

Village of Oak Park  
Invitation to Bid Response

**Paid Parking Pay-by-Plate Technology**

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## **Company Background / Executive Summary**

Total Parking Solutions will provide the Village of Oak Park with a fully customizable and integrated MSM pay by plate solution based upon the specifications provided. Our experience in the local market-place sets us apart from any other multi-space meter vendor. The equipment we provide is considered among the best in the industry since 1955, and TPS service in the Chicago area is unparalleled.

We have built long term relationships with many communities throughout the area by providing solid, reliable equipment and outstanding service at a fair cost. Because we are a local company, we have a firm understanding of the various aspects it takes to coordinate a project such as this.

- Locally owned and operated for over 12 years
- Specializing in MSM equipment and installations
- Management team with Over 60 years industry experience
- Faithfully serving more than 70 area municipalities
- Certified industry leading technical and support staff
- Solid, reliable equipment
- Strategic relationships with 3rd party industry providers for integrated applications such as, mobile pay, LPR systems, citation management, and device payment process.
- Members of various local police, municipal and industry associations

Total Parking Solutions has been partnered with Cale America and Cale Group of Sweden, a manufacturer of parking pay stations since 1955, since our beginning. We have found the equipment to be very reliable and the corporate support structure exceptional. Because we have grown to be the largest Cale partner in the U.S. and 4th largest worldwide, we are able to provide our customers with manufacturer level support with a "local understanding" of their needs.

## **Project Team & Experience**

Total Parking Solutions, Inc. headquartered in Downers Grove, IL was founded in 2005 by two local parking professionals who saw a need for a company that specialized in multi-space meter solutions design, sales, implementation and providing for superior customer service and support. Both were basically non-existent in the Chicago land market. Total Parking Solutions is an independent corporation that specializes in providing multi-space parking solutions for municipalities, public institutions, and private parking operators. Total Parking Solutions has installed and provides support for nearly 600 pay stations in the upper Midwest, including Illinois, Michigan, and Wisconsin for more than 70 municipalities. Installations consist of as few as one meter in the Village of Bellwood and as many as thirty five meters in the City of Evanston. Our Customer Service and Support team has proven time and again to be the finest in the industry. The market success TPS has demonstrated since our inception and a Management team with over 60 years parking industry experience is why Total Parking Solutions continues to be the choice for municipal multi space parking solutions. Many of our installations can be seen on our website at <http://www.totalparking.net> or on Facebook including our 130 meter installation for Metra in 2009 at 37 stations throughout the Metra system.

Since opening our doors, we were tempted at times to expand into the marketing and service of parking equipment (ex. PARC systems, parking software); however, to our credit, we made a decision to focus solely on multi-space parking terminals. This has only made us better at what we do. It also gives our customers the total commitment to the multi-space system they should expect, which they entrusted to us from the beginning.

The principal partners are Tom Zawacki, President and co-owner, who has over 20 years of experience in Administration and Sales/Design in the parking industry, and Joe Smith, Corporate Secretary and co-owner, who has nearly 30 years of experience in parking operations and management, the majority in the public sector.

Our Service Manager Vic Senffner has over 15 years parking industry experience and is widely considered to be one of the finest technicians and programmers in the industry. Our service staff is highly trained and motivated to consistently provide exemplary service. All of our service technicians are certified on Cale multi-space equipment, and have provided service on many competitors equipment as well. Understanding that all parking equipment, no matter how well engineered will require service, we have gone out and recruited only seasoned parking industry service technicians. Backed with a large supply of stock parts and an industry leading manufacturer support structure, our technicians provide our customers with the least amount of equipment downtime as possible.

Our experiences and relationships with all of our clients more than qualifies us to not only complete this installation, but also provide the support necessary for a smooth transition to pay by plate meters that we pledge we will continue for years to come. We are extremely detail oriented and understand that although the pay stations are first priority, the intangibles involved in a project like this are critical to its success. We strongly encourage you to call our references. They will be the true testament as to why Cale's equipment and back-office solutions, and Total Parking Solution's service and support expertise, will most benefit your Village and its parking public, bar none. We will continue to exceed your expectations.

## PARKING PAY STATION SPECIFICATIONS

### General Specifications:

Proposers shall provide an integrated solution for paid on-street parking. The Village's preference is for the proposer to install an integrated parking technology solution that includes multi-space pay stations.

Parking technology features must include the following:

- a) Payment must be available through multiple options, including coin, credit card and mobile payment. **COMPLY**
- b) Multiple pay stations installed on-street: pay station technology must allow the patron to pay for a parking space transaction at any pay station within the Village. **COMPLY**
- c) The ability to add time to existing transactions is a requirement. **COMPLY**
  - i. The "add time" feature must disallow patrons from purchasing time past the maximum time allowed for the parking space/zone. **COMPLY**
- d) Pay stations must have the ability to store a minimum of 8 different rate structures. **COMPLY**
- e) A large screen display is preferred in order for rate information to be displayed, rather than signs posted on the pay station. **COMPLY includes 4" x 6" animated color display**
- f) Pre-payment option (payments made in advance of operating hours). **COMPLY**
- g) An option for patrons to be informed of the expiration of their paid parking session. **COMPLY**
- h) All technology must be simple to understand and easy to use. **COMPLY**
- i) All technology must be reliable, easy to maintain and secure. **COMPLY**
- j) All technology shall be able to electronically display the following to the patron with minimal effort:
  - i. Rates **COMPLY**
  - ii. days and hours of operation **COMPLY**
  - iii. user instructions **COMPLY**
- k) Proposers must offer strong customer support 7 days a week including holidays. **COMPLY**

