

SECOND AMENDATORY AGREEMENT

THIS SECOND AMENDATORY AGREEMENT is made between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado (the “City”), and **SKIDATA INC.**, a Delaware corporation, whose address is 5090 N. 40th St., Suite 450, Phoenix, AZ 85018 (the “Contractor”), individually a “Party” and collectively the “Parties.”

WHEREAS, the Parties entered into an Agreement dated May 5, 2021, and an Amendatory Agreement dated April 26, 2023, for the provision of a Parking Automated Revenue Control System (PARCS) for City-owned public garages (collectively, the “Agreement”); and

WHEREAS, the Parties now wish to modify the Agreement as set forth below.

NOW, THEREFORE, in consideration of the mutual covenants and agreements hereinafter set forth and valuable consideration, the receipt and sufficiency of which are hereby acknowledged, the Parties incorporate the recitals set forth above and amend the Agreement as follows:

1. Effective January 1, 2026, all references to “Exhibits A and A-1” in the Agreement shall now refer to “Exhibits A, A-1, and A-2,” as applicable to the context. Exhibit A-2, attached hereto and incorporated herein by reference, shall govern with respect to its specific subject matter. In the event of any conflict between Exhibits A, A-1, and A-2, Exhibit A-2 shall control.

2. Subsection 10.2 of the Agreement, titled “**ADA Website Compliance**,” is amended to read as follows:

“**10.2. Accessibility Standards**: The Contractor acknowledges it does not currently meet all requirements of §§ 24-85-101 et seq., C.R.S., the Accessibility Standards for Individuals with a Disability pursuant to § 24-85-103(2.5), C.R.S., and WCAG Level AA (collectively, “Accessibility Standards”). The Contractor shall: (a) within ninety (90) days of execution, provide the City with a written accessibility compliance roadmap identifying all known gaps and specific remediation timelines; (b) use commercially reasonable efforts to achieve substantial compliance within eighteen (18) months of execution of this Second Amendatory Agreement; and (c) prioritize and remediate any critical or high severity accessibility issues identified by the City, end users, or third parties within sixty (60) days of written notice. The Contractor shall indemnify, defend, and hold harmless the City, its officers, employees, agents from and against all third-party claims, demands, lawsuits, administrative proceedings, damages, liabilities, losses, costs, and expenses (including reasonable attorneys’ fees and litigation costs) arising from or related to any failure of the Contractor’s products or services to meet Accessibility Standards. This indemnification obligation shall survive termination of this Agreement and shall not be subject to any limitation of liability provisions elsewhere in this Agreement.”

3. Section 17 of the Agreement, titled “**TERM**,” is amended to read as follows:

“**17. TERM**: The term of the Agreement (“Term”) shall commence on January 1, 2021, and expire, unless sooner terminated, on December 31, 2028.”

4. Subsection 18.4.1 of the Agreement, titled “**Maximum Agreement Liability**,” is amended to read as follows:

“**18.4.1.** Notwithstanding any other provision of the Agreement, the City’s maximum payment obligation will not exceed Two Million One Hundred Twenty-Two Thousand Five Hundred

Ninety-Six Dollars and Forty-One Cents (\$2,122,596.41) (the “Maximum Agreement Amount”). The City is not obligated to execute an agreement or any amendments for any further services, including any services performed by the Contractor beyond that specifically described in the Exhibits. Any services performed beyond those in the Exhibits or performed outside the Term are performed at the Contractor’s risk and without authorization under the Agreement.”

5. Subsection 20.1 of the Agreement, titled “**TERMINATION**,” is amended to read as follows:

“**20.1.** The City may terminate this Agreement, or any individual product or service provided under it, with cause upon written notice effective immediately, or without cause upon twenty (20) days’ prior written notice to the Contractor. The City also reserves the right to terminate services at one or more specific garage locations while continuing services at others, without triggering any change in pricing for the remaining garages. Nothing in this Agreement shall be construed to give the Contractor the right to continue performing services after such services become unsatisfactory to the Manager.”

6. Section 43 of the Agreement, titled “**RESERVED**,” is amended to read as follows:

“**43. COMPLIANCE WITH DENVER WAGE LAWS:** To the extent applicable to the Contractor’s provision of Services hereunder, the Contractor shall comply with, and agrees to be bound by, all rules, regulations, requirements, conditions, and City determinations regarding the City’s Minimum Wage and Civil Wage Theft Ordinances, Sections 58-1 through 58-26 D.R.M.C., including, but not limited to, the requirement that every covered worker shall be paid all earned wages under applicable state, federal, and city law in accordance with the foregoing D.R.M.C. Sections. By executing this Agreement, the Contractor expressly acknowledges that the Contractor is aware of the requirements of the City’s Minimum Wage and Civil Wage Theft Ordinances and that any failure by the Contractor, or any other individual or entity acting subject to this Agreement, to strictly comply with the foregoing D.R.M.C. Sections shall result in the penalties and other remedies authorized therein.”

7. Except as amended here, the Agreement is affirmed and ratified in each and every particular.

8. This Second Amendatory Agreement is not effective or binding on the City until it has been fully executed by all required signatories of the City and County of Denver, and if required by Charter, approved by the City Council.

9. The following attached exhibits are hereby incorporated into and made a material part of this Agreement: **Exhibit A-2**, Scope of Work.

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Contract Control Number:
Contractor Name:

DOTI-202581373-02 - [DOTI-202057275-02]
Skidata Inc.

IN WITNESS WHEREOF, the parties have set their hands and affixed their seals at
Denver, Colorado as of:

SEAL**CITY AND COUNTY OF DENVER:**

ATTEST:

By: _____

APPROVED AS TO FORM:

Attorney for the City and County of Denver

By: _____

REGISTERED AND COUNTERSIGNED:

By: _____

By: _____

Contract Control Number:
Contractor Name:

DOTI-202581373-02 - [DOTI-202057275-02]
Skidata Inc.

Signed by:
By: Christopher Archer
F569B0F9126B457...

Name: Christopher Archer
(please print)

Title: Senior Vice Presidential
(please print)

ATTEST: [if required]

Initial
By: RD

Name: Raquel Diaz
(please print)

Title: Director, Fin & Acctg
(please print)

Exhibit A-2 Scope of Work

The Vendor will provide and support the installed Off-Street Parking Access and Revenue Control System (PARCS) including hardware and back-office software within a gated controlled environment for multiple garages operated by the City and County of Denver. System will be maintained to provide the following unless agreed upon by both parties:

- General Parking Access and Revenue Control
 - Access Control System (ACS)
 - License Plate Recognition (LPR)
 - In-Lane Equipment with intercom and camera system
 - Pay-on-Foot Equipment
 - Interfaces with Online Sales Channels
 - PARCS Management Software
 - Invoicing/ A/R module
 - Payment Processor and Gateway
- Each transaction is processed as a revenue-controlled event/access or PARCS controlled non-revenue event/access.
- Third-party security system maintains ability to pulse gates for entry or exit using dry contact relay activation.
- System provides select vehicles free, unrestricted, and expedited ingress and egress to facilities accommodated using RFID or other technologies. These transactions are recorded by the Access Control System (ACS) as a non-revenue event.
- The system supports monthly parkers who prepay for parking monthly and have unrestricted in or out privileges during all hours.
- The system supports frequent parkers who prepay or prearrange billing and will be able to be billed or charged for parking at fees equal to or discounted, from revenue general and parking is accepted by the system.
- The system recognizes and processes a minimum of 2,500 users from any reader or door controller installed at the facility.
- The system vends gates remotely and communicates with a remote management service and/or on-site staff member through pay station intercoms.

SKIDATA INSTALLED PARKING GARAGES

OPERATED BY DENVER ARTS & VENUES (DAV)

- Denver Performing Arts Center Garage 1055 13th Street

OPERATED BY DEPARTMENT OF TRANSPORTATION AND INFRASTRUCTURE (DOTI)

- Cultural Center Complex Garage 65 W. 12th Avenue
- Minoru Yasui/303 Garage 303 W. Colfax Avenue
- Wellington Webb Building Garage 210 W. Colfax Avenue
- Judges/Maintenance Garage 1348 Cherokee Street

SKIDATA PRODUCTS

- SKIDATA.CARE MODULE
- SELECTED SKIDATA.CARE MODULE: PREMIUM
- SELECTED SKIDATA.CARE ADDITIONAL OPTIONS
 - SaaS Mobility Suite – Business
 - ECOM B2B/B2C
 - Product.Care
 - ~~Spare Parts.Care~~

SERVICE COVERAGE PERIOD

SKIDATA technicians are available if you need them. Within the agreed coverage period, the City is able to contact SKIDATA via telephone, e-mail or City portal to get functional support. Business hours are based on City's time zone. See Exhibit G.

- Each support case will be registered and handled according to standardized processes.
- Per support case via Help Desk, a support time of 15 minutes is included.

- Additional support will be charged according to the 'SKIDATA Expert Services Price List' or is covered by the service agreement.
- Within the defined coverage period of the selected option no supplements (weekend or nightwork) will be charged.
- Within the defined coverage period of the selected module the agreed 'time to support remote' and the 'time to support on-site' values are valid.
- The Help Desk may only be called by City employees who have been trained to use SKIDATA systems.

