State of Washington
Contracts & Procurement Division
Department of Enterprise Services
P.O. Box 41411
Olympia, WA 98504-1411

Parkeon, Inc.
40 Twosome Drive, Ste. 7
Moorestown, NJ 08057

FIRST AMENDMENT
TO
CONTRACT NO. 04417 PARKING HARDWARE, SOFTWARE and MAINTENANCE

This First Amendment ("Amendment") to Contract No. 04417 is made and entered into by and between the State of Washington acting by and through the Department of Enterprise Services, a Washington State governmental agency ("State") and Parkeon, Inc., a Delaware Profit Corporation ("Contractor") and is dated as of April 4, 2020.

RECITALS

A. State and Contractor (collectively the "Parties") entered into that certain Contract No. 04417 for Parking Hardware, Software and Maintenance dated effective as of May 8, 2018 ("Contract").

B. The amendment set forth herein is within the scope of the Contract.

C. The Parties now desire to amend the Contract as set forth herein.

AGREEMENT

NOW THEREFORE, in consideration of the mutual covenants and agreements set forth herein, the Parties hereby agree to amend the Contract, as follows:

1. SECTION 3.2 CONTRACT SCOPE.

   "Pursuant to this Master Contract, Contractor is authorized to sell Parking Hardware, Software, & Maintenance products and services along with any relevant accessories for the prices set forth in *Exhibit A – Prices for Goods/Services*. Contractor shall not represent to any Purchaser under this Master Contract that Contractor has contractual authority to sell any goods and/or services beyond those set forth in this Master Contract,"

   Is hereby amended to include the following statement at the end of Section 3.2 Contract Scope:

   - All products and services set forth in *Exhibit A-Prices for Goods/Services* shall comply with all requirements listed in *Exhibit B2, Parking Hardware, Software, Maintenance Requirements*.

2. EXHIBIT B2: *Parking Hardware, Software, Maintenance Requirements* is hereby added to the Contract as follows in Exhibit B2 (attached).

3. NO CHANGE OTHER THAN AMENDMENT. Except as amended herein, the Contract is unaffected and remains in full force and effect.

4. INTEGRATED AGREEMENT; MODIFICATION. This Amendment constitutes the entire agreement and understanding of the Parties with respect to the subject matter and supersedes all prior negotiations and representations. In the event of any conflict between this Amendment and the Contract or any earlier amendment, this Amendment shall control and govern. This Amendment may not be modified except in writing signed by the Parties.

5. AUTHORITY. Each party to this Amendment, and each individual signing on behalf of each party, hereby represents and warrants to the other that it has full power and authority to enter into this Amendment and that its execution, delivery, and performance of this Amendment has been fully authorized and approved, and that no further approvals or consents are required to bind such party.

6. ELECTRONIC SIGNATURES. A signed copy of this Amendment or any other ancillary agreement transmitted by facsimile, email, or other means of electronic transmission shall be deemed to have the same legal effect as delivery of an original executed copy of this Amendment or such other ancillary agreement for all purposes.

7. COUNTERPARTS. This Amendment may be executed in one or more counterparts, each of which shall be deemed an original, and all of which counterparts together shall constitute the same instrument which may be sufficiently evidenced by one counterpart. Execution of this Amendment at different times and places by the parties shall not affect the validity thereof so long as all the parties hereto execute a counterpart of this Amendment.

EXECUTED AND EFFECTIVE as of the day and date first above written.

PARKEON, INC
A DELAWARE PROFIT CORPORATION

By: _____
Name: Ronald Kerses
Title: CFO
Date: 3/31/2020

STATE OF WASHINGTON
DEPARTMENT OF ENTERPRISE SERVICES

By: Kimberly Kirkland
Name: Kimberly Kirkland
Title: Procurement Supervisor
Date: Apr 1, 2020

Parking Hardware, Software, Maintenance Requirements - Exhibit B2

Bidder: Parkeon Cale

RFP NO.: 04417-CPRM - EXHIBIT B2

Instructions
1. Review Requirements.
2. Review Priority and the provided definitions:
   - Mandatory: Mission critical requirement; cannot consider a solution that does not meet this requirement.
   - Highly Desirable: Requirement supports necessary operations and the solution is less effective if this requirement is not met.
   - Desirable: Requirement enhances functionality or quality of the solution and makes it more desirable.
3. Select and indicate if Bidder Fully Meets, Partially Meets, or Does Not Meet a requirement to How Bidder Meets Requirement.
4. For each requirement that Bidder Fully Meets, or Partially Meets, indicate the appropriate Response Code per the provided definitions:
   - Core: The proposed solution currently meets this requirement as part of the generally available solution (or configuration of the generally available solution).
   - Customization: The proposed solution can meet the requirement through a customization or an add-on to the generally available solution. In the Written Response column describe customization needed, estimated level of complexity and timeline.
   - Third Party: The proposed solution can meet this requirement through functionality provided by a third party. In the Written Response column, indicate if the third party functionality is live with any other Bidder's customers.
5. **In the Written Response column for every requirement that indicates a "Written Response Required", or requires customization, or is provided by a third party, or partially meets, provide a detailed written response that addresses how the proposed solution will meet the requirement**. Limited responses may receive lower scoring than those that demonstrate understanding and mastery of the subject matter (see scoring guide below).
   Written responses so brief that they do not support an affirmative response may be considered inadequate for the purpose of meeting a mandatory requirement.
   NOTE: Bidder can include screen shots or separate documents as attachments, if needed. All attachments must be labeled with the Requirement ID number and the Written Response column must indicate the title of the attachment, page number and/or section title of where the information can be found.

Requirement ID	Category	Functional Requirements	Priority	How Bidder Meets Requirement	Response Code	Written Response	How Bidder Meets Requirement	Response Code	Written Response
	General Features			Cale Pay Station	Cale Pay Station	Cale Pay Station	Parkeon Pay Station	Parkeon Pay Station	Parkeon Pay Station
1	General Features	The solution must be able to function as a single unit or operate in a networked environment using IP-based communications technology (digital cellular or Ethernet).	MANDATORY	FULLY MEETS	CORE	**Each pay station is assigned a unique terminal ID and communicates independantly of other pay stations. Cellