44,908
Contract liabilities	64,527	52,104
Income taxes payable	2,633	1,637
Lease liability	9,679	9,500
Deferred consideration	2,420	1,279
Total Current Liabilities	\$ 129,911	109,428
Senior unsecured debentures	21,987	21,596
Long term debt	84,424	80,315
Lease liability	29,416	35,583
Deferred consideration	-	3,110
Deferred tax liabilities	25,433	28,463
TOTAL LIABILITIES	\$ 291,171	278,495
TOTAL EQUITY	\$ 104,958	60,504
TOTAL LIABILITIES AND EQUITY	\$ 396,129	338,999

IBI GROUP INC.YTD avg 2022
YTD avg to Sept 20231.2991
1.2812**INTERIM CONDENSED CONSOLIDATED STATEMENT OF INCOME AND
COMPREHENSIVE INCOME****(unaudited)**

	NINE MONTHS ENDED	
<i>(thousands of US dollars)</i>	SEPTEMBER 30,2023	SEPTEMBER 30,2022
Revenue		
Gross Revenue	\$ 352,140	\$ 352,892
Less: Subconsultants and direct costs	62,554	64,438
NET REVENUE	\$ 289,586	\$ 288,454
Expenses		
Salaries, fees and employee benefits	215,148	229,730
Variable lease expense	5,387	4,885
Other operating expenses	30,134	37,262
Foreign exchange (gain) loss	1,108	1,880
Amortization of intangible assets	26,799	3,735
Depreciation of property and equipment	3,374	3,185
Depreciation of right-of-use assets	6,827	7,141
Impairment of financial assets	576	3,051
	289,353	290,869
OPERATING INCOME	\$ 233	\$ (2,415)
Interest expense, net	6,101	4,300
Other finance costs	377	1,680
FINANCE COSTS	\$ 6,478	\$ 5,980
Other income	(210)	(2,595)
NET INCOME (LOSS) BEFORE TAX	\$ (6,035)	\$ (5,800)
Income taxes	(1,999)	2,681
INCOME TAXES	\$ (1,999)	\$ 2,681
NET INCOME (LOSS)	\$ (4,036)	\$ (8,481)

**IBI GROUP ARCHITECTS, ENGINEERS AND LANDSCAPE ARCHITECTS -
NEW YORK GENERAL PARTNERSHIP**

INTERIM CONDENSED CONSOLIDATED STATEMENT OF FINANCIAL POSITION

(unaudited)

<i>(thousands of US dollars)</i>	March 31, 2024
ASSETS	
Current Assets	
Accounts receivable	24,632
Contract assets	1,479
Prepaid expenses and other current assets	265
Total Current Assets	\$ 26,376
Property and equipment	349
Right-of-use assets	960
TOTAL ASSETS	\$ 27,685
LIABILITIES AND DEFICIT	
LIABILITIES	
Current Liabilities	
Accounts payable and accrued liabilities	27,116
Contract liabilities	497
Income taxes payable	(21)
Lease liability - current	368
Total Current Liabilities	\$ 27,960
Long term debt	6,392
Lease liability - non-current	632
TOTAL LIABILITIES	\$ 34,984
TOTAL EQUITY	\$ (7,299)
TOTAL LIABILITIES AND EQUITY	\$ 27,685

**IBI GROUP ARCHITECTS, ENGINEERS AND LANDSCAPE ARCHITECTS -
NEW YORK GENERAL PARTNERSHIP**

**INTERIM CONDENSED CONSOLIDATED STATEMENT OF INCOME AND COMPREHENSIVE
INCOME**

(unaudited)

<i>(thousands of US dollars)</i>	Quarter-Ended March 31, 2024
Revenue	
Gross Revenue	5,220
Less: Subconsultants and direct costs	300
NET REVENUE	4,920
Expenses	
Salaries, fees and employee benefits	3,552
Other operating expenses	582
Foreign exchange (gain) loss	(41)
Depreciation of property and equipment	36
Depreciation of right-of-use assets	89
	4,218
OPERATING INCOME	702
Interest expense, net	8
FINANCE COSTS	8
Other income	6
NET INCOME (LOSS) BEFORE TAX	699
INCOME TAXES	-
NET INCOME (LOSS)	699

RFP #: COG-2154 24-069

Mobile Parking Payment and Management Solutions Product Overview



Submitted to

The Cooperative Council of Governments
On Behalf of Equalis Group
6001 Cochran Road, Suite 333, Cleveland, Ohio 44139

Submitted by

Arcadis

03 May 2024

Contents

1 Product Introduction	1
1.1 Fast Tap Signs	1
1.2 HotSpot Mobile App	2
Advantages	3
How It Works	7
1.3 Real-Time Parking Maps	9
1.4 Permit Solution Overview	9
Advantages	10
Features	10
How it Works	11
Standard Permit Configurations	13
1.5 LPR Enforcement Overview	14
Advantages	14
2 Value Add Solutions	15
2.1 Citation Management	15
Features	16
How It Works	18
HotSpot Enforcement Software Options	19
2.2 Merchant Validation Overview	21
Advantages	21
Features	21
How it Works	21
2.3 Kiosk Portal	22
2.4 Reservation Portal	23
2.5 Gated Entry Overview	23
Advantages	24
Features	24
How It Works	25
2.6 Digital Transit Overview	25
Advantages	26
3 Administrative Access Overview	28
3.1 Payment Remittance	30
3.2 Ticket Resolution and Payments	31
4 Signage	32
5 Customer Support	33
HotSpot Parking Front Line Customer Support	33
HotSpot Parking Client Support & Advisory Services	35

1 Product Introduction

HotSpot has successfully developed and deployed a wide suite of parking software products across North America, including, but not limited to, Parking Payment Solutions, Digital Permits, Gated Entry Solutions, and Enforcement and Citation Management. The focus is on providing high quality, easy to use software with a high level of customer service. This allows us to expand our suite of products within our existing partnerships and reach other stakeholders.

HotSpot offers both white-label and HotSpot branded products, such as the non-account permit portal, reservation portal, and Fast Tap Signs. These products allow users to pay for parking and permits onsite or in advance, without the need to download an application, create an account or upload funds to a digital wallet. HotSpot provides the ability to integrate the Client's logo, color scheme and design preferences, which makes our products highly configurable and able to adhere to client brand guidelines.

1.1 Fast Tap Signs

Through market research and based on client demand, HotSpot has developed digital only pay stations that can offer Operation & Maintenance savings of 90%. HotSpot Parking's innovative Fast Tap Signs act just like a pay station to accept digital payments, but without the expensive hardware and operational requirements. These signs allow users to pay for parking quickly and efficiently by scanning the QR code - no application download required. Simply approach a Fast Tap sign and:

- Scan the QR code and a PCI web page will be detected.
- Open the webpage and enter:
 - Length of stay
 - License plate
 - Payment choice (Apple Pay, Google Pay, Credit card, Debit Visa)
 - Email for receipts (optional)
- HotSpot will automatically detect the parker's location, populating associated rates or special rates, and process payment without the need to download another application.
- Unlike other industry providers, HotSpot Fast Tap Signs do not require users to upload funds to a digital wallet. This is great for communities with tourism because visitors only have to pay for the parking they actually use.

HotSpot Parking is one of the most hardware integrated parking applications on the market, allowing for real-time data retrieval of parking sessions and sensor activity. HotSpot's Digital-First approach lets the Client complement a software focused parking environment with traditional hardware requirements. Consider only 8-10 new hardware terminals (instead of 20), supplemented by Fast Tap Signs and Parking app zone signage. HotSpot's approach ensures the Client does not overpay for hardware that can out-date or break down and provides flexibility to adapt to changing demand.



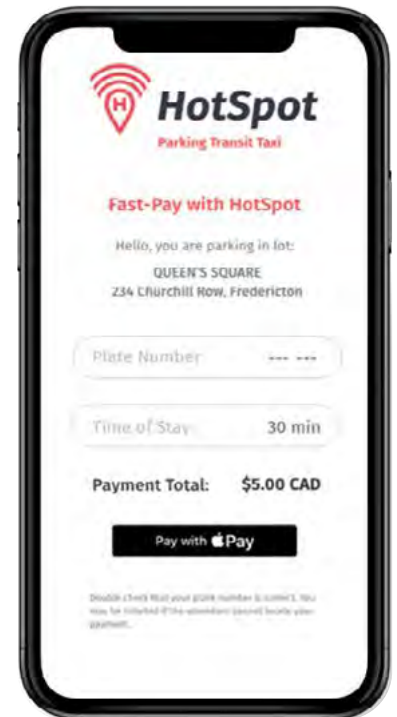
Considerations

The Fast Tap signs can:

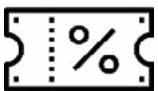
1. Handle special rates and flexibility.
2. Receive email receipts.
3. Integrate with Enforcement License Plate Recognition (LPR).

Benefits

Reduce Costs	<ul style="list-style-type: none"> • 90% reduction in operational costs and parking infrastructure • No machines to maintain or replace • No need for paper supplies, power, or data charges
Implement Quickly	<ul style="list-style-type: none"> • Easy to get up and running in your lot • QR-enabled signs can be placed anywhere in your lot. No power required! • Integrates seamlessly with HotSpot’s payment system and all current enforcement technology
Make Customers Happy	<ul style="list-style-type: none"> • No app to download or account to set up • Easier and faster transaction times than meter parking • Better customer experience and more ways to pay • Do not need to upload funds to a digital wallet • HotSpot members can still pay through mobile app • Scan a QR code and go!



Optional, Value Add Services



Coupon Codes: HotSpot offers coupon codes to allow customers to receive discounted parking rates by redeeming codes at checkout. Coupon codes and their applicability are completely customizable by the client making the possibilities endless for offering savings to your citizens!

1.2 HotSpot Mobile App

HotSpot Parking provides an industry leading mobile parking application that operates a license plate-based system that allows users the option to pay for parking directly from their phone. Users upload a balance to a virtual wallet, which was introduced to cut down on processing fees from credit cards through a single transaction. The user then draws down on this balance and makes digital payments to the client in exchange for parking services provided. HotSpot also offers a convenient pay as you go service, which can charge parkers credit cards directly.



Once an officer finds a vehicle suspected of infraction; using the enforcement handheld they simply key in or scan the license plate and it returns “PAID” alerting them the driver has paid through HotSpot. HotSpot can integrate with existing handheld providers or provide a device for a nominal fee.

As a convenience fee for the service, HotSpot charges the driver a simple monthly fee, yearly or the option to pay per parking session. The membership structure encourages the most active users (those who park daily) to opt into a flat fee rather than a fee on each use. The pay per transaction model becomes expensive to frequent parkers but still provides a convenient, touch-free option to those that park less.

- HotSpot is the only company that provides a membership option in addition to a pay per use model to reduce costs to the user.
- HotSpot notifies users when they are about to spend more than the monthly fee and encourages the user to opt into the flat fee structure.

Alternatively, HotSpot offers a Revenue Share cost approach that builds the traditional convenience fee into the cost of parking. Offering a revenue share approach in a digital-first paid parking area can help achieve greater adoption and drive digital capacity. From the consumer’s perspective it is one rolled in cost for parking, similar to a pay station, while the revenue share model grows with your community. Within this approach, HotSpot can provide all digital tools to encompass the most comprehensive parking environment, such as permits, reservations, Fast Tap signs, and a POS system. This model provides the most flexibility to use products as needed and adapts based on feedback from your community.

HotSpot Parking’s mobile application allows the user to pay for parking, offering an optional digital, contactless method of purchase accessible on all parking infrastructure supplied by the client, including gates and zoned pay stations. All funds collected from the mobile parking system are remitted to the client via direct deposit, minus a flat credit card transaction fee.

Advantages

- **Touch-Free Solutions:** Contactless and convenient option to purchase parking for safer, easier payments. No need to touch pay stations or kiosks!
- **Remote Top-Ups:** Top-up your parking session while on the go, directly from your mobile phone. Data shows these quick, easy mobile top-ups can increase user compliance.
- **Increased Revenues:** Providing more ways to pay means more revenue through customer convenience, and fewer lost revenues to manual cash collection processes.
- **Cost Savings:** HotSpot’s digitized, automated solution translates to less paper usage and less coin collecting, reducing operational costs for the client.

Features

We are continuously innovating, growing, and improving our feature set, which include:









	<p>In-App Ticket Payments: We have all been guilty of it: getting parking tickets and pushing them aside until the very last minute, which may result in increased fines or a trip to the courthouse. Now, using HotSpot you can simply snap a photo, enter the ticket payment amount and we will take care of the rest.</p>
	<p>Real-time Parking Availability: The ability to view occupancy insights through an interactive map, ahead of arrival is a huge advantage: improving wayfinding for parking and reducing traffic congestion from cars circling the block. This feature can integrate with any parking infrastructure, cameras, or sensors with parking data.</p>
	<p>End-User Customization: Users of HotSpot's Application have the ability to configure the app for individual preferences, including Color Scheme, Default Payment Methods, Default Vehicles and View Preferences for Parking or Transit.</p>
	<p>Refund Parking: HotSpot members can refund their unused parking time if they do not use all they have paid for. This was introduced with the cities' consensus and allows users to move from one spot to the next without getting a ticket. This increases compliance without negatively affecting revenue generation.</p>
	<p>Ticket Resolution: Most problems in life come down to miscommunication. If a driver feels they were issued a parking ticket when they should not have been, the HotSpot team will investigate the issue and aim to resolve it as quickly as possible. Snap a photo of the ticket, and we will work one-on-one with the user to either educate or resolve.</p>
	<p>Merchant Validation: HotSpot engages with community Associations, BIA's, and Downtown merchants, providing this tool to enhance the personalized, authentic experience to their valued customers. Using HotSpot's merchant validation, retail outlets can validate customers' parking through an NFC chip which transfers business funds to a parkers HotSpot wallet to be used for parking.</p>
	<p>Community-Wide Use: HotSpot provides a single parking solution that can be expanded and used at universities, hospitals, private operators, and airports; with a wide range of product offerings, proven experience, extensive integration partners, HotSpot can work with any use case scenario.</p>
	<p>Find-Your-Car: For those long days where seemingly simple reminders are the most important, the HotSpot app will locate your vehicle on a map and get you back on track and on the road.</p>
	<p>Corporate Accounts: For companies that have multiple vehicles on the road we provide corporate accounts to centralize billing for the customer, track staff usage and streamline payments, while providing increased compliance for the client.</p>
	<p>Citizen Alerts: With the notification feature turned on, HotSpot users can receive automatic alert notifications, sent by the Client, toward any parking bans, street closures or special events that may affect commute or parking considerations via push or text notification.</p>

	Bilingual: All of HotSpot's technology is fully bilingual to the standard dictated by the region and dynamically adjusts to the user's phone settings.
	Emailed Receipts: HotSpot emails receipts to users in real-time to keep track of payments and declined transactions.
	Fast Tap Signs: HotSpot has one of the world's first virtual parking meters, no app required. Simply use your Android or iPhone to scan the QR code on a customized Fast Tap sign and start a parking session without use of the app.
	Multiple Payment Options: HotSpot provides multiple payment options through all major credit cards, Mastercard Debit, Visa Debit, Visa Gift Card, Apple Pay, and Google Pay. Through our payment process there is no need to update your card. When it expires, our system will automatically make the adjustment!
	United Way Partnership: HotSpot's charity of choice is the United Way. HotSpot provides two options to donate through direct donation or donating your refunded amount to the local United Way. Partner municipalities can choose alternate local or regional charities to give back to, held in trust by United Way.
	Bilingual Customer Support: Our dedicated customer support team is ready to answer your questions. Whether you need assistance with your account, parking session or transaction history we are here and happy to help.



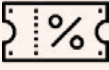
Clients

Over the last ten years, we have worked with the municipalities in our network on a one-on-one basis to build out features that help work for our clients to better collect revenue and service their customers:

	Revenue Reporting: HotSpot reports in real-time the parking that user's use on a weekly, monthly, and yearly basis. Advanced search capabilities allow for unique data set searches with all reports exportable in pdf, csv, or excel.
	Enforcement Monitoring: HotSpot also provides real-time information on the officers and parking checks being performed. This allows the client to monitor the activities of their agents, and review any repeat parking offenders.
	Spot Updating: If you change your rates or meter numbers you can update it to our database directly. (Do not worry, we double check it for typos.)
	Ticket Resolution: HotSpot provides a complete secure way for users to submit tickets for re-examination from within the application. HotSpot gathers the information and presents to the Client in an easy to digest format. Once a decision is made by the client, the client can email the parker directly without disclosing any personal information via the HotSpot system.

	Citizen Alerts: Do overnight parking bans or street closures happen within your community? HotSpot can automatically alert all app users of parking in real-time through push or text notification.
	Real-time Parking Availability: The ability to see in advance of arrival where parking is available is a huge advantage and provides peace of mind for anyone looking to park and be on their way. This has been an extremely well received feature for all stakeholders.
	Dedicated Account Management: Communication is key. HotSpot keeps in constant contact with our clients to find improvements through monthly check-ins reviewing progress.
	Merchant Validation: HotSpot engages with community Associations, BIA's and Downtown merchants, providing this tool to enhance the personalized, authentic experience to their valued customers. Using HotSpot's merchant validation, retail outlets can validate customers' parking through an NFC chip which transfers business funds to a parkers HotSpot wallet to be used for parking.
	Online Citation Payment: HotSpot offers a dedicated, secure web-based payment portal that is directly linked to your dashboard offering an additional method of ticket resolution and increased compliance.
	Real-time Reporting Dashboard: Make good business and planning decisions based on real community data, from your own neighborhood. Process reports in real-time to analyze changes, follow trends and coordinate administration.
	User Roles: HotSpot's dashboard allows a master administrator (or your dedicated account manager) to assign user roles, ensuring that no authorized person will have access to sensitive information including finance, reports or allowable changes.
	Internal Auditing: Identified user roles provide an additional security measure by tracking and logging user activity, allowing the ability to monitor void reasons, changes in fine amounts and reconciliation.

Optional, Value Add Services

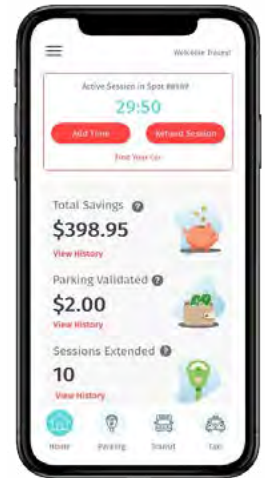
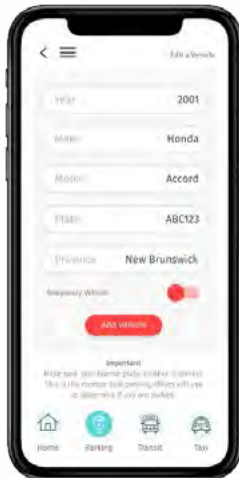
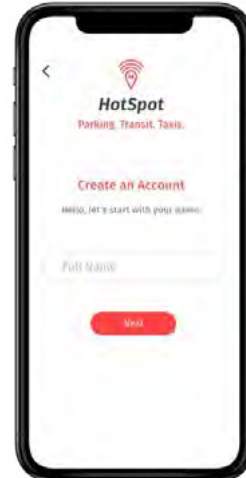
	Citation Management: Keep track of offenses and the vehicle tied to them, through our user-friendly administrator dashboard, in real-time.
	Digital Chalking: HotSpot's LPR technology uses digital chalking to make the enforcement process easier and faster. By entering in or scanning a license plate, the system mirrors how an officer would manually chalk a vehicle's tire in order to see how long they have been parked.
	Coupon Codes: HotSpot offers coupon codes to allow customers to receive discounted parking rates by redeeming codes at checkout. Coupon codes and their applicability are completely customizable by the client making the possibilities endless for offering savings to your citizens.

How It Works

Signup

Users can sign up for our application on iOS and Android devices, which will require the following:

- Username
- Unique phone number
- Unique Email
- Password



Payment Method

We prompt them to enter a payment method (any major credit cards, Visa debit, Mastercard debit, Visa gift cards, Apple Pay/Google Pay, and AMEX). Parkers can choose to park and pay direct via their credit card for each parking session. Alternatively, parkers can add a virtual balance to their wallet which allows the users to draw down from that fund and avoid multiple credit card transaction fees.



Time Extensions

The user can then simply add time from their mobile phone without the need to go back and use the pay station. This increases compliance with the existing system, and cuts down on enforcement needs, which provides a better user experience. HotSpot adheres to the client's by-laws. To ensure maximum stay parameters are not abused, the HotSpot mobile app will not allow users to top-up beyond the allotted time.

IVR System

HotSpot currently has an IVR system that is operational by phoning the number on the meter. This system works as follows:

- Call the number
- Select option:
 - Speak to customer support.
 - Speak to the client’s Parking Dept.
 - Use the IVR system.



IVR System

1. Recognizing the number, you are calling from.
2. Asking for your meter number – user inserts.
3. Confirming parked vehicle.
4. Provide one hour of parking.
5. The service then sends text reminders to add time.

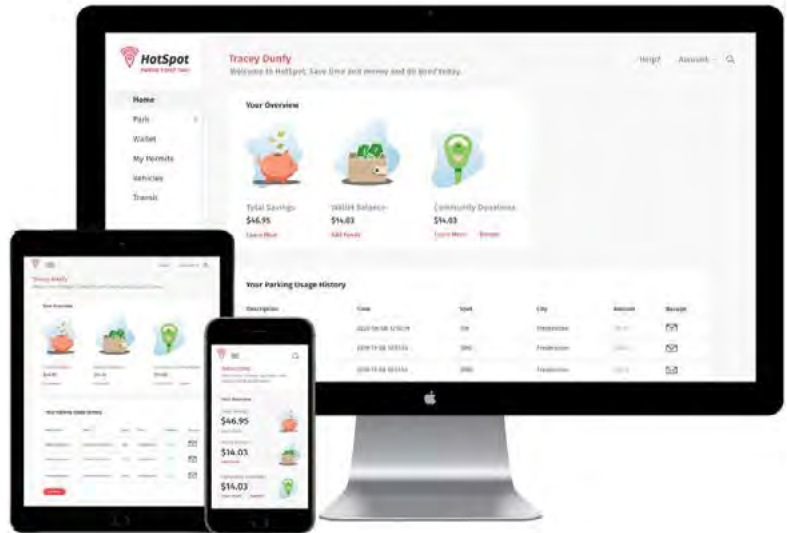
Text System

1. Text HotSpot your meter number.
2. Recognizing the number.
3. System asks to confirm parked vehicle.
4. Provide one hour of parking.
5. Provides text notifications to top-up.

The text system is preferred by our user base and the IVR system is turned off in select cities with calls going direct to the customer support desk.

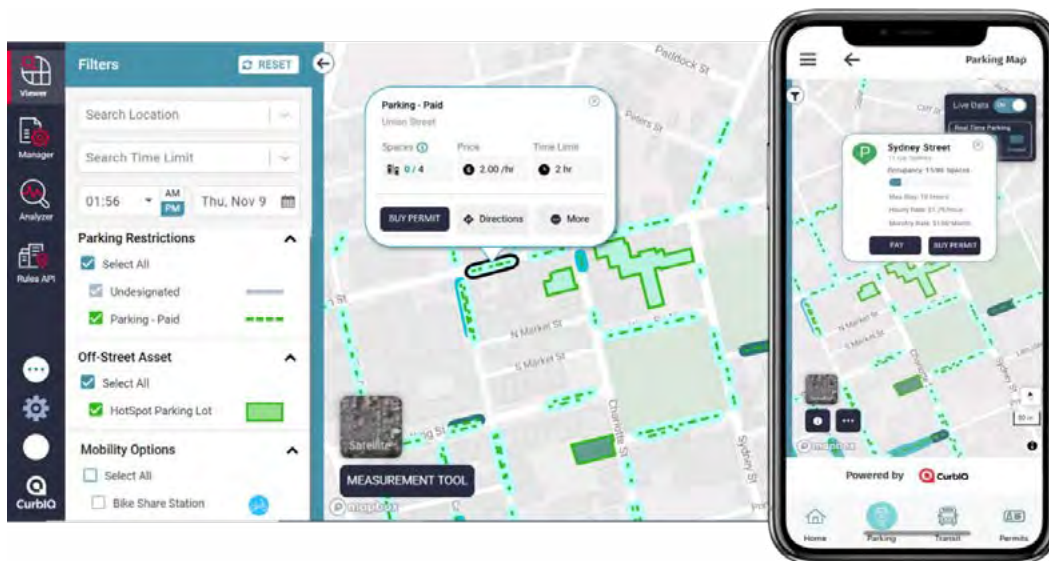
Web-Based Parking

HotSpot also provides a web-based version of our application accessible to users through mobile or desktop web browsers. The user can sign in to a web-based version of our solution as well as a more desktop friendly account management tool.



1.3 Real-Time Parking Maps

Real-time maps are available through HotSpot’s mobile app and can be embedded directly on the client’s website, to provide directions to available parking, powered by HotSpot’s sister company, CurbiQ. Users can plan their route before departure, interact with the map to view occupancy insights, and review local parking policies and regulations in order to way find straight to a spot. Real-time parking maps pull HotSpot payment information and can integrate with any smart technology that is a part of the agency’s parking infrastructure such as pay stations, gated barrier access, stall sensors, and Vehicle ALPR to provide the map with accurate and up to date real-time lot occupancy. HotSpot’s Real-Time Parking Map uses a sliding bar to show at a quick glance the level of occupancy in an efficient manner for users. The HotSpot application allows users to know if the lot is full, before making the journey for parking, as seen in the following images. From there, parkers can click on a spot, or lot and simply “Pay via HotSpot” no app download required! In addition, these maps allow the HotSpot team, in consultation with the client, to up-sell and over-sell mixed parking lots with digital parking permits and hourly parkers.



1.4 Permit Solution Overview

HotSpot offers a robust Digital Parking Permit system that is license plate-based and integrates directly with our LPR and citation management system, or your existing enforcement provider. HotSpot users can purchase permits through the app or online dashboard while still having an option to be sold by an administrator in-person. The automation of the digital platform cuts down significantly on manual data entry, typos, in-person line-ups, and overall time management on parking permits.










HotSpot accommodates the widest variety of permit types available in the market, including daily, monthly, annual, seasonal, residential, bundle, moderated, configurable to settings required by the Client. Purchasing a permit through HotSpot facilitates the transaction and in real-time provides a virtual permit tied to the user’s license plate. Users can manage multiple vehicles easily through a single permit or multiple permits, but restrictions on this can be put in place by your parking administration.

HotSpot’s experience shows that over 80% of initial permit sales are made using the web-based dashboard, providing convenience for permit holders and drastically increasing the client’s administrative efficiency. Permits are also accessible from a Mobile Application, providing further self-serve capabilities on the go, such as updating license plate information, resending transaction receipts, or changing auto-renew preferences.

Advantages

- **Reduced Data Entry:** Users will be able to purchase their permit online or through the app, thereby reducing the staff's requirement for data entry.
- **Reduced Staff Interaction:** Staff will have reduced visits to the office increasing resources available for other safety and security related issues.
- **Dedicated HotSpot Support:** HotSpot's customer support will handle all inquiries related to the online permit system further reducing operational costs.
- **Cost Savings:** Users that purchase permits through HotSpot would no longer need a hangtag, further reducing operational costs for the client.

Features

	Complete Solution: HotSpot is the complete solution from transient to long-term permitted parking. HotSpot provides a platform for all mobility needs that has been heavily adopted by our user base.
	HotSpot Onboarding: HotSpot helps users and administrators learn about the new digital option, as well as transfer existing data from the client into the new online permit dashboard at no cost to the client.
	CommContinuous Improvement: By expanding to include our long-term permit parking solution, the client will improve their parking process, further reducing costs and increase convenience to users.
	Permit Types: HotSpot accommodates the various permit types used by the agency, including daily, weekly, monthly, semester and annual, or any other combination required.
	Communication: HotSpot carries out all communication to its users who receive notification emails related to any parking or permit information.
	Bundle Permit Sales: Agencies can reserve offline permits and sell these in bulk to designated parties. When set to bundle purchases, a business can create a separate HotSpot account to redistribute or sell individual permits to specific people or affiliate each permit to a license plate.
	HotSpot Point of Sale: Administrators of the HotSpot Digital Permit system also have access to sell permits in-person using HotSpot's point of sale page, registering the permit sale and license plate for enforcement, and accepting payment outside of the HotSpot system. This acts as a reconciliation tool that can be used alongside existing POS payment terminals with the option to add hardware terminals if required.
	Offline Sales: Administrators can also enter permits manually for permits that are paid from a source that is not tied to the HotSpot system (i.e. payroll deductions, check, or cash sales) or complimentary for VIP guests. If required, the Administrator can manually affiliate a permit to an existing HotSpot user.
	Emailed Receipts: HotSpot emails receipts to users in real-time to keep track of payments and declined transactions.



Residential Permit Management: When you live in a paid parking area tickets are a real pain. Through our permit management system, we simply integrate to allow residential permits to also be managed under one central system, using a two step ID Verification.



Corporate Permit Management: Doing business downtown requires employees to be comfortable and paid parking permits by a business is often a perk. With HotSpot's system, employees can manage their own permits while business administration can assign and remove staff members automatically.



Hotel/Guest Check-in: Traveling should be easy and parking is no exception. HotSpot's permit and guest management systems allow hotels, spas, and other client focused businesses to simply pay for parking in gated or non-gated facilities ensuring the client is compensated accordingly.



VIP Permits: Police, Firefighters, Councillors, and other mission critical staff need flexibility when it comes to parking. Through the VIP option we can assign unique rules for people that require extra considerations.



Single Enforcement: Verifying active permit holders is seamless through our HotSpot License Plate Recognition software, the same application used for our transient parking enforcement. Simply scan or key in a license plate number to instantly determine a "PAID" permit.



Rule Management: HotSpot's flexible permit functionality allows administrators to set generic and unique parameters to manage varying permit types such as residential permit and weekend parking.



Waitlist: If the user's preferred lot is full, the user can request a waitlist and track their position. When a parking spot opens up, the user will be notified of their removal from the waitlist and is given 48 hours to purchase the permit. If the permit is not purchased in that time, the system moves down the list.



2 Step Authentication: Residential or discount permit types may require proof of identification, our innovative application process allows the upload of two photo files to submit with your claim. The files are then transmitted to the administrator dashboard who can approve or reject based on the information provided or allow HotSpot staff to do this for you.



Early Purchase/Auto-Renew: HotSpot's User Database provides the flexibility to offer an early purchase option to existing permit holders and active users, as well as a simple auto-renew feature.

How it Works

Permit holders first login to HotSpot either through their web-based desktop or mobile phone and follow the steps to create an account. It is important to have the accurate license plate registered to the vehicle that will be used to park. Once the municipality/university/college/town is identified, the user selects their preferred lot and purchases their permit. Once the permit is confirmed, a digital pass will be tied to the license plate associated.



Editing the active license plates tied to the permit. Users can purchase any permit online

Residential permits can also be managed in HotSpot's central system. Using a two step ID Verification, residents apply for a specific permit by uploading two pieces of identification which is sent in real-time to the administrative dashboard for approval. The client's staff can then review, approve, or deny applications for immediate permit purchases. Options exist to have HotSpot customer support staff verify these permits also. Once HotSpot verifies residential status, this approval is recorded on the account for a period of time as specified by the Client (typically 6 months to 1 year), ensuring that residents do not have to re-apply to claim or purchase the passes defined by the Client.

Moderated Permits

Moderated permits allow specific user groups access to special permit types that are not available to the general public. These often discounted permits can be assigned to various lists, associated by email address. Administration can assign and remove staff members automatically, and HotSpot can assist by bulk uploads of lists. HotSpot has various options for management of these lists, through Active Directory technology integration to manual list upload. HotSpot Parking has successfully onboarded and manages the provision of payroll deduction to digital permits via this process.

Bundle Permits

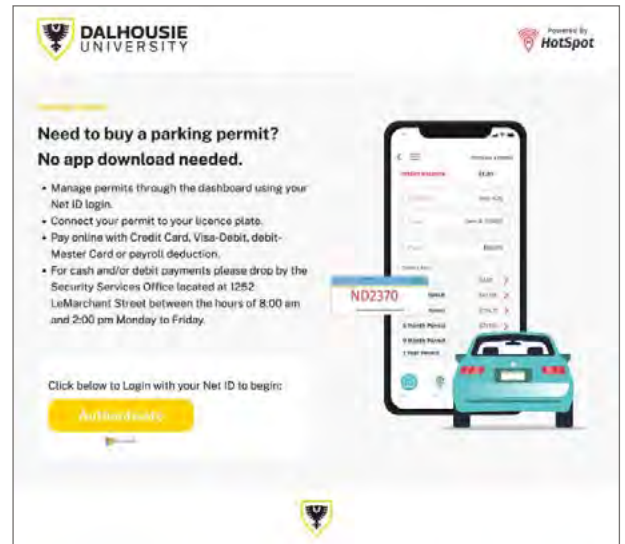
HotSpot understands permitting can be complex. This is why we allow for bulk permit purchasing and invoicing, which is great for departmental permit requirements. Permits can be bought in bulk and individually sold as desired, with a master administrator from the company, to manage distribution.

Non-Account Permits

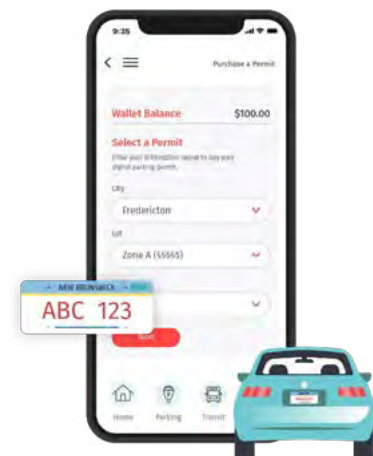
HotSpot's non-account products allow users to pay for permits onsite or in advance, without the need to download an application or create an account. Allowing for quick, accessible permit purchases that increase digital capacity and revenue collection. Incorporating the agency's logo, color scheme and design preferences, and supported by a robust variety of permit types, make this product highly configurable, and adhere to agency's policy and guidelines.

Flexible Permit Punch Pass

HotSpot has developed a unique approach to permits to provide more flexibility. Park when you want and pay when you want. When you run out, buy another pass! HotSpot's Digital Permit platform is robust and provides the ability to set flexible parameters, including days of week, time of day or seasonal passes.



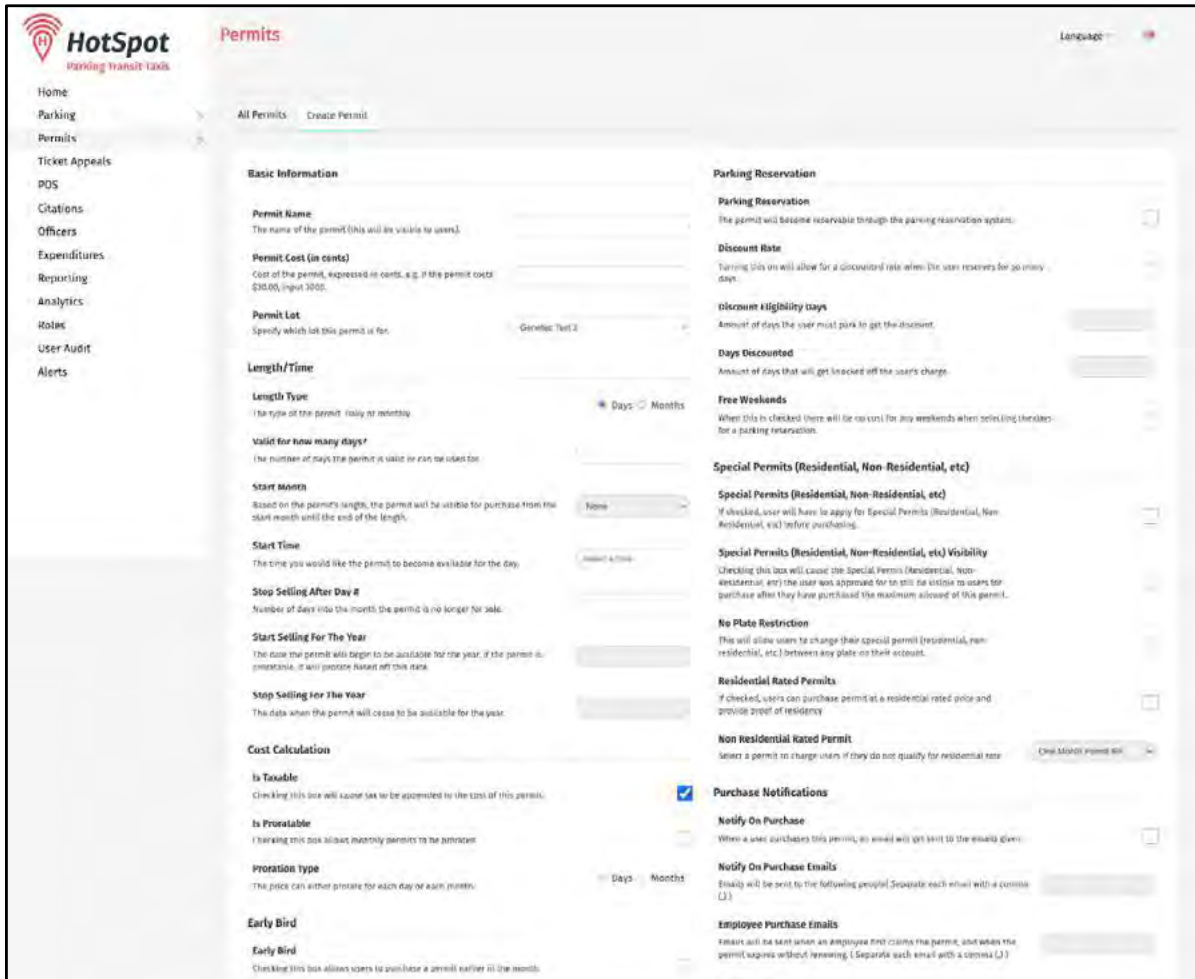
Example of Direct Access Login using School ID



Standard Permit Configurations

From the admin’s perspective, permits can be created on the fly from the administrator portal and be sold online or via the HotSpot app. From the administration dashboard, you can do the following:

- Create new lots/zones, Permit display name/ abbreviations
- Create permits that are assigned to lots/zones
- Configure permit’s length (days, months, years)
- Configure permit cost
- Configure automated waitlist on a lot/zone or permit level
- Assign permits to only be available to a specific group or individual
- Select ID preferences to be used in permit application processing
- Manage all active, expired or upcoming permits that belong to users
- Configure permits to be sold prior to the active date
- Configure permits to be proratable
- Configure permits to be auto-renewable
- Accept or deny special permit applications
- Configure and manage permit availability on a lot/ zone or permit level
- Manually enter permit records for offline payments
- Communicate with permit holders via push notifications from HotSpot
- Offer a permit at a discounted rate based on user access



1.5 LPR Enforcement Overview

Enforcement of the HotSpot system is 100% license plate-based. HotSpot provides inclusive proprietary LPR software with all paid parking programs or can integrate with existing enforcement technologies. HotSpot's LPR technology allows officers to scan a plate, view from a list of paid plates (sorted alphabetically) or type a plate to auto-populate and filter paid plates in the database. When the LPR technology scans a plate, it relays an audible "ping" and displays an alert if no payment method through HotSpot has been found using a red/green methodology.



With HotSpot's Enforcement Citation Management Products, HotSpot's LPR also proves useful when issuing a parking ticket unrelated to payment, such as time-based infractions, or parking in an improper zone. HotSpot's single solution enforcement tool allows for digital chalking, with built-in LPR, a pre-populated By-Law drop down menu, photo capture, notes section and officer's digital signature; all printed on a customized, Client Branded Ticket on polymer paper.

HotSpot offers two convenient options to help officers enforce parking rules and regulations. HotSpot has built LPR software for handheld enforcement devices to allow officers to easily scan a parker's license plate and verify its payment status, which is inclusive with HotSpot's paid parking programs (Permits, Fast Tap or Mobile App). Additionally, HotSpot offers a long-list of integrated vehicle-mounted LPR (ALPR) partners, that consists of highly accurate LPR cameras installed onto an enforcement vehicle which can scan 3-4 license plates per second; drastically improving the efficiency of enforcement patrols.



Advantages

- **Increased Efficiency:** LPR software cuts down on time by as much as 40% efficiency for enforcement with a 95% accuracy on scans in the field, offering a 30 ft reach on reads.
- **Real-time Tracking:** Immediate uploads of officer inputs, scans and results to a central database with historical data for review and tracking, officer activity and repeat parking offenders.
- **Single Solution:** HotSpot's single solution enforcement tool can be used for all HotSpot transient, and permit parking, with existing integrations to all leading enforcement technology providers, if an existing enforcement vendor is in place.
- **Continuous Improvement:** With HotSpot's citation management products, administrators save time spent manually writing tickets, data entry for ticket management, and following up on citation escalation relying on an automated software system.

2 Value Add Solutions

2.1 Citation Management

HotSpot also provides a complete ticket printing system with officers able to quickly and efficiently issue both motor vehicle and pedestrian tickets through a single handheld, with automatic uploads to a back-end database, and seamlessly tracking the ticket lifecycle. The parking aspect allows officers to:

- Scan a plate
- Issue an infraction which is linked to our Escalation Management System
- Digitally chalk vehicles for time-based infractions.

HotSpot's automated system increases efficiency toward the following identified issues:

- Officer writing tickets by hands creating typos and unreadability.
- Administrators spending time entering handwritten tickets into a system.
- Administrators creating typos or risk of delays through unneeded manual labor that can be automated.

A main component of the HotSpot enforcement solution is providing municipalities with a branded online dashboard that can track citations quickly and simply through the escalation process. Tickets are received in real-time and time stamped, allowing the system to track the lifecycle, and apply the required fine escalations when needed. From this dashboard, Agencies can accept payment for tickets, batch tickets, waive or void tickets and create reports. When a ticket is required to pass to the judicial system, HotSpot's authorized dashboard can seamlessly navigate the process by directly integrating with DMV databases and reducing reliance on manually created, sent, and received reports.











Online Ticket Payment

Included with HotSpot's Enforcement products is an agency branded online payment portal. Users can settle citations through this convenient portal, accessible through their mobile phone or desktop accounts. This can also be embedded into the client's website for ease of access.




Photos captured during ticket issuance can also be displayed from this portal during the initial ticket review, helping increase compliance with further proof of violation. HotSpot can also build in an appeals process through this portal, with accessible click through buttons to dispute and/or provide Notice of Intention to Appear. This is all seamlessly tied back to the citation management system to easily record payment, or requests for next steps in the appeals process.

Features

Officers

	License Plate Recognition (LPR): HotSpot has built software to digitally recognize license plate details by simply taking a picture of a license plate and automating the formatted letters and numbers to identify the vehicle.
	Mixed Parking Enforcement: Single solution enforcement application that allows plate-based searches for both transient street and permit parking feeding into one streamline dashboard.
	List View: HotSpot's application has the capability to perform list view searches, by entering the first digit of the license plate number and all related plates starting with the same digit pre-populates for efficiency.
	Infraction Selection: Officers can toggle a drop down menu to select by-law infractions to issue citations, avoiding errors or typos while ensuring efficiency and accuracy.
	Photo Capture: HotSpot's enforcement system allows up to six photos to be captured with the citation, providing further documentation to support any disputed claims.
	Notes Section: On each citation issued, Officers can write internal notes that will be shared discreetly to the back-end dashboard only; as well as external notes that can be written to elaborate to the receiver of the ticket.
	Appeal/Downgrade: Officers will have the option at any point in this process to cancel the ticket and will be notified of tickets they need to see through their handheld device.
	Digital Chalking: HotSpot's LPR technology uses digital chalking to make the enforcement process easier and faster. By entering in or scanning a license plate, the system mirrors how an officer would manually chalk a vehicle's tire in order to see how long they have been parked.

Administrators

	Real-Time Data: We understand the pace that is needed for accurate parking information; therefore, our dashboards are automatically updated with real-time parking details. This is also why we work hard on our partner integrations to communicate seamlessly with third party vendors.
	Citation Escalation: HotSpot's fully automated system performs a user-friendly flow through a ticket life cycle's multiple steps. This can be customized to your individual agency's needs to ensure proper follow up on each aspect.
	Sending Reminders/Summons: After a specified period of time HotSpot's Dashboard will notify the Client Administrator to send a reminder or summons to the driver based on local DMV information. HotSpot will provide a file to print.



Batching: The ability to group data for functionality is essential for efficiency. We have designed our dashboards with this in mind, allowing users to select and filter by varying details and then export into your preferred format (csv, etc.) for processing.



Payment Portal: HotSpot's custom web-based payment gateway is convenient, integrated and maintains full PCI compliance, giving your citizens an additional, trustworthy method of citation payment.



Waive/Downgrade Tickets: Client Administrators need to be able to waive/downgrade the ticket up to the plea date while providing sufficient reason. They also need to be able to waive tickets for any found not guilty by the court system.



In-Person Payments: Administrators of the HotSpot Enforcement system also have access to resolve tickets using HotSpot's point of sale page. This service accepts most major credit cards as well as Visa Debit. This allows Administrators to complete face-to-face citation payments.



Search Fields: Administration Dashboard supports real-time queries and generation of complex reports without affecting solution performance. HotSpot's custom search fields automatically pre-populate entered data, such as the first digit of a license plate or date of ticket issue (etc.) allowing an easy filter option to viewing and managing citations.



Citation Review: HotSpot's customer support encourages its users to handle parking violations within the application, through online ticket payment or ticket resolution. If a parker believes their ticket may have been issued in error, users have the option to upload through HotSpot to attempt a resolve on their behalf. This review process provides the Client Administrator with the ability to verify, accept or reject the ticket dispute and send it back directly to HotSpot or the customer.



DMV Integration: HotSpot meets the requirement both in the ability to obtain and comply with the regional Department of Motor Vehicles. These integrations provide automation in sending and receiving vehicle owner information to generate parking notices, store vehicle owner information, and generate reports as required by your local DMV.



Multiple Citations: HotSpot's enforcement system provides the ability to print infractions for all by-law types, not just vehicle related.



Payment Portal: HotSpot provides a client branded online payment portal. Users have the ability to settle citations through this convenient portal, accessible through their mobile phone or desktop accounts. This can also be embedded into the client's website for ease of access.

How It Works

Officers

Enforcement officers are the front line, initiating the system through their daily routine of enforcing parking rules across the city. In this automated process the officer will require:

- HotSpot's mobile LPR handheld
- HotSpot's mobile ticket printer

Officer Enforcement Process - Parking Violation

Checking for Violations	The officer is assigned a route by the client to patrol and scan for Vehicle Violations.
Non-Violation	Most of the time, Officers will not see an infraction and continue on.
Notice of Violation + Meter Check	When a violation is observed an Officer will stop and confirm. If the violation is an unpaid parking session the officer will perform a scan with the HotSpot LPR system and a meter check to ensure the parking meter is operating correctly.
Parking or Vehicle Violation- Select	Once a violation is confirmed the officer will select the type of violation from HotSpot's handheld
Enter Violation Information	Once the Violation is selected the officer will enter the required information.
Insert notes	Officers will be asked if they would like to insert internal notes for Client Administrators to view, as well as external notes for the user.
Capture Pictures	Officers will be required to attach one or more photos based on the client's directive.
Submit/Print	Once complete, Officers will press submit/print which will make the mobile printer active and print a ticket within 3-5 seconds to place on the vehicle.

Optional Steps

Appeal/ Downgrade	Officers will have the option at any point in this process to cancel the ticket and will be notified of tickets they need to see through their handheld device.
--------------------------	---

Client Administrators

The Client Administrators are the backbone of this solution, creating the necessary stakeholder connections required to produce continuity from start to finish. Within HotSpot’s Enforcement Lite & Enterprise packages, the Client Administrator will:

Ticket Process

Receive the ticket and confirm	Client Administrators will receive tickets in real-time from HotSpot’s dashboard once submitted by an officer.
Send a reminder	After a specified period of time HotSpot’s Dashboard will notify the Client Administrator to send a reminder to the driver based on DMV information. HotSpot will provide a file to print.
Send a summons	After a second specified period of time HotSpot’s Dashboard will notify the Client Administrator to send a Summons to the driver based on DMV information. HotSpot will provide a file to print.
Access to Department of Motor Vehicle	HotSpot provides the ability to process and generate at the appropriate points in the infraction’s lifecycle. (HotSpot will require a discovery meeting to determine how the client is currently integrated with DMV.)

Any time throughout the process up to Plea Date

Receive payment	Client Administrators need to be able to accept payment up to the plea date either through HotSpot’s online portal, by mail or in-person via cash, credit, and debit.
Waive ticket	Client Administrators need to be able to waive/downgrade the ticket up to the plea date while providing sufficient reason. They also need to be able to waive tickets for any found not guilty by the court system.

HotSpot Enforcement Software Options

System Features

Enforcement Enterprise	Enforcement Lite
<p>Officer Handheld Software</p> <ul style="list-style-type: none"> • Print Digital Tickets • Real-time Officer Ticket Issuance • Offline Mode • Custom Ticket Format • Real-time Uploads to Dashboard 	<p>Officer Handheld Software</p> <ul style="list-style-type: none"> • Printing Digital Tickets • Real-time Officer Ticket Issuance • Offline Mode • Branded Ticket Layout • Real-time Uploads to Dashboard

Enforcement Enterprise

Administrator Ticket Management

- Batching & Saving of Tickets
- Full Search Functionality & Export
- Customizable Roles & Audit Trail
- Cloud Based Admin Dashboard
- Online Citation Payment Portal

Enforcement Lite

Administrator Ticket Management

- Batching & Saving of Tickets
- Full Search Functionality & Export
- Customizable Roles & Audit Trail
- Cloud Based Admin Dashboard
- Online Citation Payment Portal

Ticket Lifecycle Management

- Escalation of Ticket through Report Generation (e.g. NICS & Summons)
- CSV or Data Upload Capabilities from DMV and Court Processing
- Tracking of Daily Tasks (Ticket Lifecycle Management)

Onboarding Breakdown

Enforcement Enterprise

- Custom Ticket
- By-Law Implementation
- Back-end changes
- Ticket Lifecycle (daily tasks)
- 3rd Party Integration
- (Automatic and/or File Upload)
- PDF Generation

Enforcement Lite

- Custom Ticket
- By-Law Implementation

Hardware Requirements

Ulefone Armour Hand-Helds with case

Zebra Q521 Bluetooth Printer

*Printer Includes:

- Printer Shoulder Strap
- Printer Adapter
- Printer Battery
- Printer Soft Case

2.2 Merchant Validation Overview

HotSpot's Merchant Validation is a service provided to businesses that allows them to transfer funds from their Merchant Digital Wallet to their customers Digital Wallet to be used to pay for parking anywhere HotSpot is accepted as payment. HotSpot's Merchant Validation lets users simply tap their phone on an NFC sensor to receive parking validation.

HotSpot offers this tool as a bulk service provided to Downtown Association's, or relative BIA's to distribute to participating retailers. HotSpot's world class merchant validation system is unique in the flexibility of the solution and the variety of businesses it serves, which includes:




- Restaurants
- Offices
- Retail
- Professional Service/Gyms

HotSpot has been built around the concept of "People do not go downtown to park; they go downtown to do business." That is why from day one HotSpot has had a tool to help businesses serve their customers better.

Advantages

- The Business Owner can set limits on how much parking can be validated per visit or per user.
- The Business Owner can easily manage and track validation usage and set spending limits.
- Rewarding customers for spending money at downtown businesses, creating business loyalty.

Features

	<p>Parking Validation: Through our NFC Tap system businesses can validate someone's parking by simply tapping their phone.</p>
	<p>Merchant Online Dashboard: Once an account has been created, merchants can login to their Merchant Online Dashboard to access their Merchant Wallets, Transaction History and Settings.</p>
	<p>Merchant Digital Wallet: The Merchant Wallet is used to send automated funds to the customer. Merchants can set specific amounts and auto-top-up so there are always funds available.</p>



How it Works

For the Customer:

- Start a parking session through their HotSpot parking app
- Visits HotSpot enabled business
- Taps phone on NFC Sensor
- Instantly receives funds into their HotSpot Wallet

For the Merchant:

- Create a HotSpot Merchant account. A NFC Merchant Validation tablet is then sent to the business.
- Once the account is created, the business adds their payment method and loads their HotSpot Digital wallet after logging into their Merchant Online Dashboard. They can also set an auto-top-up feature to make sure they always have funds in their wallet.
- The business can then set the following settings for the NFC tablet from the Merchant Online Dashboard and change these settings at any time: The amount of daily taps per customer, The amount of funds to provide to the customer.
- Businesses can have multiple tablets and manage them all from their dashboard. Each tablet can have different settings.
- Each Validation given is recorded in the Merchant Online Dashboard and includes a transaction ID, timestamp, tablet name and amount given.

