1   **BY AUTHORITY**

2   ORDINANCE NO. _____   COUNCIL BILL NO. CB12-0931

3   SERIES OF 2013   COMMITTEE OF REFERENCE:

4   BUSINESS, WORKFORCE, & SUSTAINABILITY

5   **A BILL**

6   **For an ordinance approving a proposed Software Maintenance Agreement**
7   **between the City and County of Denver and Systems Integration Corp. related to**
8   **the Employee Parking System at Denver International Airport.**
9

10   **BE IT ENACTED BY THE COUNCIL OF THE CITY AND COUNTY OF DENVER:**

11   **Section 1.** The proposed Software Maintenance Agreement between the City and County of

12   Denver and Systems Integration Corp. in the words and figures contained and set forth in that form of

13   Agreement available in the office and on the web page of City Council, and to be filed in the office of

14   the Clerk and Recorder, Ex-Officio Clerk of the City and County of Denver, under City Clerk's Filing

15   No. 2012-0942, is hereby approved.

16   COMMITTEE APPROVAL DATE: December 13, 2012

17   MAYOR-COUNCIL DATE: December 18, 2012

18   PASSED BY THE COUNCIL: _____, 2013

19   _____ - PRESIDENT

20   APPROVED: _____ - MAYOR _____, 2013

21   ATTEST: _____ - CLERK AND RECORDER,
22   EX-OFFICIO CLERK OF THE
23   CITY AND COUNTY OF DENVER

24   NOTICE PUBLISHED IN THE DAILY JOURNAL: _____, 2013; _____, 2013

25   PREPARED BY: Kevin Cain, Assistant City Attorney _____   DATE: December 20, 2012

26   Pursuant to section 13-12, D.R.M.C., this proposed ordinance has been reviewed by the office of the
27   City Attorney. We find no irregularity as to form, and have no legal objection to the proposed
28   ordinance. The proposed ordinance is submitted to the City Council for approval pursuant to § 3.2.6 of
29   the Charter.

30   Douglas J. Friednash, City Attorney for the City and County of Denver

31   BY: _____, Assistant City Attorney   DATE: December 20, 2012

AGREEMENT

THIS AGREEMENT FOR SOFTWARE, SOFTWARE INSTALLATION, DEPLOYMENT AND MAINTENANCE (Contract Number 201101391) ("Agreement"), made and entered into on the date set forth on the City signature page below (the "Effective Date"), by and between the **CITY AND COUNTY OF DENVER**, a municipal corporation of the State of Colorado ("City"), Party of the First Part, and **SYSTEMS INTEGRATION CORP.**, a Colorado corporation ("Consultant"), Party of the Second Part;

W I T N E S S E T H:

WHEREAS, the City owns and operates Denver International Airport ("DIA" or the "Airport"), and desires to purchase software for DIA's Employee Parking System ("EPS") and related equipment, and will require professional services for the design, configuration, software installation, deployment and maintenance of the EPS and related equipment, and such other work as may be requested by the City, at Denver International Airport; and

WHEREAS, the City has undertaken a competitive process to solicit, receive and evaluate proposals for such services, and has selected the proposal submitted by the Consultant as the best qualified, responsive proposal; and

WHEREAS, the Consultant is qualified and ready, willing and able to provide the requested hardware, software and professional services to the City, in accordance with the terms of this Agreement;

NOW, THEREFORE, for and in consideration of the premises and other good and valuable consideration, the parties hereto agree as follows:

1.   LINE OF AUTHORITY:

The City's Manager of Aviation, his designee or successor in function (the "Manager of Aviation" or the "Manager") authorizes all work performed under this Agreement. The Manager hereby delegates his authority over the work described herein to the Airport's Deputy Manager of Aviation/ Technologies (the "Deputy Manager") as the Manager's authorized representative for the purpose of administering, coordinating and approving work performed by the Consultant under this Agreement. The Deputy Manager's authorized representative for day-to-day administration of the Consultant's services under this Agreement is the Project Manager. The Consultant shall submit its reports, memoranda, correspondence and submittals to the Project Manager. The Manager and the Deputy Manager may rescind or amend any such designation of representatives or delegation of authority and the Deputy Manager may from time to time designate a different individual to act as Project Manager, upon notice to the Consultant.

2.   SCOPE OF WORK:

A.   The Consultant shall furnish all of the technical, administrative, professional and other labor; all supplies and materials, equipment, printing, vehicles, local travel, office space

1

and facilities, testing and analyses, calculations, and any other facilities or resources required to perform the services, complete all work and produce all of the deliverables described and set forth in this Agreement, including the attached **Exhibit A**, "Scope of Work," and all of the other exhibits, appendices and attachments to this Agreement (collectively referred to in this Agreement as the "Work").

B.   The Consultant shall faithfully perform the work required under this Agreement in accordance with standards of care, skill, training, diligence and judgment provided by highly competent service providers who perform work of a similar nature to the work described in this Agreement.

3.   COMPENSATION AND PAYMENT:

A.   <u>Fee</u>: The City agrees to pay the Consultant for the performance and completion of all of the Work described in Exhibit A, and the Consultant agrees to accept as its full and only compensation for that Work, the amounts and rates set forth on **Exhibit B,** and as may be further described in **Exhibit A**, the total amount of which shall not exceed the Maximum Contract Liability set forth herein. Payment to the Consultant will be in accordance with the provisions herein, and will be made solely and exclusively from funds appropriated and otherwise lawfully made available for the purposes of this Agreement from the City and County of Denver Airport System Capital Improvement and Operating and Maintenance Funds. The City has no obligation to make payments from any other fund or source or to make additional appropriations or allocations to such fund or funds to satisfy such costs or other obligations, nor is the City under any obligation to amend this Agreement to increase the Maximum Contract Liability.

B.   <u>Additional Services</u>: The Consultant may also perform services, hereinafter referred to as "Additional Services," which relate to the subject matter of this Agreement, but which the Deputy Manager determines to be not described in the Scope of Work or in excess of the requirements of the Scope of Work. The Consultant shall be compensated for such Additional Services in accordance with the billing rates set out in **Exhibit B**, "Billing Rates", and shall be compensated for such Additional services only if the services and the amount of fees and reimbursable expenses for the services have been authorized in writing in advance by the Deputy Manager. The total amount of fees and reimbursable expense costs for Additional Services shall not cause this Agreement to exceed the Maximum Contract Liability set forth herein, and in no event shall the approval of Additional Services and the cost of performing them be deemed to constitute an agreement by the City to an increase in the Maximum Contract Liability.

C.   <u>Scheduling, Progress Reports and Invoices</u>: Payments   shall   be   made   to Consultant based upon invoices and receipts submitted by Consultant which have been approved by the City, and subject to the maximum contract liability. Each such invoice shall bear the signature of an authorized officer of the Consultant certifying that the information set forth in the invoice is true and correct. The Consultant agrees that the City shall not be liable for the payment of taxes, late charges, interest or penalties of any nature, except for any additional amounts that the City may be required to pay under the City's prompt payment ordinance D.R.M.C. § 20-107, *et seq*

The City reserves the right to reject and not pay any invoice or part thereof where the Manager determines that the amount invoiced to date exceeds the amount which should be paid based upon its determination of the Work which has been performed. The City, however, shall pay any undisputed items contained in the invoice. Disputes concerning payments under the provisions of this contract shall be resolved by administrative hearing pursuant to the procedures of Section 5-17, Revised Municipal Code.

4. MAXIMUM CONTRACT LIABILITY; FUNDING:

Any other provision of this Agreement notwithstanding, in no event shall the City be liable for payment for services rendered and expenses incurred by the Consultant, including the Fee set forth above and any additional services requested and authorized by the City, under the terms of this Agreement for any amount in excess of Five Hundred Eighty Five Thousand Dollars ($585,000.00). The Maximum Contract Liability may only be increased by amendment to this Agreement.

5. TERM:

The Term of this Agreement shall commence on the Effective Date, and shall terminate August 31, 2015, unless sooner terminated. The term of this Agreement may be extended for one (1) period of one (1) year, by written amendment to this Agreement. Notwithstanding any other extension of term under this paragraph 5, the term of this Agreement may be extended by the mutual agreement of the parties, confirmed by written notice from the City to the Consultant, to allow the completion of any work which has been commenced prior to the date upon which this Agreement otherwise would terminate. However, no extension of the Term shall increase the Maximum Contract Liability stated herein; such amount may be changed only by a duly executed written amendment to this Agreement.

6. SUBCONTRACTORS:

A. Although the Consultant may retain, hire and contract with outside subcontractors, no final agreement or contract with any such subcontractor shall be entered into without the prior written consent of the Deputy Manager or his authorized representative. Requests for such approval must be made in writing and include a description of the nature and extent of the services to be provided, the name, address and professional experience of the proposed subcontractor, and any other information requested by the Deputy Manager. Any final agreement or contract with an approved subcontractor must contain a valid and binding provision whereby the subcontractor waives any and all rights to make any claim of payment against the City or to file or claim any lien or encumbrance against any City property arising out of the performance or non-performance of the contract.

B. Because the Consultant's represented professional qualifications are a consideration to the City in entering into this Agreement, the Deputy Manager shall have the right to reject any proposed outside subcontractor deemed by him, in his sole discretion, to be unqualified or unsuitable for any reason to perform the proposed services, and the Deputy

3

Manager shall have the right to limit the number of outside subcontractors, or to limit the percentage of Work to be performed by them, all in his sole and absolute discretion.

C.   The Consultant shall not retain any subcontractor to perform work under this Agreement if the Consultant is aware, after a reasonable written inquiry has been made, that the subcontractor is connected with the sale or promotion of equipment or material which is or may be used on work related to or following on from this Agreement, or that any other conflict of interest exists.

7   PERSONNEL ASSIGNMENTS:

A.   The Consultant shall assign a Project Manager to this Project that has experience and knowledge satisfactory to the City. The Project Manager shall be the contact person in dealing with the City's Project Manager on matters concerning this Project and shall have the authority to act for the Consultant's organization. Consultant's designated Project Manager shall remain assigned on this contract during the entire contract term, while in the employ of the Consultant, or, until such time that his performance is deemed unsatisfactory by the City and a formal written request is submitted which requests the removal of the Consultant's Project Manager.

B.   The Consultant may submit and the City will consider a request for reassignment of a Project Manager, should the Consultant deem it to be in the best interest of the City, in the best interest of the Consultant's organization or in the best interest of the Consultant's Project Manager.

C.   If the City allows the removal of a Project Manager, the replacement Project Manager must have, at least, similar or equal experience and qualifications to that of the original Project Manager. The replacement Project Manager's assignment is subject to the approval of the Deputy Manager of Aviation.

D.   All key professional personnel identified by the Consultant will be assigned by the Consultant or subcontractors to perform work under the Work. The Deputy Manager must approve additional personnel in writing. It is the intent of the parties hereto that all key professional personnel be engaged to perform their specialty for all such services required by the Work, and that the Consultant's and the sub-consultant's key professional personnel be retained for the life of this Agreement to the extent practicable and to the extent that such services maximize the quality of work performed hereunder.

E.   If the Consultant decides to replace any of its key professional personnel, it shall notify the Deputy Manager in writing of the changes it desires to make. No such replacement shall be made until the replacement is approved in writing by the Deputy Manager, which approval shall not be unreasonably withheld. The Deputy Manager shall respond to the Consultant's written notice regarding replacement of key professional personnel within fifteen days after the Deputy Manager receives the list of key professional personnel, which the Consultant desires to replace. If the Deputy Manager or his designated representative does not respond within that time, the listed personnel shall be deemed to be approved.

F.   If, during the term of this Agreement, the Deputy Manager determines that the performance of approved key personnel is not acceptable, he shall notify the Consultant, and he may give the Consultant notice of the period of time, which the Deputy Manager considers reasonable to correct such performance. If the Deputy Manager notifies the Consultant that certain of its key personnel should be reassigned, the Consultant will use its best efforts to obtain adequate substitute personnel within ten days from the date of the Deputy Manager's notice.

8.   STATUS OF CONSULTANT:

It is agreed and understood by and between the parties hereto that the status of the Consultant shall be that of an independent contractor retained on a contractual basis to perform professional or technical services for limited periods of time as described in Section 9.1.1(E)(x) of the Charter of the City and County of Denver, and it is not intended, nor shall it be construed, that the Consultant or its personnel are employees or officers of the City under Chapter 18 of the Revised Municipal Code for any purpose whatsoever.

9.   NO AUTHORITY TO BIND CITY TO CONTRACTS:

The Consultant has no authority to bind the City on any contractual matters. Final approval of all contractual matters which obligate the City must be by the City as required by Charter and Ordinance.

10.   ASSIGNMENT:

The Consultant shall not assign, pledge or transfer its duties and rights under this Agreement, in whole or in part, without first obtaining the written consent of the Manager. Any attempt by the Consultant to assign or transfer its rights hereunder without such prior written consent shall, at the option of the Manager, automatically terminate this Agreement and all rights of the Consultant hereunder. Such consent may be granted or denied at the sole and absolute discretion of the Manager.

11.   CONFLICT OF INTEREST:

The Consultant agrees that it and its subsidiaries, affiliates, subcontractors, principals, or employees will not engage in any transaction, activity or conduct which would result in a conflict of interest. The Consultant represents that it has disclosed any and all current or potential conflicts of interest. A conflict of interest shall include transactions, activities, or conduct that would affect the judgment, actions or work of the Consultant by placing the Consultant's own interests, or the interest of any party with whom the Consultant has a contractual arrangement, in conflict with those of the City. The City, in its sole discretion, shall determine the existence of a conflict of interest and may terminate this Agreement if such a conflict exists, after it has given the Consultant written notice which describes such conflict. The Consultant shall have thirty days after the notice is received in which to eliminate or cure the conflict of interest in a manner which is acceptable to the City.

12. NO DISCRIMINATION IN EMPLOYMENT:

In connection with the performance of work under this Agreement, the Consultant agrees not to fail or refuse to hire, discharge, promote or demote, or to discriminate in matters of compensation, terms, conditions or privileges of employment against any person otherwise qualified, solely because of race, color, religion, national origin, gender, age, military status, sexual orientation, marital status, or physical or mental disability; and the Consultant further agrees to insert the foregoing provision in all subcontracts hereunder.

13. DSBO GOALS / SMALL AND DISADVANTAGED BUSINESS ENTERPRISES:

The Consultant is subject to the City's ordinance, DRMC Chapter 28, Article III (MBE/WBE Ordinance) which prohibits discrimination in the awarding of contracts and subcontracts and directs the DSBO Director to establish goals for MBE and WBE participation in the preconstruction and construction of City-owned facilities. The goal for this Agreement is: **Not Applicable (N/A)**. Project goals must be met with certified MBE and WBE participants or by demonstrating good faith efforts under the MBE/WBE Ordinance. The Consultant must comply with the terms and conditions of the MBE/WBE Ordinance in soliciting and contracting with its subcontractors in administering the performance of the work hereunder. It shall be an ongoing, affirmative obligation of the Consultant to maintain, at a minimum, compliance with the originally achieved level of MBE/WBE participation upon which this Agreement was awarded (N/A), for the duration of this Agreement, unless the City initiates a material alteration to the scope of work.

14. PROMPT PAY:

The Consultant is subject to D.R.M.C. Section 20-112 wherein the Consultant is to pay its subcontractors in a timely fashion. A payment is timely if it is mailed to the subcontractor no later than seven days after receipt of any payment from City. Any late payments are subject to a late payment penalty as provided for in the prompt pay ordinance (Section 20-107 through 20-118).

15. INSURANCE:

A.   The Consultant shall obtain and keep in force during the entire term of this Agreement, including any warranty periods, all of the minimum insurance coverage forms and amounts set forth in **Exhibit C**, which is incorporated into this Agreement by this reference. The Consultant shall submit to the City fully completed and executed certificates of insurance (ACORD form or equivalent approved by the City) which specifies the issuing company or companies, policy numbers and policy periods for each required form of coverage. The certificates for each insurance policy are to be signed by a person authorized by the insurer to bind coverage on its behalf, and must be submitted to the City at the time the Consultant signs this Agreement.

B.   All certificates and any required endorsements must be received and approved by the City before any work commences. Each insurance policy required by this Agreement must

6

be in effect at or prior to commencement of work under this Agreement and remain in effect for the duration of the project, including any warranty periods. Failure to maintain the insurance policies as required by this Agreement or to provide evidence of renewal is a material breach of the Agreement. All subcontractors' work shall also be subject to the minimum requirements identified in **Exhibit C**. All subcontractors' certificates and endorsements must be received and approved by the Consultant before work commences. The City reserves the right to request copies of these certificates at any time.

C.   All certificates required by this Agreement shall be sent directly to Denver International Airport, Risk Management, Airport Office Building, Room 8810, 8500 Pena Boulevard, Denver, Colorado 80249. The City Project/Agreement number and project description shall be noted on the certificate of insurance. The City reserves the right to require complete, certified copies of all insurance policies required by this Agreement at any time.

D.   The City's acceptance of any submitted insurance certificate is subject to the approval of the City's Risk Management Administrator. All coverage requirements specified in the certificate shall be enforced unless waived or otherwise modified in writing by the City's Risk Management Administrator.

E.   The Consultant shall comply with all conditions and requirements set forth in the insurance certificate for each required form of coverage during all periods in which coverage is in effect.

F.   The insurance coverage forms specified in this Agreement are the minimum requirements, and these requirements do not lessen or limit the liability of the Consultant under the terms of this Agreement, including the Indemnification provisions herein. The Consultant shall maintain, at its own expense, any additional kinds and amounts of insurance that it may deem necessary to cover its obligations and liabilities under this Agreement.

16.   COLORADO GOVERNMENTAL IMMUNITY ACT:

The parties hereto understand and agree that the City and County of Denver, its officers, officials and employees, are relying on, and do not waive or intend to waive by any provisions of this Agreement, the monetary limitations or any other rights, immunities and protections provided by the Colorado Governmental Immunity Act, §§ 24-10-101 to 120, C.R.S., or otherwise available to the City and County of Denver, its officers, officials and employees.

17.   DEFENSE AND INDEMNIFICATION:

A.   Consultant hereby agrees to defend, indemnify, and hold harmless City, its appointed and elected officials, agents and employees against all liabilities, claims, judgments, suits or demands for damages to persons or property arising out of, resulting from, or relating to the work performed under this Agreement ("Claims"), unless such Claims have been specifically determined by the trier of fact to be the sole negligence or willful misconduct of the City. This indemnity shall be interpreted in the broadest possible manner to indemnify City for any acts or omissions of Consultant or its subcontractors either passive or active, irrespective of fault,

7

including City's concurrent negligence whether active or passive, except for the sole negligence or willful misconduct of City.

B.   Consultant's duty to defend and indemnify City shall arise at the time written notice of the Claim is first provided to City regardless of whether Claimant has filed suit on the Claim. Consultant's duty to defend and indemnify City shall arise even if City is the only party sued by claimant and/or claimant alleges that City's negligence or willful misconduct was the sole cause of claimant's damages.

C.   Consultant will defend any and all Claims which may be brought or threatened against City and will pay on behalf of City any expenses incurred by reason of such Claims including, but not limited to, court costs and attorney fees incurred in defending and investigating such Claims or seeking to enforce this indemnity obligation. Such payments on behalf of City shall be in addition to any other legal remedies available to City and shall not be considered City's exclusive remedy.

D.   Insurance coverage requirements specified in this Agreement shall in no way lessen or limit the liability of the Consultant under the terms of this indemnification obligation. The Consultant shall obtain, at its own expense, any additional insurance that it deems necessary for the City's protection.

E.   This defense and indemnification obligation shall survive the expiration or termination of this Agreement.

18.   INTELLECTUAL PROPERTY INDEMNIFICATION AND LIMITATION OF LIABILITY:

Consultant shall (i) defend City against any third party claim that the Work, or materials provided by Consultant to City infringe a patent, copyright or other intellectual property right, and (ii) pay the resulting costs and damages finally awarded against City by a court of competent jurisdiction or the amounts stated in a written settlement signed by Consultant. The foregoing obligations are subject to the following: the City (a) notifies the Consultant promptly in writing of such claim, (b) grants the Consultant sole control over the defense and settlement thereof subject to the final approval of the City Attorney, and (c) reasonably cooperates in response to request for assistance. Should such a claim be made, or in the Consultant's opinion be likely to be made, the Consultant may, at its option and expense, (1) procure for the City the right to make continued use thereof, or (2) replace or modify such so that it becomes non-infringing. If the preceding two options are commercially unreasonable, then Consultant shall refund the portion of any fee for the affected Work. The Consultant shall have no indemnification obligation to the extent that the infringement arises out of or relates to: (a) the use or combination of the subject Work and/or materials with third party products or services, (b) use for a purpose or in a manner for which the subject Work and/or materials were not designed in accordance with Consultant's standard documentation, (c) any modification to the subject Work and/or materials made by anyone other than the Consultant or its authorized representatives, if the infringement claim could have been avoided by using the unaltered version of the Work and/or materials, (d) any modifications to the subject Work and/or materials made by the Consultant pursuant to the City's

8

specific instructions, or (e) any technology owned or licensed by the indemnitee from third parties. THIS SECTION STATES THE INDEMNITEE'S SOLE AND EXCLUSIVE REMEDY AND THE INDEMNITOR'S ENTIRE LIABILITY FOR THIRD PARTY INFRINGEMENT CLAIMS.

19. INTELLECTUAL PROPERTY RIGHTS; OWNERSHIP OF HARDWARE AND SOFTWARE:

A. <u>Ownership</u>. City shall own all copyright rights in written reports, analyses and other working papers delivered by Consultant to City in the course of performing the Work, as well as City's derivative works thereof, subject to City's payment of invoices under this Agreement and subject to Consultant's rights in the underlying intellectual property embodied therein or used by Consultant to perform the Work. Upon the City's written concurrence that the hardware and software are satisfactorily installed and payment to the Consultant by City under the terms of this Agreement, title to the hardware shall automatically pass to the City.

B. <u>License Grant</u>. Subject to the terms and conditions of this Agreement, Consultant grants City the worldwide, non-exclusive, non-transferable, non-sublicenseable, perpetual, irrevocable (except as set forth in Section (C) right to use, copy, and create derivatives of any materials provided by Consultant in the course of performing Work solely for City's internal business operations as contemplated by this Agreement. The foregoing license excludes Consultant's generally available products which are licensed via separate ordering agreement or pre-released products City may have received from Consultant under a separate testing agreement.

C. <u>Reservation of Rights</u>. Consultant reserves all rights not expressly granted to City in this Agreement. Except as expressly stated, nothing herein shall be construed to: (1) directly or indirectly grant to a receiving party any title to or ownership of a providing party's intellectual property rights in services or materials furnished by such providing party hereunder, or (2) preclude such providing party from developing, marketing, using, licensing, modifying or otherwise freely exploiting services or materials that are similar to or related to the Work or materials provided hereunder. Notwithstanding anything to the contrary herein, City acknowledges that Consultant has the right to use any City provided materials solely for the benefit of City in connection with the Work performed hereunder for City.

20. SOFTWARE SOURCE CODE ESCROW:

If required by **Exhibit A,** Consultant and City will execute a Software Source Code Escrow agreement for the software more fully described in **Exhibit A.** Such agreement shall be supplementary to this Agreement and to any software license agreement between City and Consultant, pursuant to 11 United States Bankruptcy Code, Section 365(n) (11 U.S.C. §365(n)).

21. COORDINATION OF SERVICES:

The Consultant agrees to perform its work under this Agreement in accordance with the operational requirements of DIA, and all work and movement of personnel or equipment on areas included within the DIA site shall be subject to the regulations and restrictions established by the City or its authorized agents.

22. COMPLIANCE WITH ALL LAWS AND REGULATIONS:

All of the work performed under this Agreement by the Consultant shall comply with all applicable laws, rules, regulations and codes of the United States and the State of Colorado, the charter, ordinances and rules and regulations of the City and County of Denver, and all Denver International Airport Rules and Regulations.

23. FEDERAL PROVISIONS:

This Agreement is subject and subordinate to the terms, reservations, restrictions and conditions of any existing or future agreements between the City and the United States, the execution of which has been or may be required as a condition precedent to the transfer of federal rights or property to the City for airport purposes and the expenditure of federal funds for the extension, expansion or development of the Denver Municipal Airport System, including DIA. The provisions of the attached Appendices Nos. 1 and 3 are incorporated herein by reference.

24. AIRPORT SECURITY:

A.   It is a material requirement of this Contract that the Consultant shall comply with all rules, regulations, written policies and authorized directives from the City and/or the Transportation Security Administration with respect to Airport security. The Consultant shall conduct all of its activities at the Airport in compliance with the Airport security program, which is administered by the Security Section of the Airport Operations Division, Department of Aviation. Violation by the Consultant or any of its employees, subcontractors or vendors of any rule, regulation or authorized directive from the City or the Transportation Security Administration with respect to Airport Security shall be grounds for immediate termination by the City of this Contract for cause.

B.   The Consultant shall promptly upon notice of award of this Contract, meet with the Airport's Assistant Security Manager to establish badging and vehicle permit requirements for the Consultant's operations under this Contract. The Consultant shall obtain the proper access authorizations for all of its employees, subcontractors and vendors who will enter the Airport to perform work or make deliveries, and shall be responsible for each such person's compliance with all Airport rules and regulations, including without limitation those pertaining to security. Any person who violates such rules may be subject to revocation of his/her access authorization. The failure of the Consultant or any subcontractor to complete any required

services hereunder shall not be excused on account of the revocation for good cause of access authorization of any person.

C.   The security status of the Airport is subject to change without notice. If the security status of the Airport changes at any time during the term of this Contract, the Consultant shall take immediate steps to comply with security modifications which occur as a result of the changed status. The Consultant may at any time obtain current information from the Airport Security Office regarding the Airport's security status in relation to the Consultant's operations at the Airport.

D.   The Consultant shall return to the City at the expiration or termination of this Contract, or upon demand by the City, all access keys or access badges issued to it or any subcontractor for any area of the Airport, whether or not restricted. If the Consultant fails to do so, the Consultant shall be liable to reimburse the City for all the City's costs for work required to prevent compromise of the Airport security system. The City may withhold funds in the amount of such costs from any amounts due and payable to the Consultant under this Contract.

25.   COMPLIANCE WITH PATENT, TRADEMARK, COPYRIGHT AND SOFTWARE LICENSING LAWS:

A.   The Consultant agrees that all work performed under this Agreement shall comply with all applicable patent, trademark, copyright and software licensing laws, rules, regulations and codes of the United States. The Consultant will not utilize any protected patent, trademark or copyright in performance of its work unless it has obtained proper permission and all releases and other necessary documents. If the Consultant prepares any design documents which specify any material, equipment, process or procedure which is protected, the Consultant shall disclose such patents, trademarks and copyrights in the construction drawings or specifications.

B.   The Consultant further agrees to release, indemnify and save harmless the City, its officers, agents and employees, pursuant to Paragraph 17, "Defense and Indemnification," and Paragraph 18, "Intellectual Property Indemnification and Limitation of Liability," from any and all claims, damages, suits, costs, expenses, liabilities, actions or proceedings of any kind or nature whatsoever, of or by anyone whomsoever, in any way resulting from, or arising out of, directly or indirectly, the performance of work under this Agreement which violates or infringes upon any patent, trademark, copyright or software license protected by law, except in cases where the Consultant's personnel are working under the direction of City personnel and do not have direct knowledge or control of information regarding patents, trademarks, copyrights and software licensing.

26.   TAXES AND COSTS:

A.   The Consultant, at its own expense, shall promptly pay, when due, all taxes, bills, debts and obligations it incurs performing work under this Agreement and shall allow no lien, mortgage, judgment or execution to be filed against land, facilities or improvements owned by the City.

B.   The City shall provide to Consultant, at no cost, all necessary clearances and permits necessary to install and/or deliver the additional remote units required for the Tracking System and/or Aerobahn under this Agreement. Where such clearances, permits, leases, or fees of a similar nature are required to be obtained and paid for directly by Consultant, the City shall reimburse Consultant the actual cost of such items.

C.   The City affirms that it is a tax-exempt entity under the Laws of the State of Colorado and this purchase qualifies for the Denver and Colorado sales tax exemption for sales to the United States government, the State of Colorado, its departments and institutions, and its political subdivisions (county and local governmental, school districts and special districts); is a government purchase used only in an official governmental capacity; and will be paid directly by a government agency. Taking into account the City's status, Consultant confirms that all Charges are inclusive of all taxes, levies, duties and assessments ("Taxes") of every nature in effect as of the Effective Date and due in connection with its performance of its obligations under this Agreement. Consultant is responsible for payment of such Taxes to the appropriate governmental authority.

27.   OWNERSHIP OF WORK PRODUCT:

All plans, drawings, reports, other submittals, and other documents submitted to the City or its authorized agents by the Consultant shall become and are the property of the City, and the City may, without restriction, make use of such documents and underlying concepts as it sees fit. The Consultant shall not be liable for any damage which may result from the City's use of such documents for purposes other than those described in this Agreement.

28.   ADVERTISING AND PUBLIC DISCLOSURES:

The Consultant shall not include any reference to this Agreement or to work performed hereunder in any of its advertising or public relations materials without first obtaining the written approval of the Manager. Any oral presentation or written materials related to DIA shall include only presentation materials, work product, and technical data which have been accepted by the City, and designs and renderings, if any, which have been accepted by the City. The Manager shall be notified in advance of the date and time of any such presentations. Nothing herein, however, shall preclude the Consultant's use of this contract and its component parts in GSA form 254 or 255 presentations, or the transmittal of any information to officials of the City, including without limitation, the Mayor, the Manager, any member or members of City Council, and the Auditor.

29.   COLORADO OPEN RECORDS ACT:

The Consultant acknowledges that the City is subject to the provisions of the Colorado Open Records Act, Colorado Revised Statutes §24-72-201 *et seq.*, and the Consultant agrees that it will fully cooperate with the City in the event of a request or lawsuit arising under such act for the disclosure of any materials or information which the Consultant asserts is confidential and exempt from disclosure.   Any other provision of this Agreement notwithstanding, including exhibits, attachments and other documents incorporated into this Agreement by reference, all materials, records and information provided by the Consultant to the City shall be considered confidential by the City only to the extent provided in the Open Records Act, and the Consultant agrees that any disclosure of information by the City consistent with the provisions of the Open Records Act shall result in no liability of the City.

30.   USE, POSSESSION OR SALE OF ALCOHOL OR DRUGS:

The Consultant and Consultant's agents shall cooperate and comply with the provisions of the City and County of Denver Executive Order No. 94 and Attachment A thereto concerning the use, possession or sale of alcohol or drugs.   Violation of these provisions or refusal to cooperate with implementation of the policy can result in the City's barring the Consultant and Consultant's agents from City facilities or participating in City operations.

31.   CITY SMOKING POLICY:

Consultant acknowledges that smoking is not permitted in Airport buildings and facilities except for designated Airport Smoking Concessions, and so agrees that it will prohibit smoking by its employees and the public in indoor areas and within 15 feet of entryways of the Airport Premises, except as may otherwise be permitted by the Colorado Clean Indoor Air Act, C.R.S. §§ 25-14-201 to 209.   Consultant and its officers, agents, and employees shall cooperate and comply with the provisions of the Denver Revised Municipal Code, §§ 24-301 to 317 *et. seq.*, the Colorado Clean Indoor Air Act, C.R.S. §§ 25-14-201 to 209, City's Executive Order No. 99 dated December 1, 1993, and Executive Order No. 13 dated July 31, 2002.

32.   NO EMPLOYMENT OF ILLEGAL ALIENS TO PERFORM WORK UNDER THE AGREEMENT:

A.   This Agreement is subject to Article 17.5 of Title 8, Colorado Revised Statutes, and Den. Rev. Mun. Code 20-90 and the Consultant is liable for any violations as provided in said statute and ordinance.

B.   The Consultant certifies that:

(1)   At the time of its execution of this Agreement, it does not knowingly employ or contract with an illegal alien who will perform work under this Agreement.

(2)   It will participate in the E-Verify Program, as defined in § 8-17.5-101(3.7), C.R.S., to confirm the employment eligibility of all employees who are newly hired for employment to perform work under this Agreement.

13

C.   The Consultant also agrees and represents that:

(1)   It shall not knowingly employ or contract with an illegal alien to perform work under the Agreement.

(2)   It shall not enter into a contract with a subcontractor or subconsultant that fails to certify to the Consultant that it shall not knowingly employ or contract with an illegal alien to perform work under the Agreement.

(3)   It has confirmed the employment eligibility of all employees who are newly hired for employment to perform work under this Agreement, through participation in the E-Verify Program.

(4)   It is prohibited from using either the E-Verify Program or the Department Program procedures to undertake pre-employment screening of job applicants while performing its obligations under the Agreement, and it has complied with all federal requirements regarding the use of the E-Verify program, including, by way of example, requirements related to employee notification and preservation of employee rights.

(5)   If it obtains actual knowledge that a subcontractor or subconsultant performing work under the Agreement knowingly employs or contracts with an illegal alien, it will notify such subcontractor and the City within three days. The Consultant will also then terminate such subcontractor or subconsultant if within three days after such notice the subcontractor or subconsultant does not stop employing or contracting with the illegal alien, unless during such three day period the subcontractor or subcontractor provides information to establish that the subcontractor or subconsultant has not knowingly employed or contracted with an illegal alien.

(6)   It will comply with any reasonable request made in the course of an investigation by the Colorado Department of Labor and Employment under authority of § 8-17.5-102(5), C.R.S. or the City Auditor under authority of Den. Rev. Mun. Code 20-90.3.

33.   EXAMINATION OF RECORDS:

A.   The Consultant agrees that the City's duly authorized representatives, including the City's Auditor, shall, until the expiration of three (3) years after the final payment under this Agreement, have access to and the right to examine any directly pertinent books, documents, papers and records of the Consultant involving this Agreement.

B.   In connection with any services performed hereunder on items of work toward which federal funds may be received under the Airport and Airway Development Act of 1970, as amended, the City, the Federal Aviation Administration, the Comptroller General of the United States, and any of their duly authorized representatives, shall have access to any books, documents, papers and records of the Consultant which are directly pertinent to a specific grant program for the purpose of making audit, examination, excerpts and transcriptions. The Consultant further agrees that such records will contain information concerning the personnel, hours and specific tasks performed, along with the applicable federal project number.

34.   INFORMATION FURNISHED BY CITY:

14

The City will furnish to the Consultant available information concerning DIA and any such other matters that may be necessary or useful in connection with the work to be performed by the Consultant under this Contract. The Consultant shall be responsible for the verification of the information provided to the Consultant.

35. CITY REVIEW OF PROCEDURES:

The Consultant agrees that, upon request of the Deputy Manager, at any time during the term of the Agreement or three years thereafter, it will make full disclosure to the City of the means, methods, and procedures used in performance of services hereunder.