- l) Changing rates using the Meter Management System (MMS) shall be completely web-based (no software to install), easy to use with customizable tariff naming and the ability to download rates onto customizable, user-defined groups of paystations. **COMPLY**
- m) All technology, equipment and systems shall be ADA-compliant. **COMPLY**
- n) All materials and components shall be new and unused. **COMPLY**
- o) All technology shall have a modular design. Components shall be able to be quickly changed in the field. **COMPLY**
- p) All electronic components, connections and wiring shall be fully weatherproofed. **COMPLY**
- q) The pay stations shall be weather, rust and graffiti resistant and shall be made of stainless steel or an equivalent material. **COMPLY**
- r) It is preferred that the pay station has additional lighting or illumination for dark hour usage. Proposer shall describe how the lighting and/or display operates during dark hours.

**COMPLY – Cale CWT terminal includes LED light hood that is activated by motion, illuminating user interface.**

- s) All technology shall wirelessly communicate usage, payment status, and maintenance alert data in real-time. **COMPLY**
- t) All technology shall be managed by a web-based meter maintenance system (MMS) that can:
  - i. Remotely update pricing, regulations, and configuration
  - ii. Provide reports on pay station activity
  - iii. Automatically create maintenance work order tickets for generated alarms or patron reports of pay station malfunctions. Maintenance tickets shall be able to be updated via email, smartphone and tablet.
  - iv. Record pay station maintenance completed by repair staff.
  - v. Easily indicate pay station status and send alarms to designated personnel if a pay station is not functioning.

**COMPLY TO ALL**

- u) All technology shall be warranted to operate as proposed within a temperature range of 0 degrees Fahrenheit to +140 degrees Fahrenheit and under environmental conditions found in the Village of Oak Park, including but not limited to snow, sleet, hail, grime, rain, fog, salt, sun (including direct sunlight), and vibrations. **COMPLY and exceeds**

### Wireless two-way communications

- a) The technology will be equipped with a modem, antenna, and the required software to support wireless communications. **COMPLY**
- b) The wireless communications shall be supplied as a “communications service” during the life of the contract, not as a specific type of modem or wireless carrier supply. **COMPLY**
- c) Describe the modem type: CDMA, GSM and/or Wi-Fi. **GSM**
- d) Identify the likely cellular carrier(s) to be used for Village service and the process of determining reliability of signal coverage. **AT&T. Total Parking Solutions currently has over 500 pay stations in operation in the vicinity of Oak Park, including 16 in Oak Park. Cellular service reliability is dependable.**
- e) The Proposer shall describe the established process to troubleshoot and resolve communication interruptions and failures. **TPS contacts Cale to report communication failure. Cale contacts AT&T, AT&T opens a trouble ticket. Resolution guaranteed within 24 hours.**
- f) System transactions shall be communicated to the back-office system in real time to support enforcement queries for both mobile payment and pay-by-plate. The system shall support enforcement queries for vehicle and space payment status. **COMPLY**
- g) If credit card payments can be accepted during weak wireless signal occurrences, describe the process. **Payment process is the same regardless of signal strength.**

### Display

- a) Graphic display shall be easy to read under various daytime and nighttime lighting conditions, including fog and direct sunlight and at various angles. Proposer shall describe its options for altering the display to make viewing in direct sunlight easier. **COMPLY. No options are necessary. A 4” x 6” animated color display that was installed during the pilot greatly improved visual quality solving any and all clarity issues.**
- b) The pay station shall have a backlit graphic display panel that is large enough to legibly display all necessary operating status messages to patrons and repair personnel. The display must be energy efficient and operate in a solar-charging configuration and not cause excessive battery drain. **COMPLY**
- c) The display shall be scratch and impact resistant. **COMPLY**
- d) Current rates and hours must be able to be displayed on the graphic display and be remotely programmed. **COMPLY**

- e) Describe the ability to program and display different rate schedules by time of day and day of the week, including dynamic and progressive rate structures for peak occupancy periods. Village staff shall have the ability to program rates independent of vendor support with no additional costs associated with these changes.

**This is all achievable through Cale's back office system WebOffice.**

- f) Graphic display shall support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the MMS and communicated wirelessly to the pay station at least once per day. The Village shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments. **COMPLY**
- g) Pay stations shall have an ability to display special messaging. Proposer shall describe the process and features that enable special messaging, i.e., holiday and special event messages, which can be downloaded remotely.

**Same response as "e" above.**

- h) Pay station display shall clearly communicate the following electronically, alphanumerically and graphically:
  - i. Rates
  - ii. Days and hours of operation
  - iii. Regulations
  - iv. Instructions to the user:
    - 1. Read Error, Please Reinsert Card – if card is removed from the mechanism before it could read the information on the card;
    - 2. Coin Only – at the sole discretion of Village, if the card slot is inoperable;
    - 3. Card Only – at the sole discretion of Village, if the coin slot is inoperable;
    - 4. Out of Order – at the sole discretion of Village, if the coin and card slot are inoperable, with customizable instructions such as pay at another pay station.
  - v. Special messaging

**COMPLY TO ALL**

- i) Proposer shall describe any static information displayed and the format used. **N/A**

## Keypad

- a) Keypads must be vandal resistant, weatherproof, and corrosion resistant. **COMPLY**
- b) Proposer shall describe any visual, audible or tactile indication that a button has been pressed, as feedback to the patron.

**Upon pressing alpha or numeric key, pay station audibly beeps and visually displays selected character on display screen.**

## Payments

- a) Proposer shall describe coin, card and alternative payment operations, including the number of different coins/currency accepted and the type of card based payments, including magnetic stripe, contactless cards and chip-based cards (as applicable). **Pay station accepts 16 different coin types, programmable. Supports all card types as listed above (see included spec sheet for details)**
- b) All pay stations must support secure real-time authorization of credit cards and optional contactless cards. **COMPLY**
- c) The pay station shall accept coins through a jam-resistant coin interface and jam-resistant card payments through a card interface. **COMPLY**
- d) The coin discrimination system should contain an automatic shutter, which opens during operational hours for coin insertion of approved coins, but not for non-metallic objects. **COMPLY**
- e) If the coin slot is inoperable, pay stations must have the option to still accept card payments and third-party payments (e.g., mobile payments), if applicable. **COMPLY**
- f) The coin chute or track and coin verifier unit shall be a free-fall type (non-moving and non-mechanized) or an equivalent. **COMPLY**
- g) The coin chute or track shall include an anti-backup provision to prevent and detect the attempted retrieval of deposited coins (e.g., attached to strings, paddles, wires, etc.). **COMPLY**
- h) Coins must be deposited directly into, and stored within, secured containers in the vault area of the meter. **COMPLY**
- i) Coins) must be easy to collect, simple to reconcile and include audit capabilities. **COMPLY**



- j) Describe how the 'Pay at Any Pay Station' feature would operate utilizing the proposed parking technology solution. **With the parking solution provided, pay by plate, allows the parker to enter their license plate number thereby eliminating the tangible need to display a ticket in their vehicle or the need for space numbering.**
- k) The proposer shall include an option for a mobile payment solution and identify any costs, including transaction fees, associated with communicating to the pay station and parking enforcement staff to indicate that a payment was made via the mobile payment process. **The village's current mobile payment system is their best option and is our recommendation. Passport not only is a superior platform and is offered in nearly all area municipalities. To displace them would necessitate unneeded public and village staff reeducation.**
- l) All pay stations shall be able to be programmed to accept pre-payments prior to start of regulated parking and extended payment within applicable Village policy requirements. **COMPLY**
- m) Proposer shall describe in detail the step-by-step process of vendor's credit card acceptance procedure from the time a patron inserts his/her card to the time the money is deposited in the Village account. Include the name of your gateway processor (if using a third party) and the name of the gateway software (if your firm uses in-house software). Proposer shall list all subcontractors involved in each step (e.g., cellular providers or gateway companies) and describe the subcontractors' PCI compliance. Proposer shall describe any per transaction charges from the vendor and/or the gateway company, or software charges; if none, then state as much.
- There are no costs. Cale uses an in-house software called Merchant Connect Multi, Tender Retail. Upon card swipe the transaction amount data and the card payment data are routed through Cale's PCI level 1 server gateway utilizing Merchant Connect Tender Retail to the processing agent, as specified by the Village. The Village's processor seeks authorization from the card holder's financial institution. Upon authorization the transaction is completed. Once the funds clear through the Village's processor the funds are deposited into the Village account.**
- n) The pay station, the associated communications system, the backend server and gateway services shall all be compliant with Payment Card Industry Data Security Standard (PCI Level 1 certified by a Qualified Security Assessor (QSA)). **COMPLY. Certificate available on VISA site.**
- o) Pay station shall be PA-DSS certified by a Qualified Security Assessor (QSA). **COMPLY**

- p) The technology must be EMV compliant. Proposer shall describe their current and future EMV capabilities including any required upgrades, options and/or associated costs.

**COMPLY. Only cost to upgrade would be for the addition of an EMV reader (\$ 760.00 each)**

- q) Proposer shall describe any alternative payment options, the associated costs or any additional fees. Proposal shall describe current and future capabilities including any required upgrades or options for the implementation of the alternative payment options.

**All existing payment options are currently available and offered.**

- r) The MMS system shall allow the Village to dynamically and remotely adjust parking prices on the pay stations in real-time. **COMPLY**

### **Clock**

- a) The pay station must have a 365-day calendar real-time clock that completes a daily time-sync with the server at least once every 24 hours and that will either retain the time settings during battery replacements or servicing, or will accurately reset the time settings without losing prior programming; reset shall occur within 3 seconds of battery replacement or servicing. If back-up power built into the pay station is used for this function, this back-up power must allow at least 15 minutes for a given battery change without losing the clock settings.

**COMPLY. Clock is updated every 15 minutes. Whenever maintenance is done, update is done upon completion of maintenance.**

- b) The clock shall be programmable at least one year in advance for automatic daylight savings timechanges. **COMPLY**

- c) The time-of-day clock shall be accurate to within plus or minus two seconds per day (where a day is defined as any given 24-hour period).

- i. There shall be no upper limit or maximum deviation that would prevent the clock from syncing with the MMS.
- ii. The clock shall track the day of week, Monday through Sunday.
- iii. Time of day and day of week shall be displayed to maintenance staff, on the front display screen, when the reset feature is activated.

**COMPLY TO ALL**

### **Power**

- a) Batteries shall be located in an easily accessible storage area inside the unit that can be changed out in less than 30 seconds once the pay station is opened. **COMPLY**

- b) For environmental reasons, Nickel-Cadmium batteries shall not be used to power the pay stations. **COMPLY**
- c) The pay station will be powered by battery and/or rechargeable solar-powered battery pack. **COMPLY**
- d) When battery voltage falls below a minimum threshold, the pay station will generate an alert prior to the pay station going out of service. **COMPLY**
- e) Battery connections will be designed to resist corrosion and sustain a minimum of five years of service. **COMPLY**
- f) Current battery voltage for both rechargeable (solar) and non-rechargeable batteries will be available on the display and through the MMS. **COMPLY**
- g) All locally-stored pay station data will be retained during battery replacement and battery failures of seven days or less. **COMPLY**
- h) Please describe any unique power management capabilities.

**10W integrated solar panel all components have been chosen by Cale for their low power consumption capabilities. Pay station features a sleep mode whereas after each transaction the terminal goes to sleep after 45 seconds, thus extending battery life and operation.**

- i) Battery shall have a life of at least 5 years. Proposer shall describe how any and all options will impact battery life. **COMPLY. See "h" above.**

#### **Security / Maintenance**

- a) Coins passing through the pay station shall be deposited directly into secured containers in a separate vault area. **COMPLY**
- b) The coin vault areas shall not be accessible from the maintenance compartment. **COMPLY**
- c) Pay stations shall be resistant to vandalism and other attacks to remove or disable coin/cash from the coinboxes. **COMPLY**
- d) Pay stations shall have high security locks for all cabinet doors. Include a description of the locks provided. Electronic locks are preferred with online programmable access parameters including restrictions for maintenance, collections, days of week and hours of day. Describe the manual override process in case of power failure or electronic lock malfunction.  
**We do not recommend electronic locks, however, they are available. Traditional hardware style locks and keys are proven to be more secure and reliable.**

## Warranty / Vendor Support

- a) Proposer shall describe their system warranty and extended warranty options on all hardware and software effective from the date of installation. **A two year warranty for all parts and labor is included. Extended warranty options are available and are based on village needs/requirements.**
- b) Proposer shall describe technical support services, including 24/7-day customer support help desk availability (including holidays), on-line help features, transaction assistance, on-site support and technical support, during and beyond the installation and warranty periods. Proposer shall describe who is responsible for supporting the pay station including any and all subcontractors.

**Total Parking Solutions support is available 24/7 and holidays at 630.241.1984. Additionally Cale's 24/7 is available at 877.620.2253. On-line help is available through the Cale helpdesk. Transaction assistance is available via help button on the terminal. Total Parking Solutions will provide 100% onsite and technical support during and after installation and warranty periods. No subcontractors are being used for this project.**

- c) The customer support help desk shall have the ability to collect and/or provide detailed information to the Village via the hotline and/or via log in to the back-office software, including:
  - i. Verification of patron's expiration time
  - ii. Verify, log and dispatch reports of pay station malfunctions in real time with online tracking

### **COMPLY TO ALL**

- d) Proposer shall provide the Village with toll free telephone numbers enabling them to reach Proposer's staff during normal business hours. **Normal Business Hours, Total Parking Solutions 630.241.1984; 24/7 Cale America 877.620.2253**
- e) The system must be capable of providing remote off-site diagnosis and support via wireless access. The system must be capable of remote software upgrades via wireless access. **COMPLY**
- f) The Village prefers vendor support that is locally based (within 50 miles of the Village). Proposer shall describe the availability of local support and include any and all costs associated with in-person support and maintenance visits. Response to support requests shall be made in-person within twenty-four (24) hours. **Total Parking Solutions is 20 miles (15-30 minutes) from Oak Park. The 2 year warranty covers all parts and labor at no cost to the village. A 24 hour response time shall be strictly adhered to.**

## Training

- a) Proposer shall provide a proposed training outline with their response.  
**See page 18**
- b) Proposer shall provide all training at a location to be determined by the Village or its designee.  
**TPS shall provide onsite training at a village designated site at no cost to the village. This includes any ongoing or future training as needed.**
- c) Proposer shall cover all travel costs. **N/A**
- d) Proposer shall describe how upgrades to the MMS or other systems will be distributed, communicated, and implemented (e.g., training of appropriate staff) during the term of the contract. **Any and all training for upgrades (i.e., hardware, software), refreshers, or for any reason will be available at no cost to the village.**
- e) Proposer shall supply and keep current hard and digital copies of all operating, training, repair and user's manuals, which includes detailed instructions for system usage.  
**CONFIRMED**

## Reporting / Maintenance Tracking / Enforcement

- a) The MMS must provide secure, web-based back office reporting, including real time exception reporting for equipment downtime and data transmission issues. **COMPLY**
- b) The MMS shall provide maintenance tracking with automated technical ticket generation.  
**COMPLY**
- c) Identify existing integrated vendors with the MMS, including but not limited to digital permitting, enforcement infrastructure and License Plate Recognition (LPR) technology vendors. **Cale has an open integration platform that is compatible with all vendors.**
- d) Describe how access to real-time information regarding customer-generated reports of pay station or signage problems, and meter-generated warnings and alarms is available to support staff, including maintenance technicians. **Warnings and customer reporting is programmed via WebOffice as directed by village staff.**
- e) The MMS shall provide a smartphone application to update, reassign and close out maintenance tickets. **Not available**
- f) The MMS shall have the capability to track maintenance issues, completion of maintenance tasks and reports on meter uptime. **COMPLY**
- g) The MMS shall provide scheduling capabilities for both preventive and non-recurring maintenance. **Not available, over redundancy**