Watch this video for a closer look: <https://vimeo.com/169290562>

2.3 Kiosk Portal

HotSpot provides the ability to register license plates in-person through a self-serve kiosk, or with assistance by an administrator via an online platform. Kiosks are configurable by color, time allotment and are correlated to a specific lot. This provides further convenience to out of town guests, visitors, and departmental needs. Administration can register a guest's license plate for enforcement and record keeping, and if required, accept payment outside of the HotSpot platform (payroll, cash, debit, etc.).



Parking Registration

Enter your licence plate number to park

License Plate	Time
X1X X1X	Select Time
Kiosk Message	
<div style="display: flex; justify-content: space-around; margin-bottom: 5px;"> Cancel Park </div> <div style="background-color: #800000; color: white; padding: 5px 15px; border-radius: 5px; margin-bottom: 5px; text-align: center;">Park for 8 Hours</div> <div style="background-color: #800000; color: white; padding: 5px 15px; border-radius: 5px; text-align: center;">Park Until Midnight</div>	
Please ensure you enter the correct plate to avoid a parking infraction.	

2.4 Reservation Portal

HotSpot offers a parking reservation portal that allows users to pay for parking in advance. The user selects the dates that they wish to reserve a parking spot for and the amount owed is displayed. Users then enter their license plate, credit card information and email (for receipt) – no account registration required! The reserved parking session is logged in the parking management system until it becomes active, and for the duration. The reservation portal can be integrated with wayfinding maps, and/or can be embedded separately on a website. Reservations work just like permits and can be assigned for certain times, locations and have max reservation limits.

The screenshot shows the HotSpot Parking Reservation portal. At the top, there is a logo for HotSpot Parking Transit Taxes. Below the logo, the title "Parking Reservation" is displayed in red. The form includes the following fields:

- Permit:** A dropdown menu with the text "Select your parking location".
- Name:** A text input field.
- Email:** A text input field.
- Plate #:** A text input field with the placeholder "ABC1234".
- Date Range:** Two date pickers, the first showing "2022-06-08" and the second showing "2022-06-08".
- Cost:** \$0.00
- Tax:** \$0.00
- Total:** \$0.00

At the bottom of the form, there is a red "Pay Now" button. Below the button, a small note reads: "Double check that your plate number is correct. You may be ticketed if the attendant cannot locate your payment."

2.5 Gated Entry Overview

HotSpot has built a gated entry system that can enhance existing gate infrastructure, which is accessible from the HotSpot Parking Mobile app. This allows users to quickly pay for parking via credit card, Visa debit, or Mastercard debit administered through HotSpot's virtual wallet system, with no major upgrades to the existing gate hardware. This is done through NFC chip allowing the user to open the HotSpot app, tap their phone to open the gate, reducing delays with ticket printing machines while entering a facility.








This tool removes the need for the Tap cards that historically are used in gated access if the user has a mobile device. This can be used in conjunction with our permitting system or corporate parking accounts to increase convenience for end users. HotSpot is the only company that provides a system that works with any gate operator.

Advantages

- **Touch-Free Solutions:** Contactless and convenient option for safer, easier payments. No need to press buttons!
- **Increased Efficiency:** Speeds up gated access with no delays of ticket printing, simply tap your phone on the NFC chip and drive through!
- **Compatibility:** HotSpot’s unique gated solution is proven compatible with any gate operator.



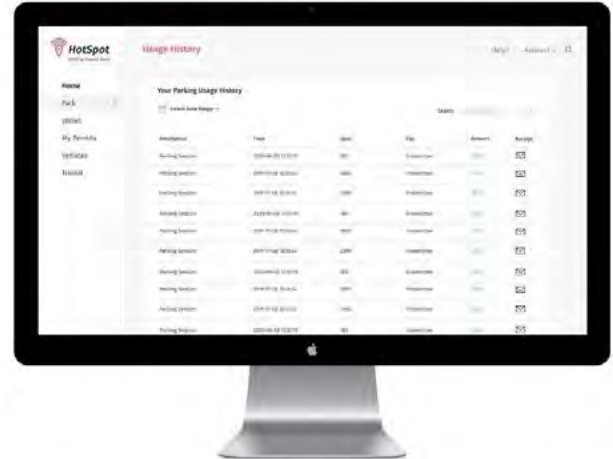
Features

	<p>Parking Validation: Real-time Parking Availability: The ability to see in advance of arrival where parking is available is a huge advantage and provides massive peace of mind for anyone looking to park and be on their way. This has been an extremely well received feature we have recently rolled out.</p>
	<p>Corporate Accounts: For companies that have multiple vehicles on the road we provide corporate accounts to companies to centralize billing for the customer and increase compliance for the client.</p>
	<p>No Losing Tickets: Keeping track of a ticket can be a hassle. Parkers are not required to take a ticket from the machine when they use HotSpot’s NFC functionality.</p>
	<p>Remote Access to Open Gates: An administrator can open a gate for a HotSpot user with the press of a button allowing a function that may not exist with the current gate infrastructure.</p>
	<p>Permitted Gates: Any user with a HotSpot Digital Parking Permit is able to tap in and out of the gated lot with a HotSpot Digital Parking Permit without the need for tap cards or staff verification.</p>
	<p>Works with any gate: HotSpot has the ability to integrate with any gate provider and does not depend on third party timelines. This is a unique approach adopted to provide the best outcome to our clients.</p>
	<p>Emailed Receipts: HotSpot emails receipts to users in real-time to keep track of payments and declined transactions. Central billing is available through our corporate accounts.</p>

How It Works

To access the NFC tap, users will be asked to sign in to or create an active HotSpot account. Within the HotSpot mobile app, users can easily monitor their usage and parking costs. The user’s account will automatically adjust to any variable pricing based on the facilities set rates and users can access expense reports via the online dashboard or mobile app.

Accessing a gated facility through HotSpot allows real-time payments tied to the user’s length of stay without the need for onsite credit card machines. Users can also manage special permits with different levels of access, without the need for printed request forms or communication with front line staff. Limitations can be put in place due to spot availability and waitlists required.



Users can see all parking transaction online or within the mobile app.

Gated Enforcement

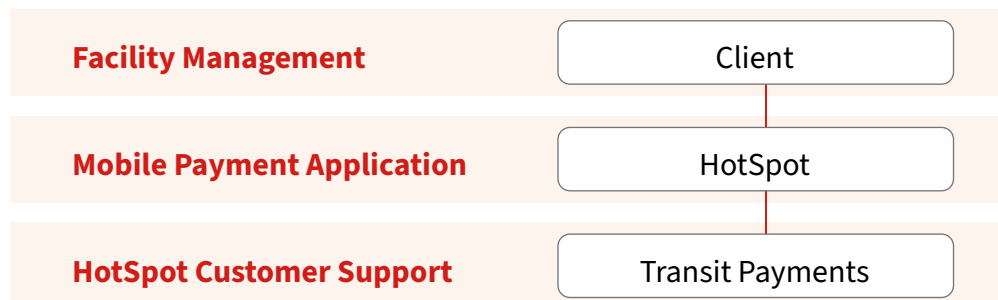
The gate acts as a barrier allowing only paying customers in and out. However, should a customer have an error using the HotSpot Application, our customer support team is available by phone or email. It should never be the client’s obligation to resolve a HotSpot issue and we encourage our users to contact us directly.



2.6 Digital Transit Overview

Through the implementation and continuous improvement of HotSpot’s mobile application system, our clients have seen an increase in digital adoption and revenue. HotSpot has successfully launched in over 150+ municipalities and major organizations since 2013 with a proven process of digital payment optimization, including built-in transit fare.

HotSpot has an innovative and reliable method to launch transit for cities, built into our integrated mobility application. With millions of users across North America already using our application to navigate their communities, HotSpot can be regarded as an easy-to-adopt solution that has shown demonstrated success. HotSpot’s transit solution helps promote alternative modes of transportation to reduce congestion, reduce traffic and encourage environmentally friendly options to move around the community.












HotSpot's Transit application is a visual validation, digital mobile fare payment service that can complement existing fare collection methods to provide users with an additional, contactless and convenient way to pay for transit.

Advantages

- **Touch-Free Solutions:** Contactless and convenient option to purchase transit passes for safer, easier payments.
- **Increased Efficiency:** HotSpot's digital passes speed up onboarding passengers with no delay of coin or ticket punching.
- **Remote Purchases:** HotSpot's transit solution has the ability to buy passes remotely and transfer the storage to your digital account to prevent loss.
- **Reporting:** Data collection on popular bus routes, passenger heat maps serve as long-term analytics for route mapping.
- **Effective:** Color coded digital passes with built-in security features decreases fare evasion.

Features

	The Route Mapping: HotSpot provides detailed route planning synced up to the existing Google maps provided by the municipality. This updates as Google maps updates!
	Bus Tracking: HotSpot provides the ability to see when buses are arriving via onboard GPS systems - all from within the application.
	Pass Purchase: Easily purchase any type of transit pass from any location!
	Punch Pass tracking: HotSpot tracks the user of every pass as users board the bus. This allows exact usage to be managed programmatically and not by the operator.
	Age Verification/ID Verification: HotSpot verifies age and student passes through picture id when required by the municipality.
	Corporate Passes: Workers and businesses looking to encourage other modes of transportation can skip dealing with paper passes with HotSpot's digital solution. Simply register your business and send emails to your employees to give them easy access to a discounted pass.
	Reminders/Notifications: HotSpot sends reminders to its users when their pass is about to expire to let them automatically re-purchase a pass.
	Student Passes: HotSpot partners with the community such as Universities when they launch free bus passes for their students during orientation month.
	Tap Signs: HotSpot has created the first tap to ride signs that allow Android and iPhone users to scan the QR code to purchase a pass no app required!



Fare Exemptions: In instances where certain individuals are exempt from fare payments, they access their digital ticket/pass by selecting the Promotion option and entering a promo code. This can be turned off and on as required.



Reporting: HotSpot reports on each bus based on total revenue monthly and daily, bus by bus revenue breakdown over time, and individual level transaction records.



Purchases and Offline Use: Purchases, such as a 10-ride tickets or monthly pass, are stored in the customer's account and can be accessed at any time. Tickets and passes will be accessible even without the use of Wi-Fi/Internet.