36. TERMINATION:

A. The City has the right to terminate this Agreement without cause on thirty (30) days written notice to the Consultant, and with cause on ten (10) days written notice to the Consultant. However, nothing herein shall be construed as giving the Consultant the right to perform services under this Agreement beyond the time when such services become unsatisfactory to the Manager.

B. If the Consultant is discharged before all the services contemplated hereunder have been completed, or if the Consultant's services are for any reason terminated, stopped or discontinued because of the inability of the Consultant to provide service under this Agreement, the Consultant shall be paid only for those services satisfactorily performed prior to the time of termination.

C. If this Agreement is terminated, the City shall take possession of all materials, equipment, tools and facilities owned by the City which the Consultant is using by whatever method it deems expedient, and the Consultant shall deliver to the City all drafts or other documents it has completed or partially completed under this Agreement, together with all other items, materials and documents which have been paid for by the City, and these documents and materials shall be the property of the City.

D. Upon termination of this Agreement by the City, the Consultant shall have no claim of any kind whatsoever against the City by reason of such termination or by reason of any act incidental thereto, except as follows: if the termination is for the convenience of the City the Consultant shall be entitled to reimbursement for the reasonable cost of the Work to the date of termination, including multiplier, and reasonable costs of orderly termination, provided request for such reimbursement is made no later than six (6) months from the effective date of termination. The Consultant shall not be entitled to loss of anticipated profits or any other consequential damages as a result of any such termination for convenience, and in no event shall the total sums paid exceed the Contract Amount.

37. SURVIVAL OF CERTAIN CONTRACT PROVISIONS:

15

The parties understand and agree that all terms and conditions of this Agreement, including any warranty provision, which by reasonable implication contemplate continued performance or compliance beyond the termination of this Agreement (by expiration of the term or otherwise) shall survive such termination and shall continue to be enforceable as provided herein.

38. NOTICES:

Notwithstanding any other provision of this Agreement, notices concerning termination of this Agreement, notices of alleged or actual violations of the terms of this Agreement, and other notices of similar importance shall be made as follows:

by Consultant to:	Manager of Aviation Denver International Airport 8500 Peña Boulevard, 9th Floor Denver, Colorado 80249-6340
And by City to:	Systems Integration Corp. 4699 Nautilus Ct South Suite 205 Boulder, CO 80301

Said notices shall be delivered personally during normal business hours to the appropriate office above or by prepaid U.S. certified mail, return receipt requested. Mailed notices shall be deemed effective upon deposit with the U.S. Postal Service. Either party may from time to time designate substitute addresses or persons where and to whom such notices are to be mailed or delivered, but such substitutions shall not be effective until actual receipt of written notification thereof.

39. RIGHTS AND REMEDIES NOT WAIVED:

In no event shall any payment by the City hereunder constitute or be construed to be a waiver by the City of any breach of covenant or default which may then exist on the part of the Consultant, and the making of any such payment when any such breach or default shall exist shall not impair or prejudice any right or remedy available to the City with respect to such breach or default; and no assent, expressed or implied, to any breach of any one or more covenants, provisions or conditions of this Agreement shall be deemed or taken to be a waiver of any other breach.

40. NO THIRD PARTY BENEFICIARIES:

It is expressly understood and agreed that enforcement of the terms and conditions of this Agreement and all rights of action relating to such enforcement shall be strictly reserved to the City and the Consultant, and nothing contained in this Agreement shall give or allow any such claim or right of action by any other or third person on such Agreement. It is the express intention of the City and the Consultant that any person other than the City or the Consultant

16

receiving services or benefits under this Agreement shall be deemed to be an incidental beneficiary only.

41. GOVERNING LAW; BOND ORDINANCES; VENUE; DISPUTES:

A.   This Agreement is made under and shall be governed by the laws of Colorado. Each and every term, provision or condition herein is subject to the provisions of Colorado law, the Charter of the City and County of Denver, and the ordinances and regulations enacted pursuant thereto. Venue for any action arising hereunder shall be in the City and County of Denver, Colorado.

B.   This Agreement is in all respects subject and subordinate to any and all City bond ordinances applicable to the Denver Municipal Airport System and to any other bond ordinances which amend, supplement, or replace such bond ordinances.

C.   All disputes between the City and Consultant regarding this Agreement shall be resolved by administrative hearing pursuant to the procedure established by D.R.M.C. § 5-17.

42. DATA CONFIDENTIALITY:

For the purpose of this Agreement, confidential information means any information, knowledge and data marked "Confidential Information" or "Proprietary Information" or similar legend. All oral and/or visual disclosures of Confidential Information shall be designated as confidential at the time of disclosure, and be summarized, in writing, by the disclosing Party and given to the receiving Party within thirty (30) days of such oral and/or visual disclosures.

The disclosing Party agrees to make known to the receiving Party, and the receiving Party agrees to receive Confidential Information solely for the purposes of this Agreement. All Confidential Information delivered pursuant to this Agreement:

A.   shall not be distributed, disclosed, or disseminated in any way or form by the receiving Party to anyone except its own employees, corporate partners, affiliates and alliance partners who have a need to know said Confidential Information;

B.   shall be treated by the receiving Party with the same degree of care to avoid disclosure to any third Party as is used with respect to the receiving Party's own information of like importance which is to be kept confidential.

These obligations shall not apply, however, to any information which:

a)   is already in the public domain or becomes available to the public through no breach of this Agreement by the receiving Party; or

b)   was in the receiving Party's possession prior to receipt from the disclosing Party; or

17

c)   is received by the receiving Party independently from a third Party free to disclose such information; or

d)   is subsequently independently developed by the receiving Party as proven by its written records; or

e)   is disclosed when such disclosure is compelled pursuant to legal, judicial, or administrative proceeding, or otherwise required by law, subject to the receiving Party giving all reasonable prior notice to the disclosing Party to allow the disclosing Party to seek protective or other court orders.

Upon the request from the disclosing Party, the receiving Party shall return to the disclosing Party all Confidential Information, or if directed by the disclosing Party, shall destroy such Confidential Information.

43.   PREVAILING WAGES:

Employees of the Consultant or its subcontractors may be subject to the payment of prevailing wages pursuant to D.R.M.C. 20-76, depending upon the nature of the Work. By executing this Agreement, the Consultant covenants that it is familiar with this Code Section and is prepared to pay or cause to be paid prevailing wages, if any, applicable to the work conducted by the Consultant's or its subcontractor's employees. The schedule of prevailing wage is periodically updated and Consultant is responsible for payment of then current prevailing wage. The Consultant may obtain a current schedule of prevailing wage rates at any time from the City Auditor's Office.

44.   PARAGRAPH HEADINGS:

The captions and headings set forth herein are for convenience of reference only, and shall not be construed so as to define or limit the terms and provisions hereof.

45.   CONTRACT DOCUMENTS; ORDER OF PRECEDENCE:

This Agreement consists of Sections 1 through 52 which precede the signature page, and the following attachments which are incorporated herein and made a part hereof by reference (the "Contract Documents"):

Appendix No. 1:	Standard Federal Assurances
Appendix No. 3:	Nondiscrimination in Airport Employment Opportunities
Exhibit A:	Scope of Work
Exhibit B:	Billing Rates
Exhibit C:	Insurance Requirements

In the event of an irreconcilable conflict between a provision of Sections 1 through 52 and any of the listed attachments or between provisions of any attachments, such that it is impossible to give

effect to both, the order of precedence to determine which document shall control to resolve such conflict, is as follows, in descending order:

> Appendices No. 1 and 3
> Sections 1 through 52 hereof
> Exhibit A
> Exhibit B
> Exhibit C

46. AGREEMENT AS COMPLETE INTEGRATION; AMENDMENTS:

This Agreement is intended as the complete integration of all understandings between the parties. No prior or contemporaneous addition, deletion, or other amendment hereto shall have any force or effect whatsoever, unless embodied herein in writing. No subsequent novation, renewal, addition, deletion, or other amendment hereto shall have any force or effect unless embodied in a written amendatory or other agreement properly executed by the parties. This Agreement and any amendments shall be binding upon the parties, their successors and assigns.

47. INUREMENT:

The rights and obligations of the parties herein set forth shall inure to the benefit of and be binding upon the parties hereto and their respective successors and assigns permitted under this Agreement.

48. FORCE MAJEURE:

Neither party shall be liable for any failure to perform any of its obligations hereunder due to or caused by, in whole or in part, fire, strikes, lockouts, unusual delay by common carriers, unavoidable casualties, war, riots, acts of terrorism, acts of civil or military authority, acts of God, judicial action, or any other causes beyond the control of the parties. Both parties shall have the duty to take reasonable actions to mitigate or prevent further delays or losses resulting from such causes.

49. SEVERABILITY; ENTIRE AGREEMENT:

If any part, portion or provision of this Agreement shall be found or declared null, void, or unenforceable for any reason whatsoever by any court of competent jurisdiction or any governmental agency having applicable authority, only such part, portion, or provision shall be affected thereby and all other parts, portions and provisions of this Agreement shall remain in full force and effect. The Contract Documents form the entire agreement between the parties and are fully binding on the parties. No oral representations or other agreements have been made except as specifically stated in the Contract Documents.

50. COUNTERPARTS OF THIS AGREEMENT:

Systems Integration Corp.
Employee Parking System Software and Maintenance
Contract Number 201101391-00

This Agreement may be executed in counterparts, each of which shall be deemed to be an original of this Agreement.

51. ELECTRONIC SIGNATURES AND ELECTRONIC RECORDS:

Consultant consents to the use of electronic signatures by the City. The Agreement, and any other documents requiring a signature hereunder, may be signed electronically by the City in the manner specified by the City. The Parties agree not to deny the legal effect or enforceability of the Agreement solely because it is in electronic form or because an electronic record was used in its formation. The Parties agree not to object to the admissibility of the Agreement in the form of an electronic record, or a paper copy of an electronic document, or a paper copy of a document bearing an electronic signature, on the ground that it is an electronic record or electronic signature or that it is not in its original form or is not an original.

52. CITY EXECUTION OF AGREEMENT:

This Agreement is expressly subject to and shall not be or become effective or binding on the City until it has been approved by City Council, if so required by law, and fully executed by all signatories of the City and County of Denver.

<div align="center">[SIGNATURE PAGE FOLLOWS]</div>

Contract Control Number: PLANE-201101391-00

Contractor Name: SYSTEMS INTEGRATION CORP

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

SEAL

ATTEST:

_____

CITY AND COUNTY OF DENVER

By_____

APPROVED AS TO FORM:

DOUGLAS J. FRIEDNASH, Attorney
for the City and County of Denver

By_____

REGISTERED AND COUNTERSIGNED:

By_____

By_____

Contract Control Number: PLANE-201101391-00

Contractor Name: SYSTEMS INTEGRATION CORP

By: _____

Name: _Rob Howard_____
     (please print)

Title: _General Manager / Secretary_
     (please print)

ATTEST: [if required]

By: _____

Name: _Brian Fitzgerald_____
     (please print)

Title: _____VP SALES_____
     (please print)

APPENDIX NO. 1

STANDARD FEDERAL ASSURANCES

NOTE: As used below the term "contractor" shall mean and include the "Party of the Second Part," and the term "sponsor" shall mean the "City".

During the term of this contract, the contractor, for itself, its assignees and successors in interest (hereinafter referred to as the "contractor") agrees as follows:

1.   Compliance with Regulations. The contractor shall comply with the Regulations relative to nondiscrimination in federally assisted programs of the Department of Transportation (hereinafter "DOT") Title 49, Code of Federal Regulations, Part 21, as they may be amended from time to time (hereinafter referred to as the Regulations), which are herein incorporated by reference and made a part of this contract.

2.   Nondiscrimination. The contractor, with regard to the work performed by it during the contract, shall not discriminate on the grounds of race, color, sex, creed or national origin in the selection and retention of subcontractors, including procurements of materials and leases of equipment. The contractor shall not participate either directly or indirectly in the discrimination prohibited by section 21.5 of the Regulations, including employment practices when the contract covers a program set forth in Appendix B of the Regulations.

3.   Solicitations for Subcontractors, Including Procurements of Materials and Equipment. In all solicitations either by competitive bidding or negotiation made by the contractor for work to be performed under a subcontract, including procurements of materials or leases of equipment, each potential subcontractor or supplier shall be notified by the contractor of the contractor's obligations under this contract and the Regulations relative to nondiscrimination on the grounds of race, color, or national origin.

4.   Information and Reports. The contractor shall provide all information and reports required by the Regulations or directives issued pursuant thereto and shall permit access to its books, records, accounts other sources of information, and its facilities as may be determined by the sponsor or the Federal Aviation Administration (FAA) to be pertinent to ascertain compliance with such Regulations, orders, and instructions. Where any information required of a contractor is in the exclusive possession of another who fails or refuses to furnish this information, the contractor shall so certify to the sponsor of the FAA, as appropriate, and shall set forth what efforts it has made to obtain the information.

5.   Sanctions for Noncompliance. In the event of the contractor's noncompliance with the nondiscrimination provisions of this contract, the sponsor shall impose such contract sanctions as it or the FAA may determine to be appropriate, including, but not limited to:

    a.   Withholding of payments to the contractor under the contract until the contractor complies, and/or

b.   Cancellation, termination, or suspension of the contract, in whole or in part.

6.   <u>Incorporation of Provisions</u>. The contractor shall include the provisions of paragraphs 1 through 5 in every subcontract, including procurements of materials and leases of equipment, unless exempt by the Regulations or directives issued pursuant thereto. The contractor shall take such action with respect to any subcontract or procurement as the sponsor or the FAA may direct as a means of enforcing such provisions including sanctions for noncompliance. Provided, however, that in the event a contractor becomes involved in, or is threatened with, litigation with a subcontractor or supplier as a result of such direction, the contractor may request the sponsor to enter into such litigation to protect the interests of the sponsor and, in addition, the contractor may request the United States to enter into such litigation to protect the interests of the United States.

APPENDIX NO. 3

NONDISCRIMINATION IN AIRPORT EMPLOYMENT OPPORTUNITIES

The Party of the Second Part assures that it will comply with pertinent statutes, Executive Orders and such rules as are promulgated to assure that no person shall, on the grounds of race, creed, color, national origin, sex, age, or handicap be excluded from participating in any activity conducted with or benefiting from Federal assistance. This Provision obligates the Party of the Second Part or its transferee for the period during which Federal assistance is to provide, or is in the form of personal property or real property or an interest herein or structures or improvements thereon. In these cases, this Provision obligates the Party of the Second Part or any transferee for the longer of the following periods: (a) the period during which the property is used by the sponsor or any transferee for a purpose for which Federal assistance is extended, or for another purpose involving the provision of similar services or benefits; or (b) the period during which the airport sponsor or any transferee retains ownership or possession of the property. In the case of contractors, this Provision binds the contractors from the bid solicitation period through the completion of the contract.

It is unlawful for airport operators and their lessees, tenants, concessionaires and contractors to discriminate against any person because of race, color, national origin, sex, creed, or handicap in public services and employment opportunities.

EXHIBIT A

SCOPE OF WORK

SECTION 11158
EMPLOYEE PARKING SYSTEM

PART 1: GENERAL

1.01   INTRODUCTION

A.   The Employee Parking System at Denver International Airport is managed by the Department of Aviation, Parking Division. The existing employee parking system consists of entry and exit readers at designated employee parking lots as well as entry and exit readers at certain lanes of public parking lots and gated Automatic Vehicle Identification (AVI) sites. Each site is equipped with gates and a controller which in turn communicates with the system server over either a native Ethernet connection or DSL Ethernet connection. The system also controls access to the DIA fitness center door.

B.   The lane equipment, and associated core equipment associated with the existing system have proven to be extremely reliable and it is DIA's intention to keep this equipment and the core software and firmware associated with the system. This project therefore will overlay a full featured Payment Card Industry (PCI) compliant employee parking system of workstations, servers, kiosks and software that provides the required accounting, internet and kiosk functionality and interface this application to the underlying system.

C.   This project requires provision of all labor, equipment, material and interface development, training and documentation for complete and fully operational computerized Employee Parking System as specified herein and described in the Employee Parking System Upgrade – Business Requirements.

D.   DIA has captured screen shots and sample reports. These will be provided to the successful Vendor. These screen images will be provided to give the proposer a better understanding of the data contained within the existing system and basic functionality. The new employee parking system shall support these existing functions and data sets as well as providing additional functionalities as described herein and within.

1.02   REQUEST FOR PROPOSAL FORM OF RESPONSE

A.   It is recognized that all features and functionality described in this specification may not be available on a the Proposer's standard systems. Proposers shall obtain a soft copy of this specification and interleave a response after EACH paragraph indicating the level of compliance with the requirement being described.

B.   The proposer responses shall fall into one of four categories as described below:

1.   Comply – The system proposed completely fulfills the requirement in the specific manner described.

2.   Comply with variations – The system proposed completely fulfills the specified requirement, but accomplishes the feature and function in a different way. Proposers responding with this condition shall provide specific information on how the required feature or function is supported.

3.   Do not comply but available – This form of response indicates that the proposed system does not currently support the required feature or function, however, the feature or function may be added for additional cost. Proposers shall describe how they will implement the feature or function and state a firm fixed price for doing so.

4.   Cannot comply – This form of response indicates that the required feature or function cannot be incorporated into the Proposer's system.

C.   During the evaluation of Proposals, DIA will evaluate the level of compliance for each proposed system and weigh the cost of adding individual features based on their proposed cost. The resulting contract value will be based on the Proposer's base system cost plus the addition of missing features that DIA feels can be cost effectively added to the system.

D.   Proposers are cautioned that DIA may elect to include additional cost features in any combination and that the cost for any feature shall stand alone.

1.03   DEFINITIONS

A.   The following definitions are provided to clarify references found throughout this section.
1.   AIRPORT – The City & County of Denver, Denver International Airport, The Department of Aviation and all divisions and sections in the organization.
2.   CITY - The City & County of Denver, Denver International Airport, The Department of Aviation and all divisions and sections in the organization.
3.   CONTRACTOR – That organization and it's employees and assignees contracted to provide , install, and implement the Employee Parking System.
4.   PARKING PERMIT SALES BOOTH – Located on Level 5, northwest corner of the Main Terminal, where permits are sold and access badges are issued for the Employee Parking System.
5.   AREAS – Any of the thirteen (13) specific parking areas designated for employee parking at the airport. Other access control points exist on roadways and within the Airport Terminal.
6.   GUID – Globally Unique Identifier
7.   PERMIT – A color coded, sequentially numbered mirror hang tag that is required to be displayed on vehicles parking within their assigned employee parking areas.
8.   POS – Point of Sale workstations used for sale of and issue of parking permits, issue of parking badges and enrollment of employee badges.
9.   EMPLOYEE BADGE – Access badge based on proximity or mag-stripe technology. Utilized by employees as a security identification and to access assigned parking areas.
10.   PARKING BADGE - Access badge based on proximity technology. Utilized by public patrons who do not have an airport access control badge to access assigned parking areas. Parking Badges are issued by the Permit Sales Booth.
11.   PARKING OPERATIONS OFFICE – The parking operations office is operated by the airport public parking contractor. It is located on level one, west side of the terminal.
12.   AOB – Airport Office Building located adjacent to the Concourse A bridge screening checkpoint. Airport parking staff are located on the 6th floor.

1.04   The Work provided under this Contract shall include the furnishing of all labor, materials, parts, and services as necessary for the complete installation of the Employee Parking System at the City's facilities at Denver International Airport. The materials to be provided under the Contract shall include all additional items, consumable items, and equipment as specified elsewhere in these Technical Specification Documents.

1.05   The Work provided under this contract shall include participation in a detailed interface definition phase in which the specific message structures between the new top level Employee Parking System and underlying system shall be defined. Once defined, these messages shall be documented in a detailed interface control document which will be signed by the Employee Parking System Contractor and the software developer for the underlying airport system.

1.06   This interface shall be fully tested jointly by the Employee Parking System Contractor and the software developer for the underlying airport system. All costs associated with development of

the interface on both systems shall be included in the proposal price for the Employee Parking System. Refer to integration allowance provisions in 1.18, E of this specification.

1.07   The Employee Parking System shall be considered to be acceptable for the on-site Installation Test after the Contractor has successfully completed all contractual requirements for the Interface test, and has performed all final hardware adjustments and has completed all software "de-bugging" tasks. The Contractor shall be responsible to provide the services of qualified specialty engineer(s) for the final adjustments of software components, and for assistance during the Installation Test, 3 Day Report Test and 30 Day System Test.

1.08   First Year Maintenance and Warranty Services shall be provided by the Contractor on all Employee Parking System delivery items for a one-year period commencing on the day following Final Acceptance of the Employee Parking System by the City.

1.09   EMPLOYEE PARKING LOCATIONS

1.10   The following table indicates the location of Employee Parking entry readers, exit readers and controllers.

Location	Entry Readers	Exit Readers	Existing Controllers
Land Side Employee Parking Lot	4	4	2
Air Side Employee Parking Lot	5	5	2
Pike Peak Parking Lot East	1	1	1
Pikes Peak Parking Lot West	1	1	1
East Garage / Economy Entry	2	-	1
East Garage Exit	-	4	2
East Economy Exit	-	1	1
West Garage / Economy Entry	2	-	1
West Garage Exit	-	4	2
West Economy Exit	-	1	1
East Terminal City Lot (1)	1	1	1
West Terminal City Lot (3)	1	1	1
FAA Covered Lot (2)	1	1	1
East Atrium Lot	1	1	1
Fitness Center Door	1	1	1
AOB Parking Lots	2	2	1
East Economy T-1 Roadway	1	1	1
West Economy T-1 Roadway	1	1	1
Snake Road T-1 Roadway	1	1	1
Mt. Elbert Lot Bus Entry / Exit	2	2	1
Permit Sales Office Windows (4)	3	-	1
Terminal Level 1 West Pkg Office	1	-	1

(1)   This area nested in East Economy / Garage Area
(2)   This area nested in East Economy / Garage & East City Lot
(3)   This area nested in West Economy / Garage Area
(4)   Card Readers at This Location used for Badge Enrollment

1.11   The following table describes the location of existing Employee Parking System workstation, server and kiosk locations. Workstations shall be replaced on a one-for-one basis with either a thick client or thin client configuration except for the maintenance workstations located on Concourse A and level one east of the terminal. The maintenance workstations shall remain as a

means of configuring, providing diagnostics and maintenance related alarms on the underlying system. Kiosks shown at the turnstile buildings and permit sales shall be new.

Location	Existing Computer Equip.	New Equipment Required
AOB 6th. Floor Parking Office Workstation	3	3
Parking Permit Sales Office Workstation	4	4
A/C Turnstile Building Workstation	1	1
B Turnstile Building Workstation	1	1
A/C Turnstile Building Self Service Kiosk	0	1
B Turnstile Building Self Service Kiosk	0	1
Parking Permit Sales Office Kiosk	1	2
Employee Parking Server Pri Data Ctr	1	1
Employee Parking Server Sec Data Ctr	1	1
E-Park Maint. Workstation Conc A	1	0
AVI Payment Workstation, GT Holding Lot	0	1

1.12   SECURITY CONSIDERATIONS

A.   The majority of the employee parking patrons use their airport security badge to enter and exit the parking system. Non-domiciled employees such as some airport flight crew members and un-badged fitness center users are issued similar parking "cards" that are enrolled in the system.

B.   Low level features of the existing system such as configuration of new areas, addition of controllers and readers and monitoring of equipment alarms will remain in the underlying system and continue to be managed via an existing maintenance workstation located on Concourse A.

C.   Enrollment and transactional messaging between the new top level Employee Parking System and the underlying system will use a Globally Unique Identifier (GUID) which is unique to each employee badge and generated by the underlying system. The specific GUID associated with each badge will remain consistent as long as the badge is valid.

1.13   COORDINATION

A.   The Employee Parking System contractor shall coordinate with the underlying system vendor to design and integrate the exchange of information between the two systems.

B.   The Employee Parking System contractor shall coordinate with the underlying system vendor to migrate the existing area, lane configuration, employee population into the new top level Employee Parking System database.

C.   The existing Employee Parking System operates on a 24 hour 7 days a week basis. The contractor shall submit an installation and commissioning schedule that will transition to the new configuration without disruption of employee parking activities at the airport.

D.   The contractor shall notify the Airport Parking Office of all intended lane closures or other equipment outages 24 hours in advance. If lane closures are required, the contractor shall provide, setup, and remove all barricades, traffic cones, and personnel to manage traffic.

1.14   SOFTWARE LICENSE

A.   The City shall have the "right of ownership" of all software programs and documentation to use in the City's normal course of business. The Contractor may use a licensing

agreement and program copyrights for protection of technology, concepts, or proprietary knowledge if, at the time the Technical Proposal is submitted by the prospective Contractor, the requested language to be used in the licensing agreement is furnished and the City accepts the license.

B.   All software / firmware / ladder logic source code and documentation related to the Employee Parking System shall be surrendered to the City upon completion of the project.

1.15   EXISTING SOFTWARE

A.   Once the contract has been awarded and the Contractor's personnel have received background checks and badges, a non-disclosure agreement will be executed between the airport and the Contractor. A limited subset of information on the existing system will be provided at this time.

1.16   NEW SOFTWARE BUSINESS REQUIREMENTS

A.   Business requirements for the new employee parking system are included in Attachment A to this document entitled Employee Parking System Upgrade, Denver International Airport, Business Requirements. These requirements shall govern the business and accounting functions associated with the new system.

B.   The employee parking system software shall incorporate and be integrated with a full-featured commercially available accounting package to support account management and reporting. Acceptable packages shall include Microsoft Dynamics, Intuit Quickbooks or approved equal. The accounting package shall be initially configured to provide the features and functions described herein. The package shall provide an open architecture to allow DIA to continue to evolve reports, analysis and other elements after initial deployment of the system.

C.   The employee parking system shall be certified Payment Card Industry (PCI) compliant to allow walk-up, kiosk and on-line patrons to make initial and subsequent payments using cash, check or credit card. On-line and kiosk payments shall be limited to credit card only.

D.   The employee parking system shall include an on-line internet accessible module to allow employees and employers to update account and vehicle information, print receipts, manage their fitness center membership and perform similar activities. The on-line employee parking module shall allow the employee to review and review their account balance, expiration date, address and vehicle information. It shall also allow the employee to update address information, change email addresses, change, add or delete vehicle information and make payments on line using any credit card that is supported by the City's credit card processor. On-line users shall also be able to print receipts for payments made on line.

E.   The system shall be configured with a data entry screen to track payments made for the DIA Automated Vehicle Identification (AVI) system at the ground transportation holding lot. Payments may be made using cash, check or credit card. In the case of credit card payments, a separate merchant identifier shall be used and processed through the City's credit card processor. Daily reports and shift reports shall be provided to account for payments made and to reconcile cash on hand at the end of each shift and each day.

F.   The on-line employee parking module shall be fully integrated with the City's credit card processor, Chase PaymenTech. This integration shall vector an on-line or kiosk user to a web page on the Chase site during "checkout" so that all credit card transactions are performed on the Chase site. Confirmation of payment amount and other non-PCI sensitive information such as transaction number, approval code card type and last four

digits of the card number shall be returned from Chase to the Employee Parking System and recorded with the transaction.

G.   The employee parking system kiosks shall allow employees to update their account and make credit card payments in the same way that they would perform these actions on-line. The kiosk application shall provide receipts to the user via email rather than by printed receipt to avoid issues with consumables such as receipt paper. Credit card information on the kiosk is also to be entered either by keyboard or by touch screen at "checkout" on the Chase PaymenTech site and no credit card reader is desired.

H.   When an employee is enrolled in the system there shall be a series of check boxes for both parking and fitness center membership that indicate whether the employee or employer is responsible for payment of employee parking fees and fitness center fees. There will be employees who are individually responsible for payment of both fees, employees who have their employee parking paid by the employer and are individually enrolled in the fitness center or employees who have both fees paid by their employer in any combination.

I.   An employer making payments in person, on-line or at kiosks on behalf of their employees shall extend parking privileges or fitness center membership for all employees that are registered to their company and enrolled in the system.

J.   Individual employees who are sponsored by their company in this manner shall be able to manage their address, vehicle information, email and contact information on-line and at kiosks. These employees shall not be presented with options for payment for either parking, fitness center or both if these fees are paid by their employer.

1.17   FUNCTIONAL INTERFACE REQUIREMENTS

A.   Employees enrolling in the employee parking system shall be required to report to the Permit Sales office. Permit sales staff will enter information about the employee (e.g., employer, vehicles, etc.) in the employee record. The employee will then present their airport security badge to an existing proximity card reader located outside the permit sales window. Each window is currently equipped with a reader. Enrollees who are not issued an airport security badge will be issued a generic parking badge which is enrolled in the same manner.

B.   Presenting a badge in this manner shall cause the underlying system to respond with a reader identification number associated with the customer window and a globally unique identifier (GUID) that is associated with the badge. This identifier will remain constant for the badge in both systems as long as the badge is valid.

C.   The parking agent will present the enrollee with a color coded, sequentially numbered parking hang tag permit for the assigned lot. Assignment to a nested lot shall automatically include authorization for lanes (at locations such as the parking entry and exit plazas) which must be accessed to reach the assigned lot.

D.   When the enrollment is complete the employee GUID shall be transmitted to the underlying system with the list of lots and lanes that the employee is authorized to park in or travel through. At this point the employee may park in their assigned area and traverse their authorized lanes.

E.   It shall also be possible to pre-enroll large groups of employees for a particular employer using data either in printed form or as an import from a structured Microsoft Excel worksheet. This action shall pre-populate records in the system requiring only that the pre-enrolled employees report to the window, receive their permit hang tag and present their badge to the reader.

F. The employee parking system shall also automatically or manually be able to de-authorize an employee or group of employees from parking in their assigned areas based on manual action by a supervisor or automatically due to non-payment or violation such as nesting or passback. These rules shall be selectable by individual employee, company account or class of employee and configurable by DIA. De-authorization of an employee or group of employees shall result in transmission of an appropriate de-authorization message with the employees GUID and list of parking areas and lanes to be de-authorized.

G. The employee parking system shall receive individual lane transactions from the underlying system, either in real-time or in batches. The underlying system will normally transmit these transactions in real time unless a controller has been off line for a period of time. When an off-line controller comes back on line it will upload buffered transactions. These transactions shall include the employee GUID, lane accessed, date and time.

H. Individual lane transactions shall be stored and indexed by the employee parking system for the purpose of reporting and statistical analysis as described in the Business Requirements document.

I. The employee parking system shall be provided with a module that will allow display and capture of raw non-Security Sensitive Information data as it is sent to and from the underlying system. This module shall permit the raw data to be examined during the integration process to verify that message structures are correct. It shall also be used at any time in the future if any troubleshooting is required at the interface between these two systems.

J. Both the underlying system and new employee parking system shall be synchronized to the primary and secondary GPS based Network Time Protocol (NTP) servers located on the airport network. DIA will provide the network names or IP addresses for these time servers.

1.18   SYSTEM INTEGRATION REQUIREMENTS

A. The Employee Parking System vendor will be required to sign a non-disclosure agreement with the airport prior to commencement of integration activities with the underlying existing employee parking system.

B. The integration effort shall begin with a high level definition of the individual messages that will need to be transferred between systems. These messages shall be cataloged in a document that describes at a high level what each message is, what it will contain, the frequency at which it will be exchanged and how it will be handled if late or missing.

C. Once the initial message definitions are approved, a detailed interface control document shall be defined jointly with the DIA project manager and technical representatives from the underlying system. These documents shall address details of each message including message name, header information, individual data fields, field types, field lengths, message triggers and trailer information. This applies to messaging in both directions.

D. Once messages have been coded on both sides of the interface, DIA will provide space on site for testing off the interface and messaging. This will be performed off-line with the existing system using a subset of the new and existing system software and a monitor application to confirm the structure of the messages being transferred. Once this testing is complete and approved, the system integration testing will be declared complete and the new system ready for deployment.

E. The existing system vendor will also export the existing employee parking database in a form that can be imported into the new employee parking system.

F. There will be a cost associated with development of this messaging, testing exporting of data on the part of the existing system vendor. Proposers are therefore instructed to include an amount of $57,600 (Fifty-seven Thousand Six Hundred Dollars) as an inclusive line item in their proposal price to cover this cost.

1.19 OPERATING SYSTEM AND DATABASE REQUIREMENTS

A. Acceptable Server Operating Systems - Denver International Airport Technologies currently supports the following server operating systems:

1. Microsoft Windows Server 2008 R2, 64 bit

2. Red Hat Enterprise Linux 5, SR4 or higher, 64 bit

B. Acceptable Workstation Operating Systems - Denver International Airport Technologies currently supports the following workstation operating systems:

1. Microsoft Windows XP 32 or 64 bit

2. Microsoft Windows 7 32 or 64 bit

C. Acceptable Database Platforms - Denver International Airport Technologies currently supports the following database platforms:

1. Microsoft SQL Server 2005 / 2008

2. Oracle 10g Database

D. Browser Support – DIA Technologies currently supports the following browser(s):
1. Microsoft Internet Explorer 7+

PART 2: PRODUCTS

2.01 GENERAL REQUIREMENTS

A. All equipment and materials used shall be standard components, regularly manufactured, regularly utilized in the manufacturer's system.

B. All systems and components shall have been thoroughly tested and proven in actual use.

2.02 DESKTOP WORKSTATIONS

A. Manufacture – Dell
B. Processors – Intel Core 2 Duo minimum
C. Memory – 4 Gigabytes minimum
D. Hard Drives – 160 Giga Byte or Higher Capacity
E. Network Interface 10/100/10000-BaseT
F. Operating System – Windows XP Professional or Windows 7
G. Monitor – 15" color, .28 dot pitch, 1280 x 1024 non-interlaced resolution
H. CDROM Drive – 16x or higher
I. Keyboard – Standard
J. Mouse – Three button mouse with scroll wheel with mouse pad

2.03 KIOSKS

A. Kiosks shall be standard manufactured units that are both tamperproof and industrially hardened. Housing shall be constructed of 14-guage brushed stainless steel with keyed locking access. DIA will provide branding for each kiosk.

B.   Kiosks shall contain a 17-inch TFT active matrix LCD XGA (1024 x 768 pixel display with a minimum luminance of 250 nit. Display shall be protected with a 4mm tempered glass overlay.

C.   Touch screen shall utilize Surface Acoustic Wave (SAW) technology. Membrane and other scratch prone technologies shall not be allowed.

D.   Kiosks shall be equipped with a ruggedized keyboard with trackball. Applications that provide full functionality using the touch screen only shall be considered acceptable and shall not require either a keyboard or trackball.