- h) The MMS shall provide a maintenance dispatch interface for the scheduling, recording and reporting of error/problem corrections. **See “d” above.**
- i) The MMS shall provide an online mapping module for parking spaces and pay stations to identify maintenance and enforcement areas/zones. The MMS shall provide real-time verification of parking spaces payment status for enforcement purposes. **COMPLY**
- j) The MMS shall allow the remote download of all rate changes, display changes, receipt layout changes, other user interface changes and operating system changes and upgrades with no upcharge for wireless data usage. **COMPLY**
- k) The web-based MMS reporting analytics tool shall allow for:
  - i. custom filtering of data fields
  - ii. drop & drag report capabilities
  - iii. table creation where reports can be saved for individual or global use**COMPLY TO ALL**
- l) The MMS shall allow for online scheduled reports to be exported as Excel, CSVs and/or PDFs **COMPLY**

**Data / Integration**

- a) Identify any existing vendor integration that communicates in real-time via API with automated license plate recognition software and enforcement infrastructure technology applications.  
**COMPLY. Cale has an open API that will integrate with any vendor. Currently integrated with Genetech, Gtechna, AutoVu.**

**Other Services**

- a) With the implementation of new paid parking equipment, please describe the public outreach/education campaign that will be included with your solution at no additional cost to the Village. Provide examples of prior successful implementations, including sample images, emphasizing similar installations introducing new paid parking equipment.  
**Total Parking Solutions will have company personnel on site to actively assist parking patrons on the day of activation. Local implementations - Aurora, Il., Palatine, Il., Evanston, Il. National implementations - Detroit, Mi., Pittsburgh, Pa., Colorado State University. See attached references.**
- b) Describe proposed installation plan and any costs associated with the installation. Proposer will be responsible for installation and all associated hardware/equipment required, including any space numbering (if needed) and signage.

**See page 18 for installation plan.**

- c) The Village would like to evaluate an option for the Proposer to enable acceptance of Mobile Payments. Please describe your proposed mobile payment solution and identify all costs associated with this service.

**The best and most reliable mobile payment system is currently available in use in Oak Park.**

- d) The Village would like to consider an option for a merchant validation program to enhance the overall patron and neighborhood business experience. Please describe how the proposed parking technology solution would support a merchant validation program, and identify any equipment required and any additional costs or fees. **Cale currently offers a merchant validation program with no additional equipment, costs, or fees.**

- e) The Village is interested in innovation and value-added services. Proposers should describe any enhanced services and features that are available to the Village currently or in the near future. All associated pricing for any proposed or suggested feature must be identified. Including, but not limited to sensors, parking guidance application and any other customer service features that can directly benefit the Village of Oak Park. **Cale and TPS Shall entertain and work with any and all vendors selected by the village to enhance their parking program. To this date, Cale or TPS have not added any additional charges or fees whenever other vendors were brought on to expand any parking program.**

## Pricing

- **25 Pay Stations with pay-by-plate configuration**

**Pricing shall include the cost of installation, signage, ongoing support and maintenance, warranty information, recommended spare parts and associated pricing, and all equipment necessary for the complete operation of the equipment. Proposer must identify, itemize, and price every component or sub-system required for pay stations to perform satisfactorily as a fully functioning system, including integration with enforcement technology and LPR.**

### Cale CWT Pay by Plate Parking Terminal

Cabinet stainless steel construction - black, solar powered, includes card reader, spare coin canister, coin acceptor, alpha numeric keypad for multi-space w/communication board, fully programmable 4" x 6" non-glare color display, vandal resistant Lexan protected, backlit LCD with light sensor, motion detecting GSM modem and antennae, one roll receipt paper, installation hardware, two year warranty on parts and service

	<u>Unit Price</u>	<u>Extended</u>
Cale CWT Terminal Four	\$ 7,810.00	\$ 195,250.00
Installation and activation	included	included
Programming and set up	included	included
Training	included	included
Mobile pay and LPR integration	included	included
Shipping	included	included
Total Equipment	<u>\$ 7,810.00</u>	<u>\$ 195,250.00</u>

### **Cale "WebOffice" Central Management System**

\$ 65.00 per terminal per month	\$ 780.00	<u>\$ 19,500.00</u>
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*\* Includes all cellular and airtime fees. No credit card gateway or transaction fees.*

### **Pay by Plate Signage**

Signs - three per pay station *including hardware	\$ 47.50	\$ 3,562.50
Installation		\$ 4,500.00



**Extended Warranty Option/Service and Maintenance**

	<u>Unit price</u>	<u>Extended</u>
Service and Maintenance 100% parts and labor *		
Year one	no charge	no charge
Year two	no charge	no charge
Year three	\$ 720.00	\$ 18,000.00

\* includes quarterly preventive maintenance inspections

Listed below are our typical recommended spare parts. **However, due to our close proximity to the Village of Oak Park and our vast inventory of parts, Total Parking Solutions does not recommend nor do we feel it is necessary for the village carry an inventory of spare parts.**

Replacement/Spare Parts List

Printer – complete	\$ 2,703.48
Print head	\$ 489.39
Card reader	\$ 233.45
Bill acceptor	\$ 1,012.90
Coin acceptor	\$ 542.70
Main board	\$ 2,224.94
Paper receipt rolls	\$ 40.00 per roll

## Training

Three training sessions include:

1. first-line maintenance, (i.e., paper replacement, coin and bill jams) collections and parking terminal operation
2. Parking enforcement
3. WebOffice™ back office training for all financial reporting, administration and maintenance alarms and notifications

Schedule:

The first two days that the new pay by plate system is active, Total Parking Solutions will have staff on location to assist patrons in the operation of the new terminals.