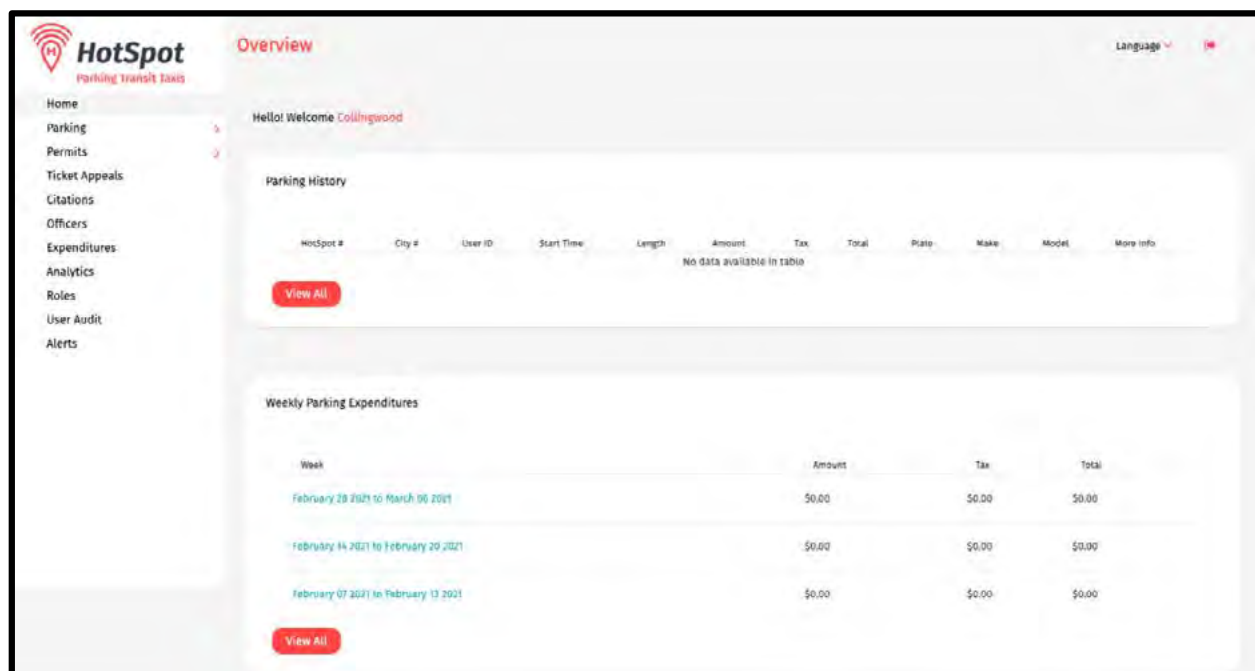


Bilingual Customer Support: Our dedicated customer support team is ready to answer your questions. Whether you need assistance with your account, transit session or transaction history we are here and happy to help.

3 Administrative Access Overview

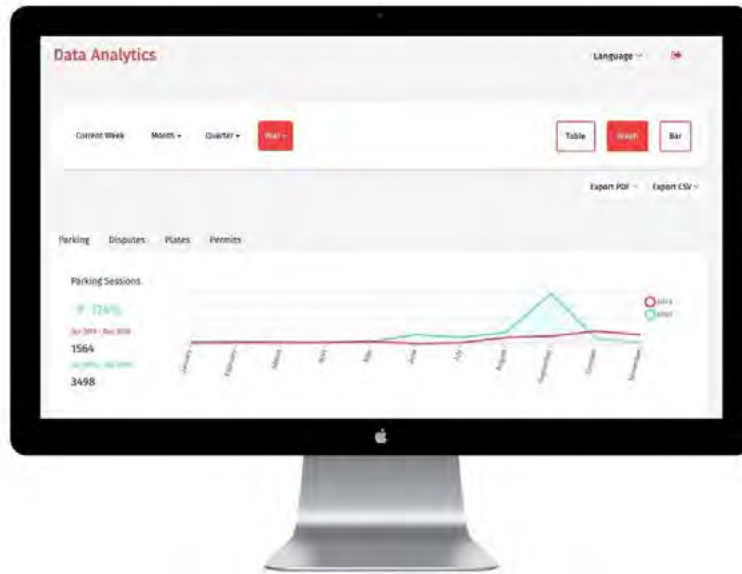
Every action in Hotspot’s system is shown in a transparent fashion through our administrative dashboard, available online. This allows the Administration to track key events such as:

- Every parking session made by a user is recorded in detail for auditing purposes.
- Every ticket resolution request is tracked through this dashboard to provide a detailed line of communication back to the user.
- Rates and time limits can be updated here for parking locations in real-time.
- Weekly collection according to routes and zones.
- Ability to note meter condition, such as worn decals.
- Revenue reporting can be broken down by area.
- Every payment made by a user is recorded in detail for auditing purposes.
- Every officer license plate entered is recorded which has been used to track officer performance.
- Analytics for systematic review of intricate data and trends.



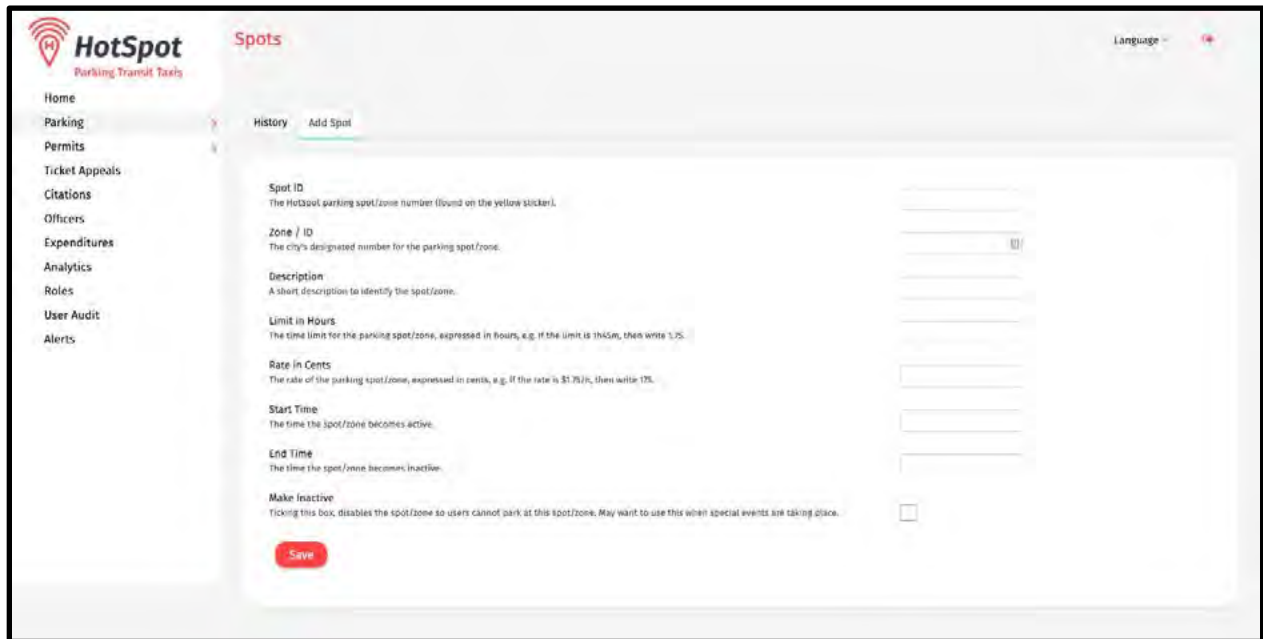
HotSpot Administrative Dashboard provides user-friendly feature rich functionality

Reporting and analytics provide robust search capabilities for parking sessions, history and revenues; filter by date, time, year, spot location, zone or type of payment. Then, export that data from the dashboard to a saved file in a CSV, Excel, or PDF format. Through analytics you can prepare year over year comparison charts and graphs on digital parking usage historical data.

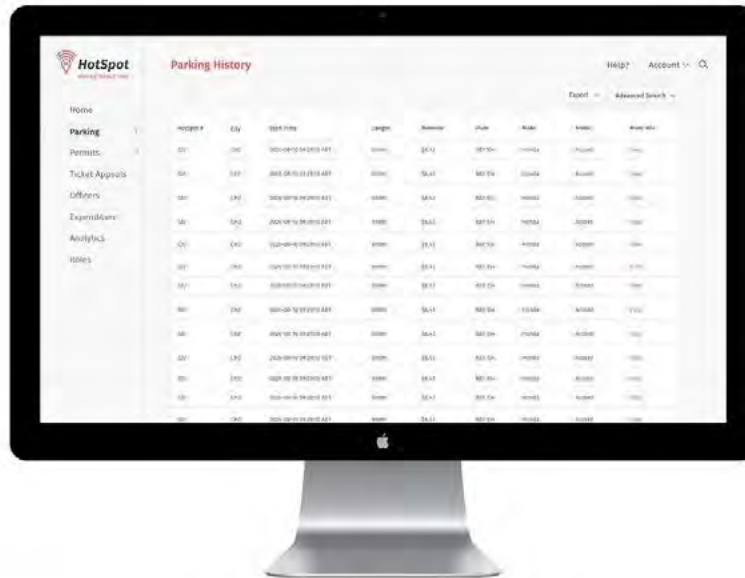


HotSpot Analytics Tab on the Administrative Dashboard, can be searched, filtered and exported.

HotSpot’s Administrative dashboard provides full autonomy toward parking management. Update spots, zones, rates and time limits in real-time with no application downtime required. Through our Roles feature, Administrator’s can add, edit & customize specific roles to users, providing an audit log for viewing and tracking changes.



HotSpot’s Parking Spot Updating within the Admin Dashboard, similar features exist for Permits



Real-time views of active parking sessions, with advanced searches on historical sessions.

3.1 Payment Remittance

HotSpot’s remittance schedule is based on a threshold of digital dollars passing through the HotSpot system. HotSpot’s typical 30-day period allows for any disputed charges or potential tickets that need to be enforced will be accounted for. **HotSpot provides direct deposit currently for all services.**

HotSpot also integrates with accounting software through API, or file share, to allow same day updating of financial information for real-time decision making. Revenue reporting can be broken down by area, parking type, month, day and year. HotSpot sends a line item remittance that can be self-audited toward the HotSpot expenditures tab (seen below).

Month	Amount	Tax	Total	
March 2021	\$0.00	\$0.00	\$0.00	\$0.00
February 2021	\$0.00	\$0.00	\$0.00	\$0.00
January 2021	\$76.64	\$3.66	\$80.30	\$79.30
December 2020	\$6.41	\$0.83	\$7.24	\$7.05
November 2020	\$187.26	\$21.74	\$209.00	\$183.91
October 2020	\$150.69	\$16.96	\$167.65	\$165.31
September 2020	\$136.28	\$17.72	\$154.00	\$148.89
August 2020	\$224.78	\$29.22	\$254.00	\$247.22
July 2020	\$460.18	\$59.82	\$520.00	\$506.12
June 2020	\$167.26	\$21.74	\$189.00	\$183.95

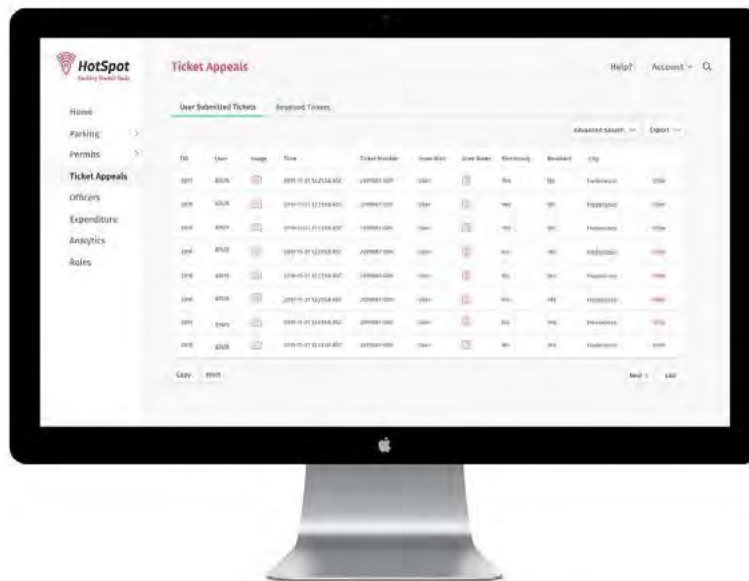
HotSpot provides complete transparency to all parking transactions in real-time.