PLANNED AND UNPLANNED DOWNTIME

The City shall be notified in advance of all *planned downtime* for any SKIDATA offering or SKIDATA offering function. Notifications must include the reason for the downtime, estimated start and end times, and any potential impacts to the users. In the event of *unplanned downtime*, the City must be notified immediately, followed by a communication detailing the issue, resolution steps taken, and an estimated timeline for restoring service.

The City requires at least one (1) week's notice for all *planned downtime*. The "SKIDATA" shall schedule *planned downtime* only during non-mission-critical business hours. Should SKIDATA require assistance or need to notify TS of any planned or scheduled updates they will need to submit a ticket through their City contact to our Data Center Operations (DCO) team when a snapshot needs to occur prior to any updates.

SKIDATA commits to provide one (1) week's notice or more before making changes to the system that may impact the City environment, such as that would cause outages, impact operations, service, servers, etc.

SKIDATA.CARE PACK MODULES						
SERVICE NAME		WARRANTY (First Year)	BASIC	EXTENDED	PREMIUM	PREMIUM PLUS
REACTIVE	Coverage period	MON to FRI 08AM to 5PM	MON to FRI 08AM to 5PM	MON to SUN 08AM to 5PM	MON to SUN, 24 Hr	MON to SUN, 24 Hr
	Time to support remote [Hr] [Critical, Major, Moderate, Minor]	8/24/48/48	8/24/48/48	4/8/24/24	2/4/8/8	1/4/8/8
	Time to support onsite [Hr] [Critical, Major, Moderate, Minor]	24/72/72/72	24/72/72/72	24/48/72/72	8/24/48/48	4/8/24/24
	Service labor	Not included	Not included	Incidents	Incidents + Requests	Incidents +Requests +Third Party
PREVENTIVE	Hardware Maintenance	Not included	Quarterly	Quarterly	Quarterly	Quarterly
	Software Maintenance	Included	Included	Included	Included	Included
	Training	Not included	Not included	Annual 4 Hr	Annual Full day	Bi-annual Full day
	Performance Review	Call history export	Call history export	Quarterly	Monthly	Monthly + TCO Plan

PARTS	Spare Parts, excl. wear and tear	Included	Not Included	Not Included	Not Included	Not Included
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TIME TO SUPPORT ONSITE & TIME TO SUPPORT REMOTE

Requirements to Report Incidents. At a minimum, the following information will be provided by individuals who have completed basic SKIDATA Operations Training:

- Name and telephone number of individual placing Service request
- Description of issue
- Troubleshooting steps already performed
- Location of issue
- Priority of the issue as further defined in in this Scope of Work
- Contact name and phone number

Response Time is defined as the maximum length of time from when a service call is placed via SKIDATA's 1-833 service number to the time that a qualified SKIDATA technician contacts City via phone or e-mail (whichever is most appropriate) to diagnose, troubleshoot or otherwise coordinate resolution of the reported issue. City will provide appropriate contact information during its call to SKIDATA's 1-833 number.

Incident Classification: Within the agreed coverage period, each incident will be prioritized and handled according to the agreed classification. Incidents are classified into four categories. These categories are explained below. The values within the overview grid represent hours. Example: 8/24/48/48.

Time to support remote: Time between the notification of an incident by the City or the detection of an incident by SKIDATA and the time until SKIDATA starts troubleshooting remote.

Time to support on-site: Time between the notification of an incident to support by the City or the detection of an incident by SKIDATA and the arrival at the site where the incident is detected, if it cannot be fixed by means of remote access or telephone support.

The figure below shows the prioritization times:

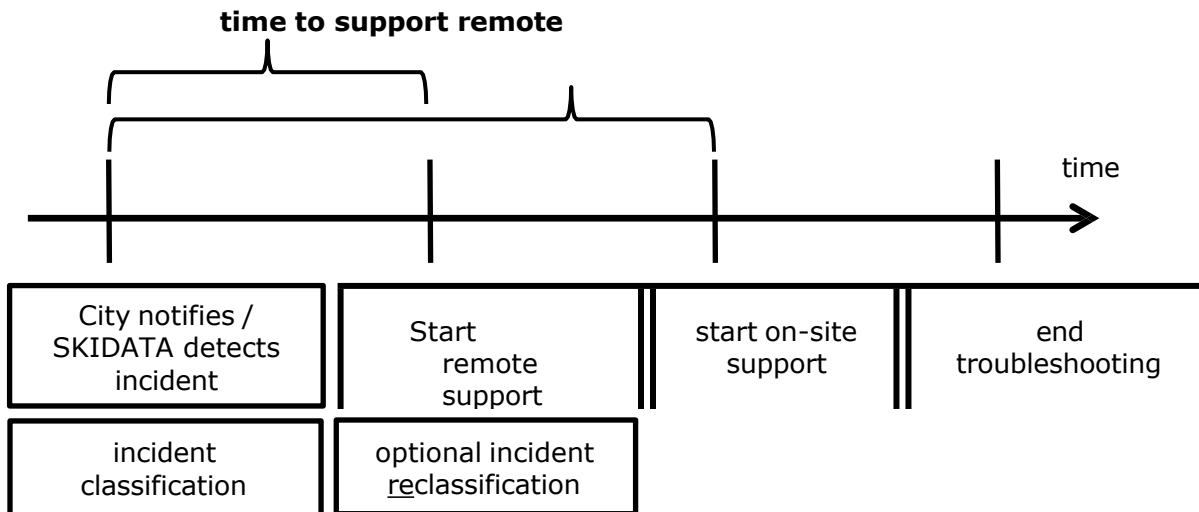


Figure: visualization of prioritization times

Explanation of incident classification

Category	Description	Remote Response Time	On-Site Response Time
Critical	The contractually agreed use is impossible or unreasonably restricted and the error materially affects the City's business processes. After SKIDATA responds, work will begin immediately, and continuous efforts will be made to resolve the issue. Regular status updates will be provided at mutually agreed intervals until resolution. The SKIDATA will make every effort to provide a workaround or resolution within the given timeframe.	2 hours	8 hours
Major	The contractually agreed use is very restricted. The error materially affects the City's business processes, however, the City is still able to continue to work in a restricted manner. After the SKIDATA responds, continuous work on the problem will begin. Regular status updates will be provided at mutually agreed intervals until resolution. The SKIDATA will strive to provide a workaround or resolution within the resolution time.	4 hours	24 hours
Moderate	The contractually agreed use is slightly restricted. The error slightly affects the City's business processes, however, the City is still able to continue to work in a slightly restricted manner. The SKIDATA will use commercially reasonable efforts to provide a workaround or resolution. Regular status updates will be provided at mutually agreed intervals until the issue is resolved	8 hours	48 hours
Minor	Incidents which do not fall into any other category. The SKIDATA will use commercially reasonable efforts to provide an answer. Resolution may be included in a future release of the SKIDATA Offering.	8 hours	48 hours

The classification of incidents is done by SKIDATA in agreement with the City.

SERVICE LABOR

Within the agreed coverage period, different types of service labor activities can be included. Service labor activities are divided into three types which are described below.

SKIDATA is committed to the high-quality training and know-how of its service personnel. Each service technician is obliged to complete a three-level training program with a final examination.

Incidents

Incident management is performed by a logical, systematic search for the cause of a problem so that the device or process is ready for operation again after the solution

Service requests

Service requests are plannable activities to change the behavior and functionality of the access system.

Service on third party equipment

Third party equipment is hardware and software not provided by SKIDATA but related to the functionality of the access system. Third party equipment covered by the agreement must be listed within appendix B.

To provide effective troubleshooting, SKIDATA's service is organized in local and central service teams. All service engineers are connected with central technical (CTS) support at SKIDATA headquarters and with the worldwide acting R&D teams. CTS is based in Europe and in Texas.

Troubleshooting is generally done remotely. If remote troubleshooting is not possible, SKIDATA reserves the right to carry out a service visit on-site to handle the incident.

Excluded labor activities:

- Troubleshooting of issues caused by misconduct of City employee or operators
- Troubleshooting of issues caused by force majeure

Required spare parts will be invoiced if the option 'Spare Parts.Care' is part of this agreement.

SKIDATA will perform all services required by the terms of this Services Agreement through trained personnel employed and supervised by SKIDATA. SKIDATA agrees that each of its employees will be properly qualified and will use reasonable care in the performance of his or her duties.

HARDWARE MAINTENANCE

Hardware maintenance is done quarterly for all City systems. Hardware maintenance is a preventive maintenance and includes the inspection, cleaning, and adjustment of hardware components as well as the execution of test runs necessary for proper operation. The costs of labor and travel are included.

Hardware maintenance is classified into Level 1 and Level 2 activities.

Level 1 activities: Cleaning and visual inspection

Level 2 activities: Maintenance according to inspection plan, replacement of wear parts if necessary. A detailed list of activities is available on request.

Required spare parts will be invoiced if the option 'Spare Parts.Care' is part of this agreement.

SOFTWARE MAINTENANCE

Software maintenance is included for all City systems. Software maintenance is a preventive maintenance and includes selected checks of the SKIDATA software and operating system. The costs of labor and travel are included. City will provide SKIDATA a vulnerability report monthly to remediate security vulnerabilities flagged by the City. SKIDATA will manage security vulnerabilities promptly but no less than quarterly.