Pre-Installation	Preliminary WebOffice™ Enforcement integration training Preliminary WebOffice training is a brief overview of the back office system that gives the Enforcement officers and any first line support Individual's knowledge of warnings, alarms and enforcement screens. This initial training is completed in approximately 1-2 hours at Village Hall.
Post Installation	First line maintenance and collection training for support staff First line training takes place on-site hands-on at one of the parking terminals. This includes but is not limited to paper jam repair and replacement, coin jam repair, basic parts replacement, simple rebooting, diagnostics interpretation, collection. Our Service Manager will first demonstrate and then supervise a hands-on training until it is determined by him that any staff having direct contact with the terminals has gained a firm level of confidence comfort with repairs and operations. Approximately 1-2 hours.
Post Operation	Complete WebOffice™ training (includes finance, enforcement, administration) <i>this training is conducted 1 week after a site is activated to allow for data to build in the system.</i> A comprehensive WebOffice™ system training will be conducted at Village Hall for any village staff that will be involved in the financial aspects of the system, any administrative personnel, and police staff involved in enforcement and any field staff that will be receiving terminal notifications and alarms. Training will last 3-4 hours.

### Training Manager:

Mr. Victor Senffner  
Service Manager  
2721 Curtiss St.  
Downers Grove, IL. 60515  
Office: 630-241-1984  
Cell: 630-207-4425  
[vsenffner@totalparking.net](mailto:vsenffner@totalparking.net)

### **Project Approach and Schedule:**

- Immediately upon award, TPS management staff, including owners Joe Smith and Tom Zawacki, and Service Manager Vic Senffner are available 24/7 via cell phone from this date until protect completion as determined by the Village of Oak Park. If desired by the village, delivery of pay stations can be as early as six (6) weeks from date of order.
- Pay stations are ordered.
- Site work is conducted to determine and mark the exact placement of all equipment and signage.
- Information necessary for programming is requested from the village, (i.e., rates, days and hours of operation, and credit card processing information).
- Terminal display graphics and signage are approved; all programming data for credit card processing and third party integrations is supplied.
- JULIE is contacted and locates are scheduled one week prior for any installation sites that may require excavation or concrete work.
- The concrete pads required for the pay station installation are poured as required. Pay station installation brackets used for new concrete are installed.
- Equipment is delivered to TPS facility.
- programming data tested and verified at TPS facility
- All 3<sup>rd</sup> party integrations are tested at TPS facility with programmers
- All terminals are tested and inspected for proper operation at TPS facility
- Pay stations are installed, activated and system is operational
- Pay station keys and spare canisters are transferred to Village Parking Manager or designee
- TPS coordinates with and assists Village with start up and user education program

**References - TPS/Cale:**

City of Aurora, IL.  
Mr. Joseph Hopp, Superintendent of Maintenance Services  
MVPS Maintenance Division  
720 North Broadway  
Aurora, IL 60505-2131  
Phone: 630-256-3650  
[jhopp@aurora-il.org](mailto:jhopp@aurora-il.org)

Twenty Six (26) Pay by Plate AC powered Cale terminals in operation at two Metra train stations. Coin, bill, credit card, and Cale MiFare parking card. Integrated with Quatred LPR (license plate recognition) system and Parkmobile for pay by phone. Installed November 2014.

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Village of Palatine, IL  
Matthew Barry, Director of Public Works  
148 W. Illinois Ave.  
Palatine, Il. 60067  
Phone: 847-202-6960  
[MBarry@palatine.il.us](mailto:MBarry@palatine.il.us)

Eleven (11) Pay by Plate pay stations AC powered Cale terminals in operation off-street. Coin, bill, and credit card. Integrated with Genetech LPR (license plate recognition) system and with Passport for pay by phone. Installed November 2016.

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City of Evanston, IL.  
Ms. Jill Velan, Parking Manager  
2100 Ridge Ave.  
Evanston, IL. 60201  
Phone: 847-448-8292  
[jvelan@cityofevanston.org](mailto:jvelan@cityofevanston.org)

Twenty seven (27) solar and AC powered Pay by Space and Pay and Display terminals in operation off and on-street. Pay stations are located in municipal garages and in business community lots and streets. Coin, bill, and credit card acceptance. Installed beginning April 2006 thru May 2014.

Nine (9) Pay by Plate terminals are being installed on-street on November 1, 2017. Pay by plate program to expand citywide in 2018.

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Central Parking  
Mr. Ivan Matic, Area Manager  
1 North LaSalle St., Suite 1650  
Chicago, IL, 60602  
Phone: 312-578-1660 X14  
[imatic@parking.com](mailto:imatic@parking.com)

One hundred thirty (130) AC powered Pay by Space Cale terminals in operation off-street. Pay stations are operating throughout Chicago's Metra commuter train system. Coin, bill, and smart card acceptance. Integrated with Parkmobile for pay by phone. Installed beginning 2007 thru 2009.

**References - Cale America:**

City of Detroit, Michigan  
Norman White, Director  
1600 West Lafayette Avenue  
Detroit, MI 48216  
Phone: 313.221.2516  
[norwhi@detroitmi.gov](mailto:norwhi@detroitmi.gov)

Four hundred sixty four (464) solar powered Pay by Plate terminals in operation. Pay stations are installed on and off street throughout the city. Coin and credit card acceptance. Integrated with Genetech/AutoVu for LPR and Passport for pay by phone. Installed in 2014/15.