E.   Kiosks shall be provided with integral stereo loudspeakers

F.   Kiosk computer shall be thermodynamically designed to allow operation in both conditioned and unconditioned spaces.

G.   Kiosk computer shall be equipped with a 1 minimum of 6ghz CPU, 40gb minimum hard disk, 1gb minimum RAM, four USB ports and 10/100-base-T Ethernet, one serial port and stereo audio.

H.   3D graphic controller shall be provided with 128mb video memory

I.   Kiosk computer shall contain a software watchdog to automatically reboot the kiosk and generate an alarm message to the maintenance workstation in the event the application freezes or otherwise becomes unusable.

J.   Kiosk shall be configured with a restricted web browser interface that will allow employees to log into the application and perform the same level of account maintenance and payment that are allowed on line. Credit card processing shall be done with the kiosk interacting with the City's credit card clearing house in the same manner as the employee would do on line.

K.   Kiosk shall be provided with software that provides the following functionality:

1.   Locked down web browser
2.   On-screen keyboard
3.   Tamperproof
4.   Multiple language support (English and Spanish)
5.   Remote monitoring of kiosks

L.   Kiosk management software shall provide the following functionality:

1.   Kiosk monitoring
2.   Patch distribution
3.   Version management
4.   Scheduled updates
5.   Device driver updates
6.   Firmware updates
7.   Content distribution

M.   Basis of design for kiosks is Plynth Classic Kiosk by King Products with KingNet Kiosk software. www.kingproducts.com. Vendors with an existing kiosk solution are encouraged to submit their solution with a description of features and functions.

PART 3: EXECUTION

3.01   GENERAL

    A.   All new equipment installation shall be done in a neat, workmanlike manner. All boxes and other shipping materials shall be disposed of off-site.

3.02   WORK BY OTHERS

    A.   All network connections required to support the new Employee Parking System shall be provided by DIA and its Premise Wiring and Communications System contractor. These communications facilities shall be provided without cost to the Employee Parking System provider.

3.03   PROJECT COORDINATION

    A.   Provide all required coordination and testing associated with interfacing the new Employee Parking System with the existing underlying system. This coordination shall include interface and message definition, documentation and testing

    B.   Coordinate the deployment of the new employee parking system with DIA Landside Services, Parking. It is essential that the employee parking system continue to function during this transition process. Notify DIA Parking 24-hours in advance of any scheduled outage. Organize cutover of equipment at locations such as the permit sales office so that normal business can be transacted on devices that are either on the new or old system.

3.04   TRAINING

    A.   Training classes shall be structured to address five levels of proficiency; Kiosk Operation, Workstation User/Data Entry Operator, Auditing Staff, Administration, Database/Server Support.

    B.   Classes shall not exceed the following attendance guidelines;
        1.   Kiosk Operation Training: participation 20
        2.   Workstation User/Data Entry Operator Training: participation 15
        3.   Auditing Staff Training: participation 15
        4.   Administration Training: participation 10

    C.   Kiosk Operation Training – Prerequisite none. This class shall cover all kiosk operations and troubleshooting.

    D.   Workstation User/Data Entry Operator Training – This training class shall cover the user Log On, user Log Off, operator user interface, menu navigation, short-cuts, account creation / editing, account look-up, and recording cash / check payments.

    E.   Auditing Staff Training – Prerequisite Workstation User/Data Entry Operator Training Class. This training class shall cover report generation, query construction, account reconciliation, account maintenance, invoices, and report balancing.

    F.   Administration Training - Prerequisite Workstation User/Data Entry Operator Training Class and Audit Training. This class shall cover security password/privilege setup, area configuration, and violations.

    G.   Database/Server Support - Prerequisite DIA Information Technology Staff. This class shall cover LAN and local data back-up procedures, redundant server, network issues, and overall data flow.

3.05   SUBMITTALS

    A.   Block diagram of Employee Parking System communication network. The diagram shall identify each hardware component with requirements for network connections.

B.   Report formats submitted shall indicate deviations from report examples provided in Appendix B, within this specification.

C.   Provide example screen formats for all data entry screens.

D.   Training syllabus for each training level, training facilities to be provided by DIA (rooms, tables, chairs), and provide estimated time required for each class.

E.   Submitted Manuals shall include Kiosk Manual, Workstation User Manual, Administration Manual, System Audit Manual, Database/Server Manual, and Maintenance Manual.

   1.   Kiosk / Online Manual - Kiosk / Online Manual shall provide a description of all Kiosk and online, internet accessible functions. The manual shall reflect all operational procedures, transaction examples and samples of on-line reports and receipts.

   2.   Workstation User Manual – The Workstation User Manual shall provide a description of user Log On, user Log Off, menu navigation, data entry screens, data entry functions, buttons, pull-down menus, list boxes, short-cuts, account creation / editing, and payments.

   3.   Audit Manual – The Audit Manual shall provide flow charts depicting the data collection process, data storage, and report balancing. Detailed instruction on account maintenance, account look-up, report generation, query construction, and report balancing.

   4.   Administration Manual – The Administration Manual shall provide a description of security password/privilege setup, area creation / editing, and violation controls.

   5.   Database/Server Manual - data back-up procedures/recommendations, network utilization, and an overall description of the data collection – storage – reporting flow.   Description and procedures for redundant server maintenance and switchover.

   6.   Maintenance Manual – The Maintenance Manual shall provide complete parts lists with diagrams of each piece of equipment, guide for troubleshooting common problems, and preventive maintenance procedures/recommendations.

3.06   SYSTEM TEST PROCEDURE - GENERAL

A.   A phased acceptance test and performance demonstration program shall be conducted by the Contractor. The first phase shall consist of inspections and tests at the Contractor's facility, i.e., Factory Lane Test, prior to system shipment. The second phase shall consist of on-site inspection and tests, the Installation Test. The next phase shall consist of a 3 Day Report Submittal Test. The final phase shall consist of the 30 Day System Test. Failure during the system test shall cause the 30-day test period to start over. Each phase of the testing and acceptance shall be completed in full and deficiencies or discrepancies shall be corrected prior to commencing the next testing phase unless otherwise approved in writing by the City.

B.   The Contractor shall provide a test plan for review and approval of the City. The test plan shall clearly outline the objectives of all tests. The tests shall clearly demonstrate the system and its components fully comply with the requirements specified herein. The test plan shall be provided at least 30 days prior to the scheduled start of the first test.

C.   Provide system Test Check Lists for the Factory, 3 Day Report, Installation, and 30 System Tests. A Check List shall include a header section identifying the Project, Date/Time, Test Phase, and Lane (if applicable). The body section shall contain space

for each Functional Test Description, Expected Result, Actual Result, and Action Required. The last page of the Check List shall be used to record the test participants.

D. The Functional Test Description column shall describe in detail the test to be performed, as well as any prerequisites necessary to perform the test.

E. The Expected Result column shall describe in detail the anticipated system/equipment operation, reaction, event logging, etc. of each Functional Test.

F. The Actual Result column/space shall be used by the DIA test observer to denote any operational deviation from the Expected Result.

G. The Action Required column/space shall be used by the contractor to indicate how a discrepancy between the Expected Result and Actual Result will be resolved, also indicate the estimated time frame for resolution.

H. Provide product data sheets on all equipment (Kiosks, Workstations, Servers, Etc.) required for the testing.

3.07 Factory Acceptance Test

A. The Contractor shall conduct a Factory Acceptance Test(s) to demonstrate the function and operation of the system. The Contractor shall notify the City a minimum of 30 days in advance of all testing dates. The City shall witness the Factory Acceptance Test(s).

B. Acceptance of the results of the Factory Acceptance Test(s) by the City shall not relieve the Contractor of the responsibility for the entire system meeting the requirements of these Technical Specification Documents after installation. The equipment for the system shall not be shipped until notice of acceptance of the results of the Factory Acceptance Test(s) is issued by the City to the Contractor.

C. The test will demonstrate a fully operational Kiosk, Workstation, server and software environment.

D. The testing procedures shall include, but not be limited to, testing all hardware and software for the system. All software shall be demonstrated to be fully operational including normal and emergency procedures, data logging, and report generation. Simulated data may be utilized as the system will be in a stand-alone mode, not connected to the underlying existing system.

E. All documentation changes necessary due to the factory acceptance testing shall be incorporated into the final copies and as-built drawings.

F. Whenever the City attends <u>any</u> Factory Acceptance Test required by the Technical Specification Documents, the City shall be responsible for and agrees to pay all travel, meals, and lodging costs incurred while conducting the Factory Acceptance Test. Should the Contractor fail the original Factory Acceptance Test, the Contractor shall be responsible for and agrees to pay all travel, meals, and lodging costs incurred for subsequent testing at the Contractor's facilities. The original Factory Acceptance Test, and subsequent "re-test" of the Factory Acceptance Test that is deemed necessary by the City, shall be conducted at the Contractor's designated facilities, which shall have been approved by the City prior to any Factory Acceptance Test occurring. For planning purposes, a minimum of four designated personnel will attend the Factory Lane Test(s). All travel arrangements shall be made at least 30 days in advance of the Factory Lane Test(s), and shall require the prior approval of the City.

3.08 On Site Installation Test

A. After preliminary tests and integration work has been completed and accepted by the City, and after the complete system has been installed, calibrated, and adjusted, all conditions of operation shall be simulated before the system is placed on-line in order to demonstrate that the system, as furnished by Contractor, satisfies the requirements of these Technical Specification Documents.

B. The Contractor shall demonstrate the ability of the system as a whole to function and operate as a totally integrated Employee Parking System, including functional interfaces with the underlying system. All software shall be demonstrated to be fully operational in the complete system. All report generation and visual displays on the CRT terminal/workstation shall be tested.

C. All Employee Parking System test procedures shall be conducted to demonstrate specific activities and simultaneous operation of multiple lanes and equipment under normal and emergency conditions without loss of data or control of the complete system or its individual subsystems or components. Each function and operation of equipment shall be demonstrated and tested.

D. On-site acceptance will be granted subsequent to successful completion of the on-site Installation Test(s) as documented by the City's approval of the test reports submitted by Contractor.

3.09   3 Day Report Test

A.   Prior to Contractor notifying the City of a request for the 30 Day System Test, a 3 Day Report Submittal shall be prepared that consists of all daily, weekly, monthly, and "on demand" reports and Event Logs, for a minimum period of three consecutive days including a base-line day. Any reports printed on multi-part paper shall be separated, and organized for ease of review by the City.

B.   The 3-Day Report Submittal review process shall be undertaken, allowing a minimum review period of 21 days, in order to ascertain that reports meet the requirements for system accuracy.

C.   All deficiencies discovered during the 3-Day Report Submittal review process, whether hardware- or software-related, shall be corrected prior to the 30 Day System Test.

3.10   30 Day System Test

A.   Following the 3 Day Report Test acceptance, the Contractor shall demonstrate successful operation of all Employee Parking System hardware, software, and performance under normal operating conditions for a continuous 30-day period, 24 hours daily, without alterations, substitutions, or adjustments. Any hardware or software alterations made as a result of system inefficiencies discovered during earlier tests shall be permanently installed and documented. All functional requirements of the Technical Specification Documents shall be satisfied. Failures or performance degradation which occur during this 30-day period shall be immediately corrected by Contractor upon notification by the City. Parts and labor required to correct equipment failures shall be furnished and installed at no cost to the City.

B.   Downtime shall result whenever the Employee Parking System is not able to perform the functions as specified in the Contract documents due to any failure of hardware or software. Downtime shall be accumulated and tracked by lane, the central computer shall be tracked separately. Total accumulated downtime per lane shall not exceed **4 hours** within the consecutive 30-day period. The central computer hardware/software downtime shall not exceed **4 hours** with in the consecutive 30-day period. Downtime of the system will not be considered system failure resulting from the outage of commercial power or failures in the underlying system.

C.   Hardware, firmware, and software failure downtime for each incident shall be incurred by measuring the interval(s) between the time the Contractor is notified of the failure, and the time the failure is corrected and the system is returned to full operating condition. Downtime shall be assessed in full, single-minute increments of time.

D.   In the event test requirements are not satisfied during the initial, 30-consecutive-calendar-day period, the City reserves the right to continue the test on a day-to-day basis until the requirements are achieved for a 30 consecutive-day period. The City shall notify Contractor in writing of the successful completion of the 30-Day Acceptance Test and of Final Acceptance.

3.11   FINAL ACCEPTANCE

A.   When all testing of the system has been successfully demonstrated by Contractor, the City shall conduct a physical inventory of the spare parts and supplies with the Contractor. At that time, if the inventory is correct, the City shall provide written notification to Contractor of Final Acceptance.

B.   The Warranty Maintenance Period of this Contract shall commence on the date of Final Acceptance and shall continue for one year (i.e., 365 days).

3.12   FINAL DOCUMENTATION

A. The Contractor shall furnish and deliver all manuals, hardware and software documentation, and as-built drawings in accordance with the schedule defined elsewhere in these Technical Specification Documents.

B. All documentation, including manuals, shall be updated to reflect changes made in the Employee Parking System during manufacture, 3 Day Report Test, Installation Test, and 30 Day System Test.

C. Employee Parking System software/firmware source code and documentation shall be deposited in an escrow account established by the City.

3.13 WARRANTY / MAINTENANCE PERIOD

A. The Contractor shall provide maintenance support services for a ONE YEAR period following the date of Final Acceptance of the Employee Parking System. This service shall be provided by factory-trained technicians, with knowledge of both software and hardware. With regard to the responsibility for the Maintenance Period requirements and Warranty Period requirements of the Contract, the word "Contractor" shall be defined as the equipment manufacturer of the Employee Parking System.

B. The Contractor shall furnish all labor and materials necessary to perform the operations and inspections, supply replacement parts, and conduct preventive, scheduled, and unscheduled maintenance as required to maintain the Employee Parking System in satisfactory condition.

C. The Contractor shall provide on-site service response not to exceed 30 minutes during normal business hours (7:00am – 4:00pm) weekdays, two (2) hour response time all other hours and weekends.

D. The Contractor shall provide an updated monthly coverage schedule and appropriate phone, pager, answering service numbers for contacting service representatives between the hours of 4:01pm - 6:59am and weekends.

3.14 ENVIRONMENTAL STANDARDS

A. With regard to this section, the required devices and components shall operate dependably in the respective physical site locations within the parameters of the local climatological data.

END SECTION 11158

Employee Parking System Upgrade
Denver International Airport

Business Requirements

Table of Contents

1.0 Summary of Business Need

The Department of Aviation, Denver International Airport, desires to overhaul the existing employee parking system with an upgraded solution stream-lining business process, reducing employee task redundancy and

empowering the employees with self-service capabilities. Data integration from parking and fitness systems will be incorporated into this solution, allowing for: enhanced reporting and analytical capability, improved accounting accuracy and a reduction in duplicate data entry points. Integrating data into one system will allow for a more robust and user-friendly system, leading to wide-spread employee adoption and reducing the volume of counter service transactions.

The key components for success are:
1. Reduction in duplicate data entry points
2. Wide-spread employee adoption online
3. Customized employee information & messaging
4. Enhanced reporting and analytical capability
5. Improved accounting accuracy (fitness center & towing)

2.0 Business Process Flow / Overview

This section shows the current and proposed business process diagrams. The current business process flow diagram describes the current process accurately, including any flaws that exist in today's process that will be repaired by the proposed process. The proposed business flow diagram describes the proposed process accurately.
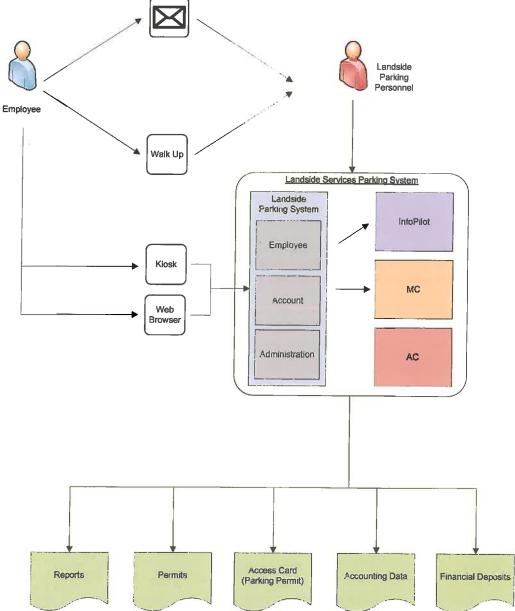
2.1 Dependencies

Certain business dependencies exist that may affect the project team's ability to implement the project. These dependencies are listed below so that they can be communicated and addressed. The items listed here can affect the success of the project so they should be addressed as quickly as possible.

- Data ETL process from originating database system to the EPS database system. Only need to transfer data related to employees and employers used in the EPS.
    - Employee information
    - Employer/Account information
    - Alarm & Gate information

- Ability to send and receive messages from the EPS to Payment system for credit card processing

- Originating system must receive information from the EPS to grant/deny access to parking lot gates and fitness center doors

2.2 Current Business Flow Diagram

2.3 Proposed Business Flow Diagram

The overall concept is shown in the diagram above illustrates how a user interacts with the proposed system. Each component within the Landside Services Employee Parking System (EPS) will be described in greater detail throughout the document.

An employee can interact with the system in five different ways:

1.   Mail – Parking information and payment is sent to and processed by Landside Services (LS). After all documents have been received and entered by LS staff, the employee's information is entered into the system. When all of the employee's information has been completed, LS staff will mail a receipt of the transaction, including the permit hang tag and parking lot information, to the customer's contact address.

2.   In Person – Via the Landside Services customer window, a person may interact with LS staff to perform any parking related function available to them. This is the current method used most commonly by DIA staff.