Software maintenance is classified into Level 1 and Level 2 activities.

Level 1 activities: Patching (operating system, SKIDATA software)

Level 2 activities: Database maintenance (archiving, indexing, log-file check, maintenance plan), updates within the same SKIDATA software release

A detailed list of activities is available on request.

OBSOLETE AND UNSUPPORTED SOFTWARE OR HARDWARE

Replacement of unsupported hardware or software is not included in the scope of work under this Services Agreement unless otherwise documented in this Exhibit. Every reasonable attempt will be made to support and maintain operational status. SKIDATA is in no way responsible for replacing product, hardware or software that is no longer supported or in obsolescence by the original equipment manufacturer (OEM). Every attempt within reasonable time and cost will be attempted to support equipment installed at the Facility, including untraditional methods. If it is decided that a product is unsupportable and/or that supportability will require an unreasonable

amount of resources, a proposal will be submitted by SKIDATA to City. It is at SKIDATA's sole discretion to determine what is unreasonable and what products are unsupportable.

SKIDATA will provide 6 month's notice to City of end of support of any hardware and/or software notated in this Exhibit or used within the SKIDATA systems.

City and SKIDATA will upgrade the Windows Server 2016 by end of year 2026.

TRAINING

Use your SKIDATA system efficiently! The better you know your SKIDATA system, the more efficiently you can use it! For this reason, we pass on our knowledge to you in structured training sessions at our training locations.

Training is available in three different types which are described below.

Staff receive an Annual full day training

The service agreement includes one full day of training per year. A full day means from 08 am to 05 pm.

A full day means from 8:00am to 5:00pm

All trainings will be performed at a SKIDATA training location or remotely.

The training program will be defined upfront according to the needs of the City.

If training is part of the service agreement attendance is required by the primary City team. Otherwise, the agreed reaction times cannot be guaranteed.

PERFORMANCE REVIEW

SKIDATA offers different levels of performance reviews to analyze the performance of SKIDATA's service delivery.

The following performance review types are available.

Call history export

On request a summary of logged service calls will be provided.

The summary is an export of SKIDATA's service management application.

SKIDATA provides proactive a summary of logged service calls per month.

The summary is an export of SKIDATA's service management application.

It includes the fulfillment level of the agreed SLAs and shows basic performance statistics.

1. Report Formats

Reports will be provided in Excel, Word, or PDF format as requested by City if available by SKIDATA's accounting system.

- a. Data extracts will be provided in either Excel or comma separated value (CSV) formats as requested by City.
- b. Reports will be provided in electronic format only.

2. Report Content

- a. Service Level summary: Summarizes all service requests made within the reporting period including the number of calls received, the average response time, average time to arrive on-site, and average repair times for each service level. If run for longer than a single day, the report must include summaries for each day, each week, and each month within the reporting interval. For example, a report run from January 1 through February 28 will show the numbers for each day, as well as the roll-up numbers for each week, for January, and for February.
- b. Service Level Compliance: A single-page summary of the service level compliance for the reported period. It will include the total number of service requests, the number of requests that are out of compliance, and details for each service request that is out of compliance for each priority level. The service request details can use as many additional pages as needed.

- c. Service request details: Detailed information about any individual service request. The report must be runnable on a single request, a list of requests, a range of requests, or all requests within a user-defined time period. This report is only available in a PDF Work Order format.
 - d. Service request summary: Summary information about an individual service request. The report must be runnable on a single request, a list of requests, a range of requests, or all requests within a user-defined time period. This report is only available in a PDF Work Order format.
 - e. Custom reports: City may request custom reports be developed on service requests and service levels at an additional charge. Provided that the requested information is available and it is feasible to create the report, SKIDATA will make best efforts to meet the request.
 - City will request the custom report in writing and will include a sample of the desired report content and format.
 - SKIDATA will provide a cost proposal for the report development within 10 business days.
 - City will review the proposal. If the proposal is accepted, City may issue a Purchase Order number to SKIDATA to proceed with development.
3. Data extracts
- a. Labor and material transaction activity on service requests will be provided in data extracts.
 - b. City may request custom data extracts be developed at an additional charge. Provided that the requested information is available and it is feasible to create the extract, SKIDATA will make best efforts to meet the request.
 - City will request the custom data extract in writing and will include a sample of the desired extract content and format.
 - SKIDATA will provide a cost proposal for the extract development within 10 business days.
 - City will review the proposal. If the proposal is accepted, City will issue a Purchase Order number to SKIDATA to proceed with development.
4. Report Due Dates
- a. SKIDATA will provide the Service Level Summary and Service Level Compliance reports by the 5th business day of each month for the preceding month.