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City of Pittsburgh  
Mr. Dave Onorato, Executive Director  
232 Boulevard of the Allies  
Pittsburgh, Pa.15222-1616  
Phone: 412.560.2511  
[donorato@pittsburghparking.com](mailto:donorato@pittsburghparking.com)

Eight hundred and forty (840) solar and AC powered Pay by Plate terminals in operation. Pay stations are installed on and off street throughout the city. Coin and credit card acceptance. Integrated with GTechna for LPR and Parkmobile for pay by phone. Five hundred (500) were installed in 2013 and an additional three hundred forty (340) were installed in 2013.

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Colorado State University  
Mr. Doug Mayhew, Parking Operations Manager  
CSU Parking Services  
1508 Center Avenue  
Fort Collins, Co. 80523  
Phone: 970.491.1514

Thirty seven (37) solar Cale CWT Pay by Plate terminals in operation. These were installed in 2009 and were originally Cale MPC pay and display terminals. Coin and credit card acceptance. In 2013, the pay stations were converted to Pay by Plate.



**CALE  
AMERICA**

# CWT

- Enforcement Applications: Pay by Plate, Pay and Display or Pay by Space
- Meets Current ADA and PCI Compliance Guidelines
- Stainless Steel Construction
- Solar or AC Powered
- Programmable LCD Display 3" X 6"
- Access to Cale Help Desk, Open 7 Day per Week
- Payment Options: Coins, Debit/Credit Cards, Contactless Payment
- 3G Wireless Communications
- 100% Web-based Back-Office Reporting
- Maintenance Tracking with Automatic Tech. Ticket Generation
- Electronic Locks for Entire Meter (Optional)
- Customizable Graphics
- Creative Finance or Rental Options Available



Total Parking Solutions, Inc Downers Grove, IL 60515

[www.totalparking.net](http://www.totalparking.net)





## CWT SPECIFICATIONS

### Cabinet and Pedestal

Dimensions (H x W x D)  
 Construction  
 Weight  
 Paint  
 Compliance

60.5" x 16" x 11.8"  
 LDX Stainless Steel and Aluminum  
 165-187lbs.  
 Powder-Coated with Anti-Graffiti Paint  
 En12414

### Electrical Data

Solar Operation  
 Power (Optional)  
 Consumption  
 Mains  
 Operation  
 One Heater  
 Two Heaters  
 Battery Operation

12V, 10 W  
 230 V 115 V  
 0.2 A 0.4 A  
 0.5 A 1 A  
 1 A 2 A  
 12 V DC

### Environmental Conditions

Operating Temperature\*  
 Heating  
 \*Relative Humidity up to 97%

-31° to 158°F  
 High Efficiency Heater with Thermostat.  
 (Only Available with Main Power)

### Operation

Function Buttons

4 Software Controlled Buttons Below Display  
 Separate Accept and Reject Buttons  
 Alpha Numeric Keyboard with up to 48 Buttons

### Display

Appl. & Data memory

Graphical, Monochrome, 6.6"  
 Supports Various Alphabets  
 Sdcard up to 4GB

### Near Field Communication

NFC

Contactless Card or RFID Tag for Electronic  
 Lock and Access and Cale Online Permit  
 Account Service

### Card Payment

Magstripe

Insertion Reader for Track 2 with  
 Various Online Processing Services.

### Contactless

Mifare DES Firesmart Card Support  
 Also used for Electronic Lock access and  
 Cale Online Permit Account Service

### Coin System

Coin Verifier  
 Coin Slot Protection  
 Escrow Volume  
 Coin Box Volume

Industry Standard for up to 16 Coins/Tokens,  
 3 switch Controlled, Reprogrammable Tolerance Ranges  
 Mechanical Coin Slot Shutter with Inductive Loop  
 0.35L, 1.8foz  
 4.6L 155.5foz with Presence Sensor  
 SW Controlled Overfill Protection  
 Closed Cash Collection System Supported

### Coin Vault Locks

Coin Vault Door

Ablody Exec.  
 6mm (0.24") Hardened Steel, 4-Way and 6 Points,  
 Drilling-Protected Locking Latches  
 Supported  
 4mm (0.16") Sheet Metal with Side  
 Drilling Protection

### Auditticket

Coin Vault

### Printer

Type  
 Capacity  
 Characters  
 Paper Cutter  
 Ticket Sensor  
 Graphics  
 Orientation  
 Paper Supply  
 Black Mark  
 Ticket Length  
 Paper Thickness  
 Paper Loading

Thermoelectric  
 Up to 4,500 per Roll  
 Proportional Font, up to 25 chars/line  
 Complete Cutting Take  
 Standard  
 Supported  
 Landscape and Portrait  
 57mm (2.24"), from Roll  
 Supported  
 75-150mm(2.95-5.90")  
 55-110g/m  
 Automatic

### Communication

3G, GPRS, LAN, Wi-Fi  
 Type of Data

Supported  
 Transactions, Blacklists, Tariffs, Parameters,  
 Statistics, SW, OS, Firmware Alarms, Etc.