3.   Web – The web based view of the LS Employee Parking System allows an end user to renew their parking permit, payment of permit, update their profile, request a change to employer, pay fees and generate reports.

4.   Kiosk – A kiosk located throughout the DIA terminal allows a user of the system to perform the same functions as the web based service. No printer will be attached to the kiosk. For payment information, a confirmation/transaction number could be provided to the end user to look up their payment receipt either online or at the parking walk-up window.

The overarching Landside Service Employee Parking system is composed of four independent applications:

1.   Employee Parking System (EPS) – The main application of Landside Services Employee Parking System which is being updated for the project. The EPS offers the ability to view, add, edit, archive:

- Employee contact information
- Employer (Account) information
- Parking permit information
- Parking lot access
- Landside fees
- Payment services
- Generate reports
- Modify system settings
- Produce accounting deposits
- Administration functions

2.   Management Console (MC)- The MC is used primarily as a lookup for employee information; however, employees can also update information as well. Using the LPS, an employee or employers information can be updated and those changes will be reflected in MC system.

3.   Alarm Console (AC)- Displays employee information for gates/doors where alarms are triggered within the DIA property. The AC is used by the LS group to vend and track employees/customers access to their assigned parking lots. In addition, gate history access is collected and stored. The LPS will provide data for reports based on employee gate and alarm activity.

4.   InfoPilot - The InfoPilot software is utilized by the LS group to document various types of tows. The information is originally entered by the Denver Police Department (DPD) and verified by the LS group. Once verified, the LPS system will match towing information based on license plates found in the InfoPilot system. The LPS will allow manual data entry of tow information when matches cannot be found automatically. The LPS is the main source of record related to fee collection of tows.

Security/Roles

The Landside Services Parking agents and administrators have many functions available depending on the security access granted to them. The employee's of DIA also have basic access; however, only Landside employees have the opportunity to select from a group of security roles:
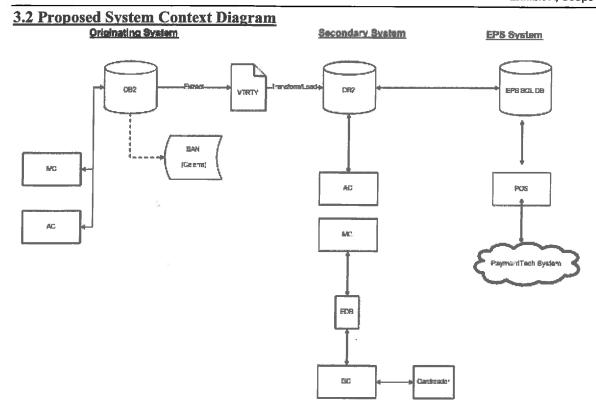
- Admin User – A highest setting in the EPS. Power users can view everything in the system and have editing rights over all aspects of the system. The permissions are as follows:
  - Modify employee information
  - Modify account/employer information
  - Update fee and permit settings
  - Generate all reports
  - Accounting functions
  - Assign system role permissions to users
  - Assign report permissions
  - Change Password/User Name
  - Inherit Agent role

- Agent User – Comprises the most common aspects for LS Parking Agents. Agents can :
  - Modify employee information
  - Modify account/employer information
  - Address/contact info.
  - Employee lists
  - Assign fees to employees/accounts
  - Assign parking permit charges
  - Accept and record payment for fees and charges
  - Generate some reports (defined list set up by Power User)
  - Inherit Account role
  - Gate access vending

- Account User – Primarily designed for account employee customers of Landside Services Parking. Account users can:
  - Update the account profile
  - Manage employees associated with account
  - View account permit history & assignment
  - View account payment history
  - View account fees history
  - Renew current permit(s) - Batch
  - Pay current fees - Batch
  - Pay permit renewal – Batch
  - Permit Request Reassignment
  - Generate some reports (default settings but can be updated Power User)
  - Inherit Basic user role

- Basic User – The second lowest level access, primarily designed for customers of Landside Services Parking. Basic users can:

- o Update their user profile
- o View permit history
- o View payment history
- o View fees history
- o Renew current permit(s)
- o Pay current fees
- o Pay permit renewal
- o Generate some reports (default settings but can be updated Power User)

- Parking Operator- The lowest level access, primarily designed for parking operators and is view only in the AC system. Basic users can:
  - o View Employee's card and PIN Access Notebook
  - o View Employee's card and PIN Access Notebook Badge Tab
  - o View Employee's card and PIN Access Notebook User Fields Tab
  - o View Employee Permits
  - o View Alarm Arm/Disarm
  - o View Devices in Alarm

3.0 Information Flow

The information in the current business system flows from one place to another with a certain context. The context of the information flow is defined by the following diagrams. The first diagram displays the context of the current system. The second diagram displays the context of the proposed system. These diagrams are a representation of how information flows from external entities to the current and proposed system.

3.1 Current System Context Diagram

<u>Originating System</u>   <u>Secondary System</u>

3.2 Proposed System Context Diagram

- The data transferred to the EPS is a subset of data from the originating/secondary systems. Only the data needed to manage the EPS is required to be transferred. The information currently known is:
  - Basic employee information (e.g. name, address, contact, employer, badge number)
  - Basic employer information
  - Alarm data related to employee

- The ability to view limited employee data, as found in the MC inside the EPS application is preferred. For example, if an employee is not found in the EPS, without using the MC application, a search can be performed in the EPS, using MC data, to locate and submit to the EPS database.

- The ability to send data in near real-time from the EPS to the originating system to add/remove gate or door access related to parking lots and the fitness center is required.

4.0 Business Requirements

The following types of requirements have been included:

- General System Requirements
- Administration Requirements
- Employee Module Requirements
- Account Module Requirements
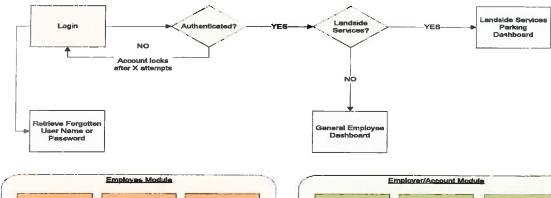- Dashboard and Reporting Requirements

If vendor selects "Comply with Modifications" or "Do Not Comply but Available" vendor must provide specific information to show and explain how that requirement would be accomplished differently and how it would be supported.
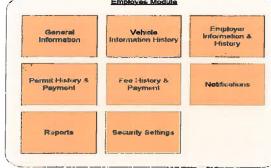
Please insert row in the requirement table below the requirement with a reply of "Comply with Modifications" or "Do Not Comply but Available" with the explanation. Attachments will also be accepted if proposer deems necessary.
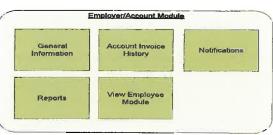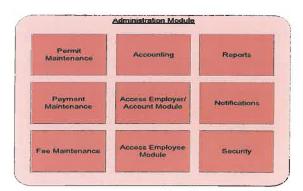
4.1 General System Requirements

There are three main components to the Employee Parking System; Employee, Account/Employer, Administration. A general high level flow is provided below. The illustration displays:

- Log in form verifying the user
- Request user name
- Password reminder
- System logic to determine the type of authenticated user
- Dashboard/Landing page
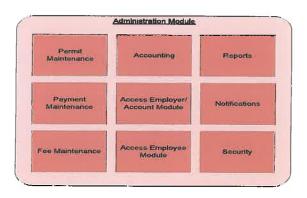- Employee module
- Account module
- Admin module

#	Requirements

#	Requirements
Overall	
4.1.1	The system shall be organized into three main components; Employee, Account, Administration
4.1.2	A clear and concise navigation structure should be displayed to the user after successfully logging into the EPS. Navigation link visibility is based on the roles inherited from the user's credentials
4.1.3	Password reminder should send an email to the user by inputting their user name. OR The system can generate a new password and then require the user to immediately change it after successfully logging in to the EPS
4.1.4	User name retrieval should ask for a series of questions to verify authenticity. E.g. Badge Number and email address, Badge Number and employer, etc. After successful verification, the user name is displayed to the screen.
Security	
4.1.5	User authentication is required for access to the Employee Parking System (EPS) based on a user name and password.
4.1.6	User Name cannot be the SIDA badge number/Airline ID
4.1.7	Password cannot be the SIDA badge number/Airline ID
4.1.8	Passwords must be alphanumeric
4.1.9	Password can be retrieved by entering the user name. The password is sent to the email account listed for the user.
4.1.10	User Name can be reset by entering the SIDA badge number/Airline ID. The user name is displayed to the screen.
4.1.11	The application session is to be encrypted
Form Validation	
4.1.12	Form fields will need to have error checks in place to ensure the data is in its correct format prior to submitting the form.
4.1.13	Error messages will be displayed on the screen to help guide the user to correct the issues.

#	Requirements
4.1.14	All forms have add/edit capabilities
4.1.15	All forms have archive capabilities. The archive field is a radio field (true/false) and its default value is false. If a record's archive status is set to true, the record should not be allowed to be used in further transactions. For example, if a permit type is archived that permit types cannot be added to an employee or account. The admin module should still display archives rows but it's type should indicate archive status. Archive record status can be changed from true to false and also back to true again if changed.
4.1.16	All forms shall record: • Creation Date • Created By • Last Update Date • Last Updated By

Error Messaging

#	Requirements
4.1.17	Clear, concise general messages will be displayed at the top header of screens and forms where an error is raised. In addition, form field(s) will indicate where the specific error(s) is found.

Configuration Changes

#	Requirements
4.1.18	A configurable solution can be set by a system administrator limiting the number of login attempts for a single session without recompiling the source code.
4.1.19	The session timeout settings are different for Admin users vs. non-admin users. Admin users, typically need to be logged into the system for an extended period of time, whereas, standard users can follow standards timeout settings.
4.1.20	The timeout settings should be set by a system administrator and does not need a solution recompile in order to be taken into effect.
4.1.21	Error message texts can be changed by the system administrator without recompiling the source code.

Data

#	Requirements
4.1.22	Information is permanently stored in the system database
4.1.23	Data is not hard deleted from the system it can be soft deleted from view

Lists/Grids

#	Requirements
4.1.24	All result grid columns allow for information to be sorted ascending/descending
4.1.25	Result grids which display data information default to display information chronologically by most recent
4.1.26	Result grids which do not display date information default to list alphabetically ascending
4.1.27	Result girds should allow for a list setting, stating how many rows of data should be displayed before a new page is created. I.e. Results are 100 rows of data, the admin setting for result grids is 20 rows per page, total pages are 5
4.1.28	All paging functionality is to be globally placed within the application
4.1.29	Results should state total records and also records displayed. I.e. 100 total records, displaying 20 – 40 of 100
4.1.30	Lists allowing for search parameters should perform a LIKE search (partial word search)

4.2 Administration Module Requirements

The administration module is the most inclusive module in the EPS. System data is set up in the admin section, which is used for to drive all down flow modules. For example, the permit types are set up and defined in the admin module. Once defined, it can then be used in the employee/account modules.

#	Requirements
Permit Maintenance	
4.2.1	A list should be provided to the user allowing for permit types to be sorted. A permit type can be selected, which directs the user to a permit type form.
4.2.2	The permit type list elements are: • Permit Type Name (links to permit type form) • Amount • Archive Status
4.2.3	The permit type form fields are:

Name	Description	Required	Type
Permit Type Name	Free form text field that allows a user to create a permit type	Yes	Text field
Amount	The amount of the permit	Yes	Currency
Description	Allows a long description of the permit type for administrator to understand the permit type's purpose	No	Memo

#	Requirements			
4.2.3 (continued)	**Lots**	Indicated which parking lots the permit type can be applied	Yes	Drop Down list of values. Allows multi-select functionality

| 4.2.4 | A Permit inventory form should be controlled by an administrator, allowing for the management of permit type starting and ending numbers. Ability to add multiple inventories is required to control the flow of permits in a non-sequential manner. Permits should be assigned in chronological order. | | | |

Name	Description	Required	Type
Starting Number		Yes	Number
Ending Number		Yes	Number
Permit Count	Calculation based on the ending and starting permit numbers		System derived calculation, field cannot be edited
Assignment Date Range	Allows for an administrator to determine the date ranges that should be used	Yes	Calendar Control

Fee Maintenance

#	Requirements
4.2.5	A list should be provided to the user allowing for various fee types to be sorted. A fee type can be selected, which directs the user to a fee type form.
4.2.6	The fee type list elements are: • Fee Type Name (links to fee type form) • Amount • Archive Status
4.2.7	A Fee Type form should be controlled by an administrator, allowing for the fee type data to be updated.
4.2.8	The fee type form fields are:

Name	Description	Required	Type
Fee Name		Yes	Text
Fee Description	A general description allowing a user to add information	No	Text

4.2.8

#	Requirements			
(continued)		related to a fee name		
	Amount	The amount the fee should be charged	Yes	Currency

Payment Type Maintenance

4.2.9	A list should be provided to the user allowing for various payment types to be sorted. A payment type can be selected, which directs the user to a payment type form.
4.2.10	The payment type list elements are: • Payment Type Name (links to payment type form) • Amount • Archive Status

4.2.11	The payment type form fields are:			
	Name	**Description**	**Required**	**Type**
	Payment Type Name	E.g. Cash, Credit Card, Check, Account	Yes	Text
	Credit Card	Specifies the type of card. E.g. AMEX, VISA, MC	Yes, if the payment type is credit card. If not a credit card type the field should not be visible to the user	Text
	Check Number	Collects the check number of the payment	Yes, if the payment type is check. If not a check type, the field should not be visible to the user	Number
	Account Invoice Date	Allows for account payments to defer payment until the date chosen is determined	Yes, if the payment type is account. If not an account payment type, this field should not be visible to the user	Calendar Control

Parking Lot Maintenance

4.2.12	A list should be provided to the user allowing for various parking lot types to be sorted. A parking lot type can be selected, which directs the user to a parking lot type form.

4.2.13	The parking lot type list elements are: • Parking Lot Name (links to parking lot type form) • Location • Archive Status

4.2.14	The parking lot type form fields are:

Name	Description	Required	Type
Parking Lot Name		Yes	Text
Location	A description field allowing a user to define the location of the parking lot	No	Text
Description	Additional information related to the parking lot	No	Text

Accounting Maintenance

4.2.15	Shift Verification/Agent Closeout – As part of an agent ending their shift is the need to verify their sales/permit drawer. This form allows an agent to complete their shift.

4.2.16	An agent should complete the form and then the system should prompt the user to print the form.

4.2.17	Agent Shift Verification Form:

Name	Description	Required	Type
Agent Name	Prepopulated field of the agent name. Field is not editable	Yes	Text
Date	System generated date and time the form is created	Yes	Date time
Cashier Station	Input box allowing an agent to specify the workstation used	Yes	Text
Permit Sold	System generated list of permit numbers sold/renewed during their	Yes	Starting Number and Ending Number

4.2.17 (continued)		shift. The fields should be pre-populated but editable by the agent		
	Permit Count	The count of permits sold/renewed. This field should be calculated from the permit sold fields	Yes	Number
	Sales – Grand Total	The total of all sales during the shift. This field is determined by the subtotals and is not editable	Yes	Number
	Payment Type Counts Breakdown	Checks – list the check numbers in numerical order CC – Lists the credit card type and authorization number	Yes	TBD
	Payment Type Amounts Breakdown	The subtotal for each payment type should be displayed. Values can be determined by adding the fee/permit type * the amount of the type.	Yes	Currency
	Cash	Needs to allow open input fields breakdown of all cash collected during the shift.	Yes	Number

4.2.17 (continued)	Dollars Singles Fives Tens Twenties Fifties Hundreds Coins Pennies Nickels Dimes Quarters			
	Agreement	A checkbox notifying the user that they agree the information being submitted is reviewed and accurate.	Yes	Checkbox

Deposits

4.2.18	Need to list totals and provide the ability to expand totals to displays details. (see deposit reports section for details))
4.2.19	A button should allow an administrator to generate all deposit reports. There are three reports which should automatically be produced upon button click "Daily Closeout"; Daily Deposit, Daily Accounting, Revenue Explanation Form.

