



Total Parking Solutions Inc.

**Village of Oak Park
WebOffice Central Management System and
Service and Maintenance Proposal
for Cale Parking Terminals
February 18, 2019**

Cale WebOffice - Central Management System

Provides AT&T cellular service to insure communication to Cale web-based server for services and information as defined in attached Cale WebOffice Monitoring Contract and as listed below:

- real time credit card payment, PCI compliant
- alarms and warnings sent via SMS text or e-mail to owner/service technician
- web-based access to maintenance, statistical and financial reporting (built-in report generator can export data as Excel or PDF files)
- Passport pay by phone/app and enforcement integration
- Genetech LPR integration

Includes cellular communication and the support for seventeen (17) parking terminals located at various locations throughout the Village of Oak Park

Monthly fee \$ 65.00 per unit

Annual fee \$ 780.00 per unit

To be invoiced monthly for calendar year 2019

Total Monthly \$ 1,105.00

Service and Maintenance

Provide Service and Maintenance for seventeen (17) Parking Terminals located at various location throughout the Village of Oak Park – 100% parts and labor including regularly scheduled quarterly maintenance inspections as defined per attached Service and Maintenance Contract.

	<u>Monthly</u>	<u>Annually</u>
Per Terminal	\$ 97.50	\$ 1,170.00
Total – 17 Units		\$ 19,890.00 *

*** to be invoiced quarterly for calendar year 2019 in the amount of \$ 4,972.50**

Proposed by:

Total Parking Solutions, Inc.

Joseph T. Smith – President of Operations, Co-Owner



Service & Maintenance Contract for
Multi-Space Parking Terminals
Village of Oak Park

Commencement Date: February 26, 2019

Customer: Village of Oak Park
123 Madison St.
Oak Park, IL 60302

Service Provided By: Total Parking Solutions, Inc.
2721 Curtiss Street
Downers Grove, IL 60515

Principle Objective:

Total Parking Solutions, Inc. is committed to providing the highest quality, professional service and maintenance in a timely manner to allow for minimal inconvenience to our customers.

Contract type:

This contract shall provide for service and maintenance of Pay by Space terminals and card vending machine at the specified locations and defined as *Quarterly Preventative Maintenance including 100% Parts and Labor*.

***Contract does not cover damage to terminals or malfunction caused by vandalism, Acts of God, or owner/operator negligence.**

Preventative Maintenance:

Standard preventative maintenance inspections will be conducted quarterly and will include internal and external cleaning of all terminals covered by this contract. Inspection of all mechanical operations, calibration and lubrication of the terminals as per attached detailed list to insure optimum operating capability.

Customer Responsibilities:

Total Parking Solutions, Inc. will provide training to individuals specified by the Village. This training will allow for the customer to clear bill, coin, card, or paper jams, replace receipt paper and determining machine faults in reporting service issues to Total Parking Solutions service department. This type of training will be known as "First Line Maintenance". Repair of these aforementioned machine faults shall be the responsibility of the customer.

Total Parking Solutions, Inc. shall provide follow-up training for repair, collection, and WebOffice in the event it is necessary for refreshers and/or new Village hires. Training shall be requested to be scheduled with a minimum of one week advance notice.

In the event a service call is initiated by the Village and service is rendered by TPS to resolve any of the above mentioned "First Line Maintenance" issues the Village will be billed at the standard rate of \$ 112.00 per hour.

Service Calls:

Total Parking Solutions, Inc. will operate under a maximum 24-hour response cycle from 7:30 am until 5:00 pm Monday through Friday. After hours and weekend service is available to the customer and will be invoiced as additional to the contract at the following rates:

Friday from 5:00 pm until Saturday 5:00 pm \$168.00 per hour / 2 hour minimum

Saturday from 5:00 pm until Monday at 7:30 am \$224.00 per hour / 2 hour minimum

*Emergency service will be billed as a portal-to-portal call out.

Service Reporting and Technical Support:

All service calls will be reported to our service department of Total Parking Solutions, Inc. at 630.241.1984. Total Parking Solutions will provide telephone assistance to Village staff at no charge. Cale America's 24/7 Helpdesk support shall also be available at 877.620.2253.

WebOffice subscribers shall have their machines monitored daily each weekday morning via WebOffice by TPS technical support. Any peculiarities in machine activity shall be reported to Village staff for investigation.

Replacement Parts:

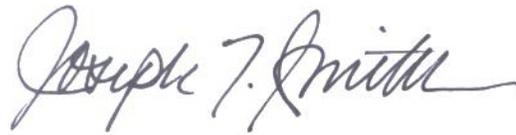
Total Parking Solutions will guarantee that all parts provided being either new or exchanged will be original manufacturer parts and no substitutions will be used.

Term of Contract:

Invoicing shall be on a quarterly basis. As this contract is binding, Total Parking Solutions, Inc. will allow the termination of this contract due to the inability of Total Parking Solutions to provide adequate service as agreed upon. This cancellation will require a written 60-day notice prior to termination.

Price Deviations:

Total Parking Solutions, Inc. will agree to hold the agreed upon contract price for the term of this agreement. If consumer indexes or manufacturer parts pricing dictate Total Parking Solutions will have subsequent ability to increase contract pricing prior to renewal, any such increase will be made known to the customer in advance and will be subject to agreement between both parties.



Execution of Agreement by:

Title: President of Operations

For: Total Parking Solutions, Inc.

and

Execution of Agreement by: _____

Title: _____

For: Village of Oak Park, IL.

Date of Execution: _____

Rate Schedule

Description of Service: Quarterly preventative maintenance inspections including 100% parts and service. Service is not limited to any number of call outs over any time period that do not include first line maintenance issues as previously described under "Customer Responsibilities".

Number of Terminals: Seventeen (17) Cale CWT multi-space parking terminals located at various locations throughout the Village

Annual Rate: \$ 19,890.00

Quarterly Rate: \$4,972.50



PREVENTATIVE MAINTENANCE INSPECTION DETAIL

Total Parking Solutions will perform the following maintenance tasks during all preventive service and maintenance visits:

- Clean and inspect tension and connectivity of all cable connections
- Remove and clean coin validator
- Remove and clean bill acceptor and inspect belts and rollers for wear
- Remove and clean printer moving parts and thermal printing head
- Inspect and clean card reader read heads with alcohol impregnated pads
- Inspect receipt paper sensor and armature, adjust if necessary
- Electronic systems diagnostics check
- Conduct sensitivity check of the coin inlet sensor, adjust if necessary
- Check soundness of door gaskets / Check for any evidence of moisture entering the machine
- Conduct a general housekeeping interior housing of machine
- Clean exterior of cabinet and remove any unauthorized stickers or graffiti
- Test the charging voltage being received at the battery
- Inform customer of parts in need of replacement and replace parts



Cale WebOffice Monitoring Contract for
Multi-Space Parking Terminals
Village of Oak Park

Commencement Date: January 1, 2019

Customer: Village of Oak Park
123 Madison Street
Oak Park, IL 60302

Service Provided By: Total Parking Solutions, Inc.
2721 Curtiss Street
Downers Grove, IL 60515

Principle Objective:

Total Parking Solutions, Inc. is committed to providing the highest quality, professional service and maintenance in a timely manner to allow for minimal inconvenience to our customers.

Contract type:

This contract shall provide for Cale WebOffice Web-Based monitoring system for Pay by Plate terminals the specified locations in the Village of Oak Park.

Support:

Total Parking Solutions, Inc. will provide support for the delivery of service as provided by the network provider. In the event modems and hardware devices fail, replacement will be within 24 hours of malfunction. Included is the monitoring of all pay stations within this agreement by TPS staff. Any and all machine alarms received over WebOffice shall be reported to the Village of Oak Park and a TPS technician will be dispatched within 24 hours if necessary.

Service Reporting and Technical Support:

Any and all service calls will be reported to our service department of Total Parking Solutions, Inc. Total Parking Solutions will provide telephone assistance to Village staff at no charge.

Term of Contract:

The term of this contract is annual. Invoicing shall be on a monthly basis. As this contract is binding, Total Parking Solutions, Inc. will allow the termination of this contract due to the inability of Total Parking Solutions to provide adequate service as agreed upon. This cancellation will require a written 60-day notice prior to termination.

Price Deviations:

Total Parking Solutions, Inc. will agree to hold the agreed upon contract price for the term of this agreement. If consumer indexes or manufacturer parts pricing dictate Total Parking Solutions will have subsequent ability to increase contract pricing prior to renewal, any such increase will be made known to the customer in advance and will be subject to agreement between both parties.



Execution of Agreement by:

Title: President of Operations
For: Total Parking Solutions, Inc.

and

Execution of Agreement by: _____

Title: _____

For: Village of Oak Park, IL.

Date of Execution: _____

Rate Schedule

Description of Service: Provide Cale WebOffice web-based monitoring system wireless communication, support, and monitoring of pay stations.

Number of Terminals: Seventeen (17) Cale CWT multi-space parking terminals located throughout the Village of Oak Park

Annual Rate: \$ 13,260.00

Monthly Rate: \$ 1,105.00