### Miscellaneous

Mounting Frame

The CWT Compact is Compatible with Base  
 Anchors Supplied by Cale and Various Terminal  
 Suppliers

### Electronic Locks

Buzzer  
 Audio

Patented Cale Technology with Central  
 Administration and Both Electronic and Mechanical  
 Opening Mechanisms  
 Supported  
 Multi Language Audio Support with Pre-Recorded  
 Messages or Sounds for Press of Button, Panels, Popups etc.  
 Supported  
 Supported

### LED Light

Vibration Detector

Central Administration  
 Software

Cale WebOffice

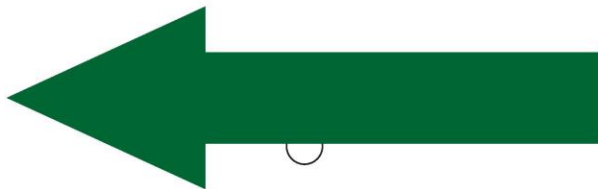
For more information, please contact the Sales Team at:  
 (630) 241-1984 or sales@totalparking.net  
 Total Parking Solutions, Inc.  
 2721 Curtiss St.  
 Downers Grove, IL 60515



**2HR**

**MON-FRI  
7AM-6PM**

**PAY BY  
LICENSE PLATE  
AT  
MULTIBAY METER**





# PAY-BY-PLATE PARKING



**PAYMENT  
REQUIRED**



## **INSTRUCTIONS**

- 1. PARK VEHICLE**
- 2. NOTE PLATE NUMBER**
- 3. PAY AT MULTIBAY METER**

**NO NEED TO DISPLAY RECEIPT**

# UPDATED BEST AND FINAL OFFER PRICING



Total Parking Solutions Inc.

## **Paid Parking Technology**

**Pricing – Best and Final Offer February 23, 2018**

	<b>Unit price</b>	<b>25 Units</b>
<b>Cale CWT Pay by Plate Terminal</b>	<b>\$ 7,610.00</b>	<b>\$ 190,250.00</b>
<ul style="list-style-type: none"><li>• Cabinet stainless steel construction – color black</li><li>• Solar 10.5w or AC</li><li>• 3" x 6" fully programmable color display</li><li>• 55 amp battery</li><li>• Two coin collection canisters</li><li>• Card reader</li><li>• Alpha-numeric Piezo keypad</li><li>• Communication board</li><li>• Anti-glare vandal resistant Lexan protected</li><li>• Backlit LCD with light sensor</li><li>• 3G modem and antennae</li><li>• One roll receipt paper</li><li>• Installation hardware</li><li>• Two year warranty on parts and service</li><li>• Shipping F.O.B. Village of Oak Park</li><li>• Programming, installation and activation</li><li>• Front-line maintenance, collection, enforcement, and back office training</li><li>• Unlimited refresher training courses for the parking terminals and WebOffice, the back-office system, free of charge.</li></ul>		

**Cale “WebOffice” Central Management System**

	<b>Unit Price</b>	<b>25 Units</b>
<b>\$ 65.00 per terminal per month</b>	<b>\$ 780.00 annually</b>	<b>\$ 19,500.00</b>

WebOffice is an all inclusive flat rate wireless data plan. There are no other costs or fees (i.e., cell, airtime, interchange, merchant, and transaction). *No credit card gateway or transaction fees.*

- PCI compliant real time credit card payment processing
- alarms and warnings sent via SMS text or e-mail to owner and/or service technician
- access to maintenance, statistical and financial reporting (built-in report generator can export data as Excel or PDF files)
- custom scheduled reporting
- remote enforcement via web-enabled device
- “Passport” pay by phone integration
- LPR integration
- Ability to pay parking citations
- Validation codes
- Real time custom messaging
- Advertising

**Pay by Plate Signage**

Signs (18” x 24”) Recommended three per pay station, to be Installed upon existing standards	\$ 47.50 ea.
10’ galvanized posts (if necessary)	\$ 38.00 ea.
Sign Installation	\$ 4,500.00

**Warranty/Extended Warranty Option/Service and Maintenance**

	<u>Unit price</u>
Year one	no charge
Year two	no charge
Year three	\$ 720.00

***Two year warranty and extended Service and Maintenance coverage includes 100% parts and labor and four preventive maintenance inspections annually.***

***There is no limit on the number of service call visits. See attached list for inspection details.***

#### Replacement/Spare Parts List

Printer – complete	\$ 2,703.48
Card reader	\$ 233.45
Coin acceptor	\$ 542.70
Main board	\$ 2,224.94
Display	\$ 1,822.00

**Note: Considering that this offer includes a full coverage two year warranty, our large parts inventory that supports nearly six hundred pay stations in the Chicago area, and our close proximity to the Village of Oak Park Total Parking Solutions does not recommend that the village incur the cost and of carrying an inventory of spare parts.**

***Paper receipt rolls \$ 32.00 per roll***

#### **PREVENTATIVE MAINTENANCE INSPECTION DETAIL**

Total Parking Solutions will perform the following maintenance tasks in the course of all preventive maintenance visits:

- Conduct a general housekeeping interior housing of machine
- Clean and inspect tension and connectivity of all cable connections
- Remove and clean coin validator, apply Rain-X
- Remove and clean bill acceptor and inspect belts and rollers (if applicable)
- Inspect and clean printer moving parts and print head – lubricate moving part
- 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 and lubricate
- Check soundness of door gaskets / Check for any evidence of moisture entering the machine
- Clean exterior of cabinet and remove any unauthorized stickers or graffiti
- Touch up paint as needed
- Test the charging voltage being received from the solar panel to the battery
- Inform customer of parts in need of replacement and replace parts
- Lubricate coin escrow
- Lubricate all locks
- Lubricate bill canister collection rails
- Test battery charger
- Test modem and communication to WebOffice
- Inspect heater and thermostat (AC units)