SPARE PARTS.CARE

The option 'SPARE PARTS.CARE' extends the service agreement with the supply and installation of spare parts. At the start of this agreement, the City declines this care.

Spares repaired by SKIDATA are refurbished and fully functional. Excluded from the scope of delivery are spare parts which have been damaged by improper use, vandalism or weather conditions.

Wear and tear parts are excluded from the scope of delivery:

- Thermo printer head
- Sheer bolts
- Barrier arms
- Short term tickets
- Backup batteries for UPS

PROTECT.CARE (ANTI VIRUS SERVICE)

The option 'PROTECT.CARE' extends the service agreement with the installation and operation of an SKIDATA qualified anti-virus solution.

All SKIDATA products with Microsoft Windows® based operating systems should be equipped with an anti-virus service agent. The agent communicates via the Internet with the central anti-virus service to get the latest security updates (patterns). The agent protects against malicious software infection, detects potential threats, and removes them to prevent system downtime.

INVOICING

SKIDATA will delineate billing between the Arts Complex Garage and the Cultural Center, 303, Webb and Judge's Garages. If invoices are notated incorrectly, City has right to ask for re-billing and late fees waived on original invoice date until new invoice is received.

PAYMENT METHODS, PAYMENT PROCESSING AND REFUNDS

1. All payment transactions, processes and method must comply with all standards of the City including PCI-DSS compliance and compliance with Cash-handling and Data Protection standards regulations.
2. The following credit card and debit card payments will be accepted:
 - VISA
 - Mastercard
 - Discover
 - Bank Debit Cards with Credit Card logo
3. The City shall be the merchant of record.
4. Each credit card transaction shall be encrypted and sent directly to clearinghouse to provide on-line real time approvals.
5. Maximum authorization time from patron confirmation to clearinghouse authorization is ten (10) seconds.
6. Payments may be accepted in an offline mode.
7. Credit card readers are capable of reading mag stripe products.
8. Credit card readers are capable of reading EMV smart cards with chip and pin technology.
9. Other Payment types accepted may include NFC (Apple/Android pay).
10. System accepts 3rd party sales from vendors including but not limited to Spot Hero, Park Whiz, and Parkmobile and Pay by Phone.
11. Cash is accepted at Pay-on-foot in the form of notes.
12. Refunds are processed and issued by authorized Parking personnel and in the event of Online and 3rd Party cancellations.
13. Equipment including Pay-on-foot, Pay-in-Lane operates in 'offline' mode which allows the terminal to process transactions without immediate authorization from the merchant services provider. These offline transactions are processed through the merchant services provider when online capability is restored.
14. Terminals and lanes are configured to minimize failures to each operating lane and ensure that a "lane" can process transactions without communication to the internet or servers
15. SKIDATA will contract with credit card processor on behalf of the City. Any and all adjustment of rates and terms of the contract with the processor will require written authorization from the City. SKIDATA will invoice City credit card processor fees to the City Parking Operator broken out between DAV and DOTI garages.

Interfaces to Online Sales Channels

SKIDATA will continuously work with City to create and update interfaces to online sales channels for City customers to create and manage accounts, as well as purchase monthly, event and special parking products online.

RESPONSIBILITY ASSIGNMENT

See Page 15 for Additional Details.

SKIDATA

- Server Patching Maintenance
- Credit Card Terminal Maintenance and Troubleshooting/Repair
- SKIDATA Application Maintenance and Troubleshooting/Repair
- Related Firewalls/Blocking Mechanisms/Security Related Items Troubleshooting/Repair
- Lane Equipment Troubleshooting/Repair
- Credit Card Processor Relationship
- SKIDATA Application, OS updates, and Parking.Logic updates

CITY

- Infrastructure support as a service (e.g., intermittent backups of virtual servers)
- Network Up Monitoring Time
- Lane Equipment Up Time
- Credit Card Terminal Up Time
- Network Server Environment Maintenance
- Network Equipment Troubleshooting/Repair (Switches/Ports, etc.)
- Related Firewalls/Blocking Mechanisms/Security Related Items Troubleshooting/Repair

Equipment Covered in SERVICES AGREEMENT

This equipment list may be adjusted during the term of this Services Agreement on mutual agreement. These adjustments will be priced, accordingly, and quoted separately. Such adjustments along with additional locations and equipment, including maintenance, shall be agreed to in advance and will be provided through an amendment to this Services Agreement and will require approval.

SKIDATA's offerings includes the software, applications, cloud services, and any associated support, maintenance, updates, enhancements, or additional services provided by the SKIDATA. This includes any fixes, patches, and other improvements made to ensure the SKIDATA's offerings operates as intended.

Arts Complex	
Product Name	Quantity
Barriers	16
Power.Gate columns	13
Door.Gate	3
Skiosk.Smart POF	3
Windcave Credit EMV terminal	19
HID with 582	19
LPR Cameras	20
LPR server	1
Mgmt server	1
Workstation	1
Commend intercom server	1
DOTI	
Product Name	Quantity
Barriers	17
Power.Gate columns	6
Skiosk.Smart POF	1
Windcave Credit EMV terminal	5
Workstation	1
Keypads	15
Tagmaster readers	22

Agreement Price & Payment Schedule

Harware Support/Maintenan	2026	2027	2028
Performing Arts	\$ 31,873.00	\$ 31,873.00	\$ 34,104.00
Cultural Center	\$ 23,025.00	\$ 23,025.00	\$ 24,637.00
Minori Yauri/303	\$ 2,620.00	\$ 2,620.00	\$ 2,803.00
Wellington Webb	\$ 9,381.00	\$ 9,381.00	\$ 10,038.00
Judges	\$ 2,861.00	\$ 2,861.00	\$ 3,061.00
Harware Warranty (Spare Parts.Care)			
Total - Support/Maintenance	\$ 69,760.00	\$ 69,760.00	\$ 74,643.00
Software Fe	2026	2027	2028
Performing Arts (SaaS) CO1	\$ 18,000.00	\$ 18,000.00	\$ 18,000.00
Cultural Center (SaaS) (CO1)	\$ 4,800.00	\$ 4,800.00	\$ 4,800.00
(Minori Yasuri/303 (SaaS) (CO1)	\$ 2,400.00	\$ 2,400.00	\$ 2,400.00
Wellington Webb (SaaS) CO1)	\$ 3,600.00	\$ 3,600.00	\$ 3,600.00
Judges (SaaS) (CO1)	\$ 4,800.00	\$ 4,800.00	\$ 4,800.00
Performing Arts (Sweb Analyze) (Sweb Original Contract)	\$ 4,737.00	\$ 4,737.00	\$ 4,737.00
Cultural Center (Sweb Analyze) (Sweb Original Contract)	\$ 3,422.00	\$ 3,422.00	\$ 3,422.00
(Minori Yasuri/303 (Sweb Analyze) (Sweb Original Contract)	\$ 389.00	\$ 389.00	\$ 389.00
Wellington Webb (Sweb Analyze) (Sweb Original Contract)	\$ 1,394.00	\$ 1,394.00	\$ 1,394.00
Judges (Sweb Analyze) (Sweb Original Contract)	\$ 425.00	\$ 425.00	\$ 425.00
Performing Arts - Anti - Virus (Original Contract)	\$ 2,168.00	\$ 2,168.00	\$ 2,168.00
DOTI - Anti-Virus (Original Contract)	\$ 1,625.00	\$ 1,625.00	\$ 1,625.00
Cultural Center (Ecom/B2B/B2C)	\$ 7,019.00	\$ 7,019.00	\$ 7,019.00
Performing Arts (Ecom/B2B/B3C)	\$ 7,956.00	\$ 7,956.00	\$ 7,956.00
Total - Software Fees	\$ 62,735.00	\$ 62,735.00	\$ 62,735.00
Harware Support/Maintenance	\$ 69,760.00	\$ 69,760.00	\$ 74,643.00
Software Fees	\$ 62,735.00	\$ 62,735.00	\$ 62,735.00
Annual Total	\$ 132,495.00	\$ 132,495.00	\$ 137,378.00

	2026		2027		2028	
	DAV	DOTI	DAV	DOTI	DAV	DOTI
Hardware Support	\$ 31,873.00	\$ 37,887.00	\$ 31,873.00	\$ 37,887.00	\$ 34,104.00	\$ 40,539.00
SaaS	\$ 18,000.00	\$ 15,600.00	\$ 18,000.00	\$ 15,600.00	\$ 18,000.00	\$ 15,600.00
Sweb Analyze	\$ 4,737.00	\$ 5,630.00	\$ 4,737.00	\$ 5,630.00	\$ 4,737.00	\$ 5,630.00
Anti-Virus	\$ 2,168.00	\$ 1,625.00	\$ 2,168.00	\$ 1,625.00	\$ 2,168.00	\$ 1,625.00
ECOM/B2B/B2C	\$ 7,956.00	\$ 7,019.00	\$ 7,956.00	\$ 7,019.00	\$ 7,956.00	\$ 7,019.00
Annual Subtotal	\$ 64,734.00	\$ 67,761.00	\$ 64,734.00	\$ 67,761.00	\$ 66,965.00	\$ 70,413.00
CONTRACT TOTAL	\$ 402,368.00					