Invoicing

4.2.20	Invoice dates can be determined by the system to automatically generate invoice reports. The admin's invoice section should allow for: • Day of month – a calendar control that sets when invoices should be generated • Late fee charge – a currency or percentage setting which is used to add late fees to outstanding invoices

4.2.21	Invoices are reports which can be generated in the admin reporting section. An admin can select one to many accounts to generate based on the dates selected. For example, within a date range, all outstanding fees and permit charges related to the specified account generate an invoice. If the charges are past the day of month, a late fee is incurred.
4.2.22	Multiple invoices can be generated at run time, and the report should automatically create a new line breaks so the admin can easily separate invoices per account
4.2.23	The day of month controls when the system automatically sends an electronic copy of the invoice to the proper account contact(s).
4.2.24	Once an account's invoice is paid, it cannot be adjusted
4.2.25	An invoice does not close until it has been paid off in full. For more information related to invoicing, please see the Account module's payment section.
Notifications	
4.2.26	Notifications are sent from the system to users alerting them to a change or update. By default, all users are set up to receive all notifications. User's have the ability to change their notification settings which is describe in detail under the Employee Module, Employee Profile section.
4.2.27	There are four types of notifications: • Permit Renewals – Sends out notification to users when their permit is to expire. • Fitness Center Renewals – Sends out notification to users when their fitness center access is set to expire • Fee Notifications – Sends out notification to users when a fee is charged. • Miscellaneous
4.2.28	A list displaying the notifications available is to provide the following: • Notification Name (links to notification form) • Archive Status

Permit Renewals Notification Form:

Name	Description	Required	Type
Notification Title	A unique name for the notification	Yes	Text
Type	Allows the admin to select which type of notification.	Yes	A drop down list of notification types. Only a single selection values is allowed
Subject	The subject of the notification	Yes	Text
Message	A message box where the admin can customize the message to be sent to recipients	Yes	Large Text
Frequency	A multi select option setting how often notifications are set.	Yes	Frequency values are based on renewal dates: • < 30 days • < 14 days • < 7 days • Target Date (calendar control)
Delivery Time	The time which the system sends out the notification based on the frequency selected.	Yes	Time

4.2.29

Search Permits	
4.2.30	Administrator module needs the ability to search for Permits which will display information related to status and assignment. Searches need to allow for one to many parameter selections.
4.2.31	Search parameters: • Account Name (drop down multi select list or open text) • Last Name (open text) • Permit Type (drop down multi select list) • Permit Number (open text) • Parking Lot (drop down multi select list)
4.2.32	Search Results • Permit Status (Open/Assigned/Damaged/Lost/Closed) • Account (if applicable – links to account profile) • Last Name (if applicable – links to employee profile) • First Name (if applicable – links to employee profile) • Permit Number (links to permit form) • Permit Type

Search Employees	
4.2.33	Administrator module needs to ability to search for Employee which will display related information. Searches need to allow for one to many parameter selections.
4.2.34	Search parameters: • Last Name (open text) • Account (drop down multi select list) • Badge Number (open text) • First Name
4.2.35	Search results: • Last Name (links to employee profile) • First Name • Account (if applicable – links to account profile) • Active permits • Permit expiration • Badge number • Archive Status

Search Accounts	
4.2.36	Administrator module needs to search for Accounts. Searches need to allow for one to many parameter selections.
4.2.37	Search parameters: • Account Name (drop down multi select) • Date range (calendar control – based off account creation date)

4.2.38	Search results: • Account name (links to account profile) • Archive Status • Invoice Status

4.3   Employee Module Requirements

The employee module allows for a standard user to perform all of the functions that previously required a parking admin to complete.

Before an employee can begin using the EPS, they must complete the necessary requirements from Landside Services. The employee on-boarding process requires that a user agree to the standards and policies set up by department and their information saved into the EPS. The workflow process is as follows:

I.   Assigning Parking Access
   a. New Permits Workflow
      i.   Landside Agent receives Employee Data Sheet and enters data into system
      ii. System generates a unique user name and password, allowing the employee to access the EPS after the on-boarding process is complete
         1.   Employee is prompted to change the password after their initial login to EPS
      iii. Landside acceptance agreement reviewed and signed by Employee
         1.   Parking access cannot be granted until agreement has been received and signed by employee
         2.   System needs to record date agreement was received and by which agent
      iv. Assign employee to lot(s)
         1.   Assign to parking lot(s)
         2.   System automatically grants gate access to parking lot(s)
         3.   System prompts agent with permit number
            a.   Record permit number in EPS
            b.   Record duration of permit access
      v.   Receive Payment
         1.   System records payment information
      vi. Agent delivers closing information to employee
         1.   Parking permit
         2.   Parking policies/procedures documents
         3.   Receipt of payment
         4.   Instructions to access the EPS

After the initial parking permit assignment process has been completed, the employee now has accessibility to the EPS and can perform function on their own using either a kiosk or web browser.

From an employee perspective, the employee can use the EPS to complete the following functions:

- Manage their employee profile information
- Update vehicle information
- View employer data
- Renew parking permits
- Pay fees online
- Receive system notifications
- Generate reports

#	Requirements
Employee Profile	
4.3.1	The employee profile should display information related to the employee and display permit history, fee history, payment history. The ability to link to the appropriate form to add/edit information is required on the employee view.
4.3.2	Buttons should clearly be displayed for Agent/Admin role users, allowing adding new permits or fees to an employee. An employee view should not display these buttons to a standard user.

Employee information profile

Name	Description	Required	Type
Badge Number/Access Card	The unique identifier for an employee, usually as a badge number. Field is not editable by employee role. Field can be edited for agent or admin role.	Yes – For employee's with multiple number's, a drop down should be provided to select from to view information from a badge perspective	Numeric
Last Name	Employee's last name	Yes	Text
First Name	Employee's first name	Yes	Text
Middle Name	Employee's middle name or initial	No	Text
Address	Employee's	Yes	Alphanumeric

(The # column for the above table section is 4.3.3)

#	Requirements			
4.3.3 (continued)		address		
	City		Yes	Text
	State		Yes	Drop down value
	Zip code		Yes	Numeric
	Email		No	Alphanumeric
	Home Phone		No	Numeric
	Mobile Phone		No	Numeric
	Business Phone		No	Numeric
	Employer	Displays the name of employee's employer. Field is non-editable for employees and links to employer form. Field is editable for agent and admin roles, can change employer using a drop down control listing all employer in the EPS system	Required if employee has employer	Text
	Username	Displays the user name and can be edited	Yes	Alphanumeric
	Password	Password is initially not displayed in clear text. Functionality (button) to display and change password should be provided	Yes	Alphanumeric
4.3.3 (continued)	Role	States the employee's role in the EPS. Only Admin role has	Yes	TBD

鉴	Requirements
	permission's to change this status

	Notes	Allows an agent or admin role to add notes related to an employee	Yes	Large text

4.3.4	Permit History list permits which have been assigned to the employee. List should be in descending chronological order Permit list fields: • Permit Number (links to payment form) • Date Assigned • Renewal Date • Parking Lot • Permit Type
4.3.5	Fee History lists fees which have been assigned and should display all unpaid fees first in chronological order. Search parameters to browse list are: • Fee Name • Date Assigned Fee list fields: • Fee Type • Fee Name (links to fee details screen) • Amount • Date Assigned • Date Paid (if applicable) • Transaction Number (if applicable – links to payment form)
4.3.6 4.3.6 (continued)	Payment history lists the payments made for fees and permits. List should be in chronological order. Search parameters for list: • Transaction Number • Date Range • Payment Types Payment list fields: • Transaction date (links to payment form for read only view) • Payment Type • Amount

#	Requirements
4.3.7	Vehicle history lists the vehicle(s) on file with EPS that are authorized to park in the assigned parking lots. Multiple vehicles can be on file with the EPS for a single employee. The vehicle list fields: • Make • Model • License Plate (links to vehicle form)

Vehicle Form

4.3.8	

Name	Description	Required	Type
Make	Type of vehicle make	Yes	Text
Model		Yes	Text
Year		No	Drop down list of years
License Plate		Yes	Alphanumeric
State	Related to vehicle registration	Yes	Drop down list of state codes
Notes	Allows agents and admins to enter notes related to a vehicle	No	Large Text

Permit Form				
4.3.9	The permit can be renewed for a user specified period of time (months). In the event that a permit needs to replaced, this function can also be performed.			
4.3.10	Permit form details:			

Name	Description	Required	Type
Permit Type	Read only for Employees. Drop down list for agents/admin roles	Yes	Text
Permit Name	Derived from the system based on the permit type selected	Yes	Text
Amount	The monthly amount of a permit. This is a read only field	Yes	Currency
Permit Status	Read only field for employees. Agents/Admin can change permit status via a drop down list of values. State of which the permit is in. The values are: - Open - Assigned - Damaged - Lost - Closed	Yes	Text - Drop down
Duration	List the number of months permit is valid for	Yes	Number
Expiration Date	Derived from the duration selected. Read only field displaying the expiration date of the permit access	Yes	Date

4.3.10 (continued)	**Parking Lot**	Read only	Yes	Text

		field specifying the lot which the permit is valid for

Permit Replacement Form	
4.3.11	An employee can notify the system if/when a permit is lost, damaged or stolen. The workflow for completing this process is as follows: • Employee completes incident form (either online or in person) • Agent reviews form • If acceptable, the agent charges employee a replacement fee • Employee pays fee (either online or in person) • When fee is paid, the system marks the permit and changes the status to appropriate field (Damaged/Lost). • New permit is issued to employee and the same terms and durations from the old permit are assigned to the new permit

		Incident Form:			
4.3.12		**Name**	**Description**	**Required**	**Type**
		Incident Date		Yes	Calendar Control
		Incident Time		Yes	Time
		Location of Incident	Brief description of where the incident occurred	Yes	Text
		First Name	Pre-populated from employee profile	Yes	Non-editable
		Last Name	Pre-populated from employee profile	Yes	Non-editable
		Address	Pre-populated from employee profile	Yes	Non-editable
		City	Pre-populated form employee profile	Yes	Non-editable
		State	Pre-populated from employee profile	Yes	Non-editable
		Zip code	Pre-populated	Yes	Non-editable

4.3.12 (continued)		from employee profile		
	Phone	Pre-populated from employee profile	Yes	Non-editable
	Description	Full explanation of incident	Yes	Long Text
	Action Taken	Admin section of comments	Yes	Only editable by admin
	Agent Approved	The name of the agent approving the replacement	Yes	Drop down list of admin/agent names
	Approved Date	System captured date incident was approved	Yes	Calendar Control
	Date Submitted	System date the incident was reported	Yes	Date time

Fee Details Form

4.3.13	All towing information will need to be located in the InfoPilot application and manually entered into the EPS.

The fee related details form.

	Name	Description	Required	Type
4.3.14	**Fee Name**	The name of the fee	Yes	Text
	Date Assigned	Date of when the fee was originally assigned	Yes	Date
	Amount	Charge of the fee	Yes	Currency
	Transaction Number	If a fee has been paid display the transaction number, link to the payment	Yes	Number
	Date Paid	If a fee has been paid, display the date the fee was paid	Yes	Date time
	Description	A note related to the fee charges	No	Text
	Towing Date	If applicable,	Yes	Date time

		the date of which a vechicle has been towed		
4.3.14 (continued)	**Towing Location**	If applicable the location of where the vehicle has been towed	Yes	Text
	Towing fee breakdown	A listing of all towing related fees	Yes	Currency
	Towing Details	License plate, make, model, etc.	Yes	Large Text

4.3.15	The fitness center fee is charged to an employee based for use and access of the DIA fitness center. A fitness center fee is charged annually and requires that a form be completed. The system will have built-in logic alerting users of the fitness center prior to the expiration of their fitness center access (see notifications for details). The fitness center workflow is as follows: • User requests and completes fitness center form • Fitness center form is sent to Fitness Center manager for review and approval (this step can be accomplished manually via the walk up windows also) • Payment information is submitted to the EPS • Upon payment confirmation, door access is granted to the user

Fitness Center Form details:

	Name	Description	Required	Type
4.3.16	**Date**	System generated date form is processed	Yes	Date time
	Last Name	Pulled from employee profile – not editable	Yes	Text
	First Name	Pulled from employee profile – not editable	Yes	Text
	Middle Initial	Pulled from employee profile – not editable	No	Text
	Address	Pulled from employee profile – not editable	Yes	Alphanumeric
	City	Pulled from employee profile – not	Yes	Text

		editable		
	State	Pulled from employee profile – not editable	Yes	Text
	Zip code	Pulled from employee profile – not editable	Yes	Numeric
4.3.16 (continued)	**Employer**	Pulled from employee profile – not editable. If employee has more than one employer, display all employers in a drop down box for selection	Yes	Drop Down Text
	Phone	Pulled from employee profile – not editable	No	Numeric
	Email	Pulled from employee profile – not editable	No	Alphanumeric
	Agree to Terms	Checkbox forcing user to accept the fitness center's terms of use	Yes	Checkbox
	Locker Rental	Checkbox allowing a user to indicate they want to pay for a locker	No	Checkbox
4.3.16 (continued)	**Locker Number**	Completed by Fitness Center admin and used to control locker assignments. Field is only displayed if Locker Rental is checked.	No	Alphanumeric

Payment Form

4.3.17	A payment form allows a user to pay one to many unpaid fees and permit charges. Note that towing related charges cannot be paid online; it must be completed via the walk up window in the terminal.
4.3.18	Online employee/account payments can only accept credit cards. All other payment types require the Parking agent to complete manually.
4.3.19	The currently proposed system is not PCI compliant. Credit card payments are to collect information but not store the credit card details in the database. The only information which can be stored in the system for credit cards are the type of card used and the authorization code.
4.3.20	Credit card payments must interface with the DIA PaymentTech system. Sending CC info to PaymentTech will allow for a transaction to be processed. A successful transaction will result in an authorization number being returned from PaymentTech and stored in the EPS database
4.3.21	Payment workflow is as follows: • User selects fees for payment • User inputs payment information • User is directed to confirmation screen prior to accepting payment • A confirmed payment form should provide a system generated transaction number and allow for a receipt to be printed
4.3.22	Payment Form: _table below_

Payment Form:

Name	Description	Required	Type
Charge Name & Amount	A listing of fee/permit charges along with the amount that a user can select from	Yes	Multi-select list
Charge Name	The fee or permit name	Yes	Text – links to either a fee or permit detail
Charge Amount	The amount of the individual charge	Yes	Currency – Read only
Total	Calculated field based on the selection of charges	Yes	Currency – Read only
Payment Type	Drop down list of payment type	Yes	

		names		
4.3.22 (continued)	**Payment Info**	Depending on the payment type either the check number box appears or the credit card info boxes (number & expiration date) appear	Yes	
	Transaction Number	Auto-generated after a successful transaction is completed	Yes	Read only
	Authorizatio n Number	Only applicable for CC payments	Yes	Read only
4.3.22 (continued)	**Agreement**	A checkbox acknowledgin g the submitter agrees to the terms and conditions of Landside Parking's Payment Policy. A new window should pop up if a user wants to read the full terms and conditions.	Yes	Checkbox

4.3.23	Payment Receipt Details:
	• Header Information
	    ○ DIA Name
	    ○ Department
	    ○ Address
	    ○ Phone
	    ○ Date & Time
	• Transaction Number
	• Itemized Details of Transaction broken into categories (fees/permits)
	• Individual Amounts for each category
	• Subtotal by category
	• Total
	• Payment Type
	• Authorization Number or Check Number

Notifications	
4.3.24	Notification settings should be available to the user through their employee profile to either turn on/off email notifications.
4.3.25	An email address is required for notifications to be sent
4.3.26	Regardless of email notification settings, a notification section needs to be provided which allows a user to view notifications received and also provide a way for employee's to send a message to the system administrators.

4.4 Account Module Requirements

The account module handles all employee parking functions related to an account. An account is an employer who manages a group of employees.   To access an account module an employee is to be granted account role permissions. There can be one to many employee's which are specified as primary contacts for an account.

The main aspects of the account module are as follows:
- Account Profile
- Renewing account permits
- Account permit payment
- Account specific reports
- Access to employee module

#	Requirements			
4.4.1	The account module can only be accessed by individuals with Admin, Agent or Account roles			
Account Profile				
	Name	Description	Required	Type
	Employer Name		Yes	Text
	Department		No	Text
4.4.2	Mailing Address		Yes	Alphanumeric
	City		Yes	Text
	State	State code	Yes	Text
	Zip code		Yes	Numeric
	Physical Address		Yes	Alphanumeric
	City		Yes	Text
	State	State code	Yes	Text

#	Requirements			
4.4.2 (continued)	**Zip code**		Yes	Numeric
	Phone		No	Numeric
	Email	Main email address	No	Alphanumeric
	Primary Contact	List primary contact names. Provide the ability to select multiple primary contact employees associated with account employer. Contact name links to employee profile.	Yes	Text
	Primary Contact Email	Email address of primary contact	No	Alphanumeric
	Account Number	A unique number which identifies an account. The account number is derived from the original system of record	Yes	TBD
4.4.3	When designating an account's primary contact(s) a new pop up window should allow the user to search the employer's employee contact list. When an employee is selected as a primary contact: • Role level permissions are added for Account • Email sent to employee notifying them of the change in status			

#	Requirements
Managing Employees	
4.4.4	An account can update their employee associations. By default all employees are added to an account from the main system of record.
4.4.5	When an employee is removed from an associated account list, they are not removed from the main system of record, but rather they are removed from the account for permit billing/payment purposes from the EPS.

4.4.6	Employees can be added back to an account by:
	• Manually searching for the employee
	• Uploading a batch file listing the:
	    ○ Account Name
	    ○ Account Number
	    ○ Employee Name
	    ○ Employee Badge

Managing Permits	
4.4.7	Display total permit counts assigned to account
4.4.8	Display total permit counts assigned to employees of account
4.4.9	Display total permit counts unassigned to account
4.4.10	Allow for a parking payment list to be displayed to show: • Employee • Badge • Parking Lot • Expiration Date • Permit Type
4.4.11	Allow primary account personnel to upload batch list of employees to associate • Employee Name • Badge Number • Permit Number An exceptions report needs to be provided to account contact, detailing out exceptions found during the batch file process.
Account Payment	
4.4.12	Account payments can be completed by selecting a payment type of either credit card or invoice.

#	Requirements
4.4.13	Credit card payments must be made at time of purchase
4.4.14	Invoice payments are subject to the terms set forth by the parking dept.