3.2 Ticket Resolution and Payments

HotSpot is the only company that provides Ticket Resolution/Appeals to ensure the best possible customer support. The typical process for this is:

1. User receives a ticket they feel is unjust.
2. They submit the ticket through HotSpot’s “Resolve ticket” option.
3. HotSpot’s staff investigate the ticket and respond to the user.
4. If the ticket is believed to be invalid HotSpot sends a message to the client’s Parking Authority explaining the situation.
5. On the HotSpot dashboard the client can choose to void or enforce the ticket.
6. If the ticket is voided the user is notified.
7. If the ticket is enforced the user is notified and has the option to pay directly through HotSpot’s app.

All ticket payments go directly to the client remitted monthly.



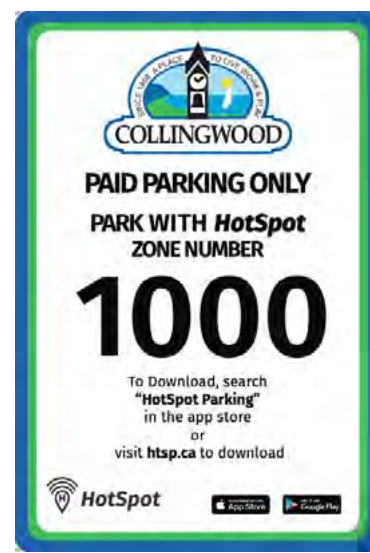
HotSpot provides complete transparency to all ticket appeals received and communicated, in real-time.

HotSpot understands that clients may have unique needs that are not obvious and we will work to provide the best solution possible through this dashboard.

4 Signage

HotSpot recognizes that the adoption of its platform is critical to success and that marketing is essential during implementation of the new platform. HotSpot works closely with municipalities to ensure widespread public adoption of our mobile parking application, which includes signage.

Our marketing and education strategy is rolled out in three phases and is flexible to adapt to client preferences.



Design

HotSpot provides Meter & Pay Station decals which are required for both on street and off-street parking. The current signage is available in multiple languages and can be co-branded for multi-modal. HotSpot designs all decals, customized with Agency colors and logos that meet all Accessibility Standards acts. For custom sign designs, we require a high quality logo in PNG (300 psi), SVG, EPS or AI file format. Providing HotSpot with a Brand Kit (if available) and a Parking Summary Document (amounts and locations) will expedite the process.

Instructional and informative signage is the responsibility of the client. HotSpot can assist with these sign designs and the production, available at a cost.

Production

HotSpot uses quality materials for the printing of all signage. All lot signs are produced on alupanel with anti-graffiti laminate, and all decals are printed on high-bond vinyl. Fast Tap signs are produced with a custom and dedicated QR code that is programmed and managed through HotSpot's system.

Installation

Installation costs can be avoided by utilizing internal client staff for applying decals and lot signage. HotSpot provides best practice installation techniques to ensure proper fixing to poles, meters and pay stations. Poles and surfaces to affix signage is the responsibility of the client.

5 Customer Support

HotSpot Parking Front Line Customer Support

HotSpot provides a bilingual customer support team that acts as the front line for all technical and support related issues. This service is monitored over multiple time zones and has a 24-hour email response time. Phone support is provided during business/parking hours in your local time zone. We address all challenges through the following channels:

- **Email:** HotSpot allows all users to email us directly within the application. We also typically answer information requests from the public about how the parking facilities work and direct them to the proper channels for more in-depth needs.
- **Phone:** HotSpot provides a toll-free number on infrastructure the people can call if they are experiencing an issue.
- **Twitter + Facebook:** HotSpot also manages a Twitter and Facebook account people typically use to reach out and ask questions.

HotSpot's goal is under no circumstance should you as our client need to answer technical questions regarding users' accounts. All assistance can be directed to HotSpot for resolution.

HotSpot does provide a self-serve dashboard to allow you to service any client requests. An optional module is available to allow you to deal with all technical issues that are used by larger clients at their discretion.

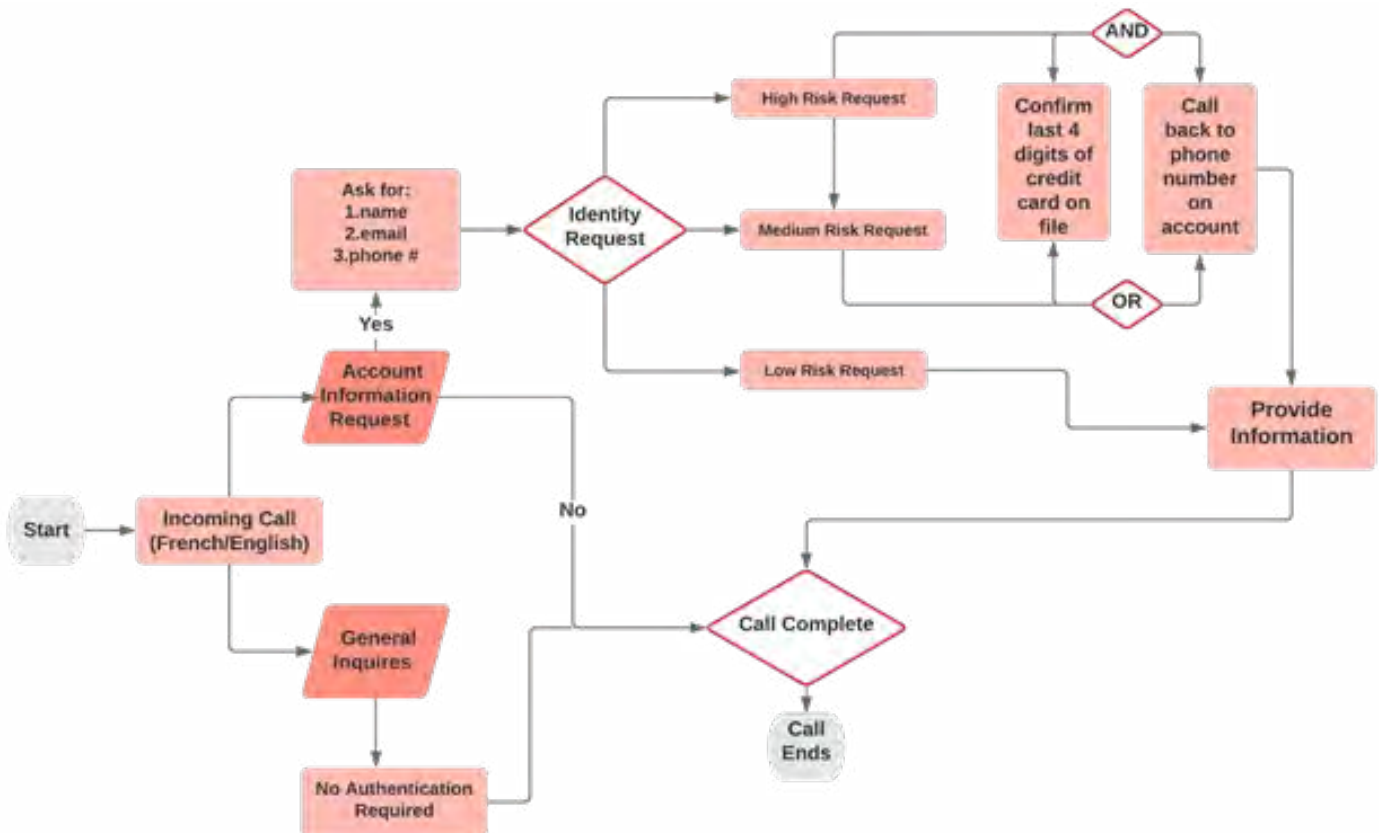
Front Line Customer Support Triage

Examples of Situations

Priority Level	Example
Priority #4	<ol style="list-style-type: none">1. Parking ticket Received2. User Account Issue
Priority #3	<ol style="list-style-type: none">1. Special rate wrong2. Individual Permit assigned by City3. Gate is down
Priority #2	<ol style="list-style-type: none">1. All Gates are down2. All permits need to be assigned in a specific lot3. Billing is off
Priority #1	<ol style="list-style-type: none">1. App is down2. All permits got double billed3. All users got double billed

Priority Matrix

Priority	Responsibility	Explanation	Response Target	Communication Alert Time
Priority #1	Management	Degradation making critical functionality inaccessible or unusable or a complete interruption causing a severe impact on services availability.	Within 60 minutes of reporting	30 minutes
Priority #2	Customer Success	Severe impact on a subset of functionality making it unusable or inaccessible to all or a subset of users.	4 hours	1 hour
Priority #3	Service Team	A non-critical function is unusable or degraded, but with no direct impact on service availability. A work around is available.	8 hours	4 hours
Priority #4	Service Team	No severe impact to services. Often limited to individual with respect to impact on services.	24 hours	8 hours



Front Line Customer Support Call Flow

HotSpot Parking Client Support & Advisory Services

For Operational support, HotSpot will assign a dedicated Account Manager to the city to provide support during the city's business hours. This support is managed through the same phone and email channels as regular customers with priority placed on clients. When a client submits an issue, it is escalated to the customer success team and actioned based on the priority matrix. HotSpot will also provide quarterly check-in calls post launch to ensure systems are operating effectively.

A unique option HotSpot can provide through its larger parent company Arcadis is advisory services. This is provided in combination with Mobility Specialists, Engineers and Data Scientists to provide analysis and feedback on parking operations. These engagements are done on a recurring basis weekly, bi-weekly or monthly based on the need and stage in which the parking operator is planning changes or needs feedback.

These engagements include feedback on operations, troubleshooting policy problems, and best practices from the Engineering Association of Transportation Planners. Due to our unique relationship, there is the option for real-time data to be fed into models and future decisions modeled in advance. Monthly performance reports generated and troubleshooting of ongoing issues. These engagements unique to the operator/business expert relationship are quoted on a as needed basis and outside of the scope of this response.