Rate Schedule For Non-Covered Services

Service Price list as of 9/5/2024

Pricebook	City	Technician Regular Working Hours (08:00-17:00)	Engineer Regular Working Hours (08:00-17:00)	Overtime	Weekend and Holiday
US – List Price 1	With contract	195 \$	225 \$	+100%	125%

Dispatch charge: \$95.00

Business Application

[Open Record](#)

Manage Attachments (2): Ways to reach out to SKIDATA ... [rename][view] PARCS_SKIDATA_ARTS COMP... [rename][view]

* Name	SKIDATA sWeb	User base	
Abbreviation	SKI	Used for(u_used_for)	
Alias		* Support group	TS Service Desk
Business criticality	Low Critical	* Supported by	Jennifer Gulino
* Critical	Low Critical	* IT Application owner	Jennifer Gulino
Agency Contact		Supported By Secondary	Kelly Graham, Arts and Venues
* Hours of Operation	24 x 7	Company	
Vendor		Department	
Vendor Contact	Michael Tellvik, Field Services Manager	Environment	
* Description	This is the business application for On Street Parking management provided by the vendor SKIDATA.		
Business Service	Website, Web Application and Portal Services		
Comments	Please note TS Service Desk does not own this application, but they will be the first line of defense when a ticket is submitted to TS regarding Skidata. Notes below will help determine where the responsibility lives. Power users or SMEs: Jen Gulino and Kelly Graham Supported by: DOTI/AVD (Jen or Kelly) and Vendor Skidata or the agency may contact the TS service desk in the event the equipment is out due to CCD network connections. Please route these requests to Network Operations. In the event this is afterhours, please forward to the on call network contact. We have communicated they should contact Skidata (vendor) for support first before reaching out to TS. The Skidata support documentation is attached. Please refer to the attached RACI on where to route issues that may come into the service desk. Network related outages- Network Operations Server related outages- DCO (Skidata's servers are housed in CCD's environment) Service Desk: Ask customer for address. Check Solarwinds for network issues at site. Either escalate to Network Ops or refer customer to the Skidata vendor depending on network status. TS provides absolutely no support outside of keeping the network up unless the vendor is requesting specific support. When speaking with Skidata Support (if needed): City of Denver Facility code 1754886 Vendor Contacts: Michael Tellvik Field Services Manager		
AWS Migration Disposition			
Application Disposition			
Lifecycle Disposition	Not Started		
Content Manager Last Update			

Business Application

[Open Record](#)Manage Attachments (2):  Ways to reach out to SKIDATA ... [rename][view]  PARCS_SKIDATA_ARTS COMP... [rename][view]

* Name 	SKIDATA sWeb	User base 	
Abbreviation	SKI	Used for(u_used_for)	
Alias		* Support group 	TS Service Desk
Business criticality 	Low Critical	* Supported by 	Jennifer Gulino
* Critical	Low Critical	* IT Application owner 	Jennifer Gulino
Agency Contact 		Supported By Secondary 	
		Company 	
* Hours of Operation	24 x 7	Department	
Vendor 		Environment	
Vendor Contact		Updated	06-25-2025 17:16:28
* Description	This is the business application for Off Street Parking Management provided by the vendor SKIDATA.		
Business Service	Website, Web Application and Portal Services		
Comments	Service Desk: Ask customer for address. Check Solarwinds for network issues at site. Either escalate to Network Ops or refer customer to the Skidata vendor depending on network status. TS provides absolutley no support outside of keeping the network up unless the vendor is requesting specific support. When speaking with Skidata Support (if needed): City of Denver Facility code 1754886 Vendor Contacts: Michael Tellvik Field Service Manager [e] michael.tellvik@skidata.com [m] +1 (425) 269-6455 Ron Machon Senior Sales Manager [e] ron.machon@skidata.com [m] +1 (303) 910-0244		
AWS Migration Disposition			
Application Disposition			
Lifecycle Disposition	Not Started		
Content Manager Last Update			



Submit your service requests through our customer portal for a prompt response!

Our new customer portal enables you to create, track & review service orders; offers online trainings & video tutorials; a webservice status page; and more.

<https://CustomerPortalUSA.skidata.com>

Don't have access yet? Click here to get started: <https://bit.ly/33VyBq6>



For **Critical Requests** and **Afterhour Emergencies**, please call our **24/7** hotline via **1-833-SKIDATA (754-3282)**



Submit your request via email with a response time within 24 hours

You can reach us at support.usa@skidata.com



Need or want to schedule a health check-up?

You can reach us via our customer portal, via phone at **1-833-SKIDATA (754-3282)**, or via email at support.usa@skidata.com