4.4.15	Payments Search - Account payment information
	• Pay by Invoice
	• Pay by Credit Card
	• View payments history
	  ○ Results List
	    ▪ Invoice Date (if applicable)
	    ▪ Invoice Number (if applicable) (links to detailed invoice report)
	    ▪ Amount
	    ▪ Payment Date
	    ▪ Transaction Number
	  ○ Searcy By
	    ▪ Invoice Date Range
	    ▪ Invoice Number
	    ▪ Transaction Number
	    ▪ Payment Date Range

4.5 Dashboard and Reporting Requirements

#	Requirements
File Format	
4.5.1	All reports must provide a minimum export functionality to: • Excel • PDF • CSV
4.5.2	All PDF exports must be set up for 8 ½ by 11 format for printing
Administrator/Agent Dashboard	
4.5.3	Upon successfully logging into the EPS, the main landing page should direct the user to a dashboard highlighting the main aspects of the system. The use of charts and KPS are highly desirable
4.5.4	Occupancy by Area - Daily • List Lots • Occupancy Counts • Occupancy Percent of total by lot • Links to Occupancy Report
4.5.5	Vehicles in Violation - Daily • Nesting Counts • Pass back Counts • Links to Violator Report
4.5.6	Permit Status/Counts – Daily/MTD/YTD • Broken down by Permit Types • Links to Permit Status reports
4.5.7	Sales – Daily/MTD/YTD • Links to Sales Summary Report
4.5.8	Sales by Categories – Daily/MTD/YTD • Links to Sales Category Report with preset parameters

4.5.9	Notifications • Count of new system notifications sent by users • Links to open notifications to read
4.5.10	Outstanding Invoices Counts • Links to invoice report

Employee Dashboard	
4.5.11	Upon successfully logging into the EPS, the main landing page should direct the user to a dashboard highlighting the main aspects of the system.

4.5.12	Active Permits
	• List Permit Number
	• Display days until renewal
	• Display KPI
	  o Clear/Green – Over 30 days
	  o Yellow – < 14 days
	  o Red - < 7 days
	• Permit Number links to permit form to renew

4.5.13	Notifications • Indicated number of open notifications ready for viewing • Links to Notification section
4.5.14	User Profile/Employer • Display User Profile summary • Display Employer Name • Links to User profile to update data/settings
4.5.15	Parking Assignments • List lots available to park • Parking permit counts • Percentage Assigned
4.5.16	Display outstanding fees • Link to payment form
4.5.17	Contact Us • Links to empty notification for user to send

Parking Activity Reporting	

4.5.18	Display information related to parking activity.
4.5.19	User shall be able to view entire report without printing (possible a print preview).
4.5.20	Summary information is displayed by parking area (lot) with the ability to drill down to individual employee access

4.5.21	Parameters:
	   • Parking Lots (Multi-select)
	   • Date Range
	
	Results:
	   • Area name
	   • Parking counts
	   • Daily max counts
	   • Average daily counts
	   • Average duration time
	       o Drill down to Accounts by Area
	       o Parking Counts
	       o Daily max counts
	       o Average daily counts
	       o Average duration time
	           ■ Drill down to Employee Name by Area
	           ■ Date and Time of access
	           ■ Duration of stay

4.5.22	Report access is restricted to Agent and Administrator roles

Account Staff Report

4.5.23	Report offers the ability to pull general information related to either an employee or account.

4.5.24	Parameters:
	   • Report Type (Account or Employee)
	   • Account Name (Multi-select)
	
	Results (Account):
	   • Account Name
	   • Employee Counts
	   • Permit Counts
	   • Expand to display employee information
	       o Employee Name (links to employee report)
	       o Badge Number
	       o Permit Number
	   • Account Address
	   • Phone
	   • Contact Name(s)

4.5.24 (continued)	
4.5.25	Report is available for Agent, Admin and Account roles

	Account Profile Report
4.5.26	The account profile lists the employer specific information related to an account. The report should include information found in the account profile form.

4.5.27	Parameters:
	• Account Name (Multi-select)
	
	Results:
	• Account Name
	• Department
	• Mailing Address Information
	• Physical Address Information
	• Business Phone
	• Business Email
	• Primary Contacts
	• Primary Contacts Email
	• Account Number
	• Count of employees
	    o Expand to show employee name & badge number
	    o Expand to show how many permit holders per employer
	    o How many employees are parked at one time

4.5.28	Report access is restricted to Account, Agent and Administrator roles.
4.5.29	Multi-select account name parameter only applies to Agent and Admin roles. For Account roles, the list is preselected to the Accounts name without the ability to multi-select.
4.5.30	A new page break between accounts is needed for printing purposes
	Account Invoice Summary Report
4.5.31	Report allows for an administrator to view delinquent account invoice summary information with the ability to drill to the account invoice report.

4.5.32
 	
4.5.32
(continued)
	Parameters:
	• Account Name (Multi-select)
	
	Results:
	• Payment Date Indicator of charges
	    o White/No Indicator – Less than 15 days from charged date
	    o Yellow - 15 – 30 days from charged date
	    o Red – Over 30 days from charged date
	• Account Name
	• Transaction Number (links to account invoice report)
	• Invoice Amount

	• Invoice Date
4.5.33	Report access is restricted to Account, Agent and Administrator roles.

Account Invoice Report

4.5.34	The account invoice report displays all of the information necessary for an Administrator to generate and distribute reports.
4.5.35	A page break is needed between account invoices for hard copy distribution.

4.5.36	Parameters:
	• Account Name (multi-select)
	• Date Range
	
	Details:
	• Account Name
	• Account Contact Information
	• Account Billing Information
	• Transaction Number
	• Transaction Date
	• Date Paid
	• Payment Type (Invoice/CC)
	• Authorization Number (if CC payment)
	• Amount Total
	   o Charges breakdown
	     ▪ Permit Renewal Counts & Sales
	       • Expand to display - Employee name, permit number and badge
	     ▪ New Permit Counts & Sales
	       • Expand to display - Employee name, permit number and badge
	     ▪ Additional Fee Counts & Sales
	       • Expand to display – Employee name, fee name and badge
	     ▪ Late Fees incurred (if applicable)

4.5.37	Report access is restricted to Account, Agent and Administrator roles.

Employee Profile Report

4.5.38	The employee profile recaps the information found in the employee module.
4.5.39	Parameters: • Badge Number or

- Account Name
- Employee Name (constrained from account parameter)

Details:
- Employee Information
- Permits Assigned, Status & Lots
- Payment Summary
  - Payment Counts
  - Payment Sales
    - Expand to display individual payment date
    - Payment Date
    - Payment Amount
    - Payment Type

4.5.40	Report parameters do not apply to individual employees and the report should be default to the employee logged in.
4.5.41	Report parameters should be defaulted to account for account roles
4.5.42	Report is available to all user roles.

Violations Report

4.5.43	Reports on the number and frequency of gate/parking violations at DIA. The goal of the report is to determine where most violations are occurring and by which organizations.
4.5.44	Report is available to Admin and Agent Roles

4.5.45	Parameters:
	• Parking Lots (Multi-select)
	• Accounts (Multi-select)
	• Date Range
	
	Details:
	  ○ Parking Lot Name
	  ○ Violation Counts
	    • Nesting
	    • Passback
	  ○ Expand to Account/Employer
	    • Violation Counts
	      ▪ Nesting
	      ▪ Passback
	    • Expand to Employee
	      ▪ Date and time of violation
	      ▪ Explanation of violation (e.g. Invalid, Unauthorized)
	      ▪ Violation Type

Tow Release Report	
4.5.46	Reports on the fees associated with towing/parking/storage violations at DIA. The goal of the report is to calculate statistics regarding towing including but not limited to: released vehicles in a certain timeframe, unreleased vehicles in certain timeframe and daily/weekly/monthly revenue.

4.5.47	Parameters:
	• Date Range
	• Tow Fee Type
	
	Details:
	   o Tow Fee Type with Fee associated
	     • Towing
	     • Parking
	     • Storage
	     • Fee Totals
	   o Fee Type Name with Fee associated
	     • Curb Tows
	     • Garage
	     • Storage Fee
	     • Fee Totals
	     • Grace Period
	   o Towing Details
	     • Date Parked
	     • Date Towed
	     • Action
	     • Reason
	     • Date Released
	     • Current vehicle location
	     • Previous vehicle location

4.5.48	Report is available to Admin and Agent Roles
Employee Access Report	
4.5.49	The employee access report displays all of the information related to an employee's parking access and frequency.
4.5.50	Report is available to Admin and Agent Roles
4.5.51	Parameters: • Date Range • Badge Number • Account Name (Multi-select) • Employee Name (Multi-select, filtered by account name(s)) Results: • Employee Name

	• Employer(s)
	• Date
	• Time
	• Badge
	• Parking Lot

Sales Summary

4.5.52	The sales summary report displays information depending of the duration type parameter chosen. For example, Daily displays information from a daily perspective based on the date range selected, Monthly aggregates sales information into months based on the date range selected.

4.5.53	Parameters:
	• Duration Type (Annual, Month, Daily)
	• Date Range
	
	Results:
	• Total Sales, Counts & Percent change from last period
	• Trend Chart of Total Sales
	• Breakdown by category & subcategory
	    • Payment Type Sales, Counts & Percent change from last period
	    • Permit Type Sales, & Counts & Percent change from last period
	    • Fee Type Sales, Counts & Percentage from last period

4.5.54	Report is for Agent/Administrator Role

Sales Details

4.5.55	The sales detail report is almost the same as the summary report; however, it provides the ability to drill down to specific information where the summary does not. The report displays information depending of the duration type parameter chosen. For example, Daily displays information from a daily perspective based on the date range selected, Monthly aggregates sales information into months based on the date range selected.

4.5.56	Parameters:
	• Duration Type (Annual, Month, Daily)
	• Date Range
	
	Results:
	• Total Sales, Counts & Percent change from last period
	• Trend Chart of Total Sales
	    • Payment Type Sales, Counts & Percent change from last period
	        o Drill to detail by Employer
	            ▪ Drill to detail by Employee
	
	    • Permit Type Sales, & Counts & Percent change from last period
	        o Drill to detail by Employer
	            ▪ Drill to detail by Employee

4.5.56 (continued)	• Fee Type Sales, Counts & Percent change from last period

		o Drill to detail by Employer ■ Drill to detail by Employee
4.5.57		Report is for Agent/Administrator Role

Cashier Shift Report

| **4.5.58** | | Parameters:
   • Agent Name (should default to agent)
   • Date Range (should default to current day)

Results:
   • Agent Name
   • Shift Number
   • Start date time
   • End date time

Payment Type Breakdown
   • Beginning bank by denomination
   • Beginning bank total
   • Payment Type
   • Transaction Amount
   • Accounted For
   • Over/Short
   • Totals

Details List:
   • Sales Category
   • Sales
   • Accounted For
   • Over/Short
   • Totals |
| **4.5.59** | | Report is for Agent and Admin roles |

	Agent Transaction Report
4.5.60	Parameters: • Agent Name (should default to agent) • Date Range (should default to current day) Results: • Transaction Number • Date • Time • Badge • Last Name • First Name • State • Amount Payment Type • Permit Number • Permit Category
4.5.61	Report is for Agent and Admin roles

	Permit Issue Sequence Report

4.5.62	Parameters:
	 • Agent Name (multi-select)
	 • Date Range
	
	 Results:
	 • Category
	 • Expand to display sub category
	     o Quantity
	     o Amount
	     o Totals
	 • Permit Type
	 • Start Count
	 • Close Count
	 • Issued
	 • Totals

4.5.63	Report is for Agent and Admin roles

	Cashier Discrepancy Report
4.5.64	Parameters: • Agent • Date Range
4.5.64 (continued)	Results:

	• Agent name
	• Start date time
	• End date time
	• Shifts
	• Operator sales
	• Supervisor Sales
	• Over/Short
	• Totals
	• Shift can be expanded to display more data
	    o Payment Type
	    o Operator verification sales
	    o Supervisor verification sales
	    o Op Over/Short
	    o Totals

4.5.65	Report is for Agent and Admin Roles

Daily Sales Report

4.5.66	Parameters: • Date Results: • Deposit Number • Deposit Date • Payment Types • Sales by payment type • Agent Name + Shift Number • Payment Total • Transaction Total • Over/Short • Expand to show Sales by Category o Expand to show sales by sub-category • Permit Sequence • Permit Type • Permit sequencing
4.5.67	Report is for Admin role

Cashier Analysis Report	
4.5.68	Parameters: • Date Range Results: • Start Date • End Date • Agent Name • Sales Category • Sales Amount • Acct For • Over/Short • Totals
4.5.69	Report is for Admin role
Daily Accounting Report	

4.5.70	Parameters:
	• Date (Default to current date)
	
	Results:
	• Deposit Number
	• Date
	• Cash breakdown
	    ○ Money Type (Coins, One's, Five's, Ten's, etc)
	    ○ Quantity
	    ○ Amount
	    ○ Total
	• Check breakdown
	    ○ Check Number
	    ○ Amount
	    ○ Total
	• Credit Card
	    ○ Amount Total
	• Grand Total

4.5.71	Report is for Agent and Admin roles
Daily Deposit Report	
4.5.72 **4.5.72** (continued)	The daily deposit report is used to report revenue to the finance dept. The report list revenue by permit types and fees. In addition, the payment type revenue for Accounts is added to the row detail and is not included as part of the summary section. Reason being, Finance views the information as revenue even though Parking hasn't received the actual monies.

4.5.73	Parameters:
	• Date Range (default to current date)
	
	Results:
	• Header
	  o City and County of Denver
	  o Denver International Airport
	  o Parking Administration
	  o Day of Business date
	  o Transaction Code
	  o Agency
	  o Deposit Date
	  o Accounting Period
	  o Action
	  o Bank Account Code
	  o Budget Fiscal Year
	  o Cash Account
	• Results List
	  o Fund/Permit Type/Fee Type
	  o Agency Division
	  o Organization Section
	  o Activity Location
	  o Revenue Source
	  o Account
	  o Vendor
	  o Amount
	  o Total
	• Payment Type Summary
	  o Cash Amount Total
	  o Check Amount Total
	  o Credit Card Amount Total
	  o Grand Total
	  o Note – Do not include the Account payment type totals in the Payment summary section. It needs to be include as a detail row.
	
	• Allow for form to display signature and date by
	  o Prepared By
	  o Prepared Date
	  o Cashier
	  o Cashier Date

4.5.74	Report is for Agent and Admin roles
Ad Hoc Reporting Capability	
4.5.75	Ad hoc reporting is needed for any future reporting needs that are not defined in a pre-defined report.
4.5.76	Ad hoc reporting shall be able to select and query any saved information and create a report.

If vendor selects "Comply with Modifications," vendor must provide specific information to show and explain how that requirement would be accomplished differently and how it would be supported.

EXHIBIT B

Pricing

Pricing is broken out in the sections below. Base pricing includes hardware and software price for the complete system. Options include variations and from the quoted Base Pricing and are individually priced.

3.1. Base Pricing

The Base price includes the major software upgrades to the EPS System. These include Web, Credit Card and Accounting package integration. The Web interfaces will be from remote locations and the Kiosks and will support English and Spanish Languages. The base price includes:

- EPS Software, Installation, Factory Test,
- Onsite Testing, Commissioning and Training
- 3rd party software including
- Windows 7, Windows SQL Server.
- Dynamics GP, Credit Card S/W
- Hardware including:
- Server computers, 2 ea
- Dell model 510 Rack mount server machines
- With Windows Server 2008 Operating System
- Workstation computers, 10 ea
- Dell Optiplex.
- POS H/W, 5 ea
- 3 Cash and Permit Drawers
- Receipt printer, fee display
- Credit Card reader
- Touch Screen Monitor
- Kiosks, Plynth Classic Model, 4 ea.
- Warranty for first year.
- This is in addition to current maintenance contract CE13026.
- Includes first year re-occurring costs.
- **Note: No line/page printers included**

Total Base Price $ 496,252.00

3.2. Options

3.2.1. Separation of Underlying System

Technical Specifications Sections 1.05, 1.06 1.07 and 1.17I cover the interface between the underlying system and the new top level system. For the base system we "Comply with variations". Those variations are to integrate the two systems, eliminating the need for a second database and the intersystem messaging.
The system can be configured by CCS with this separation. This would require the addition of part of the cost of developing the interface per Technical Specification section 1.18 F.

Price to add separation .... $ 48,100.00

3.2.2. Automatic De-authorization
Technical Specifications Sections 1.17 F covers automatic de-authorization of employees for violations and overdue payments. For the base system we "Comply with variations". Those variations are to eliminate the automatic de-authorization and making the procedure manual only. Reports are available for reporting these conditions. The logic for this can get complex and probably be a source of confusion and frustration for employees and cause bottlenecks at lanes.
Price to add automatic de-authorization .... $ 15,200.00

3.2.3. Employee user IDs and reminders
Technical Specifications Sections 4.1.3 through 4.1.10 cover employee logons and user name and password maintenance. This functionality can be added.
Price to add user name and password maintenance .... $ 7,200.00

3.2.4. Logon attempts and timeout settings
Technical Specifications Sections 4.1.18 through 4.1.20 cover employee logon attempts and timeout settings.
Price to add user logon attempts and timeout settings ...... $ 5,600.00

3.2.5. Error Message Text
Technical Specifications Section 4.1.21 covers system administer updating of system error messages.
Price to add system administer updating of messages .... $ 5,600.00

3.2.6. Automatic Invoicing
Technical Specifications Section 4.2.23 covers sending invoices automatically to accounts.
Price to add sending invoices automatically to accounts..... $ 6,400.00

3.2.7. Notifications
Technical Specifications Sections 4.2.26 through 4.2.29, 4.3.24 through 4.3.26, 4.5.13 and 4.5.17 cover automatically sending notifications.
Price to add automatically sending notifications .... $ 9,400.00

3.3. Re-occurring Costs
The yearly maintenance for the complete system, underlying and EPS upgrade, which Includes cost for accounting package support agreement.
Annual Support Costs $52,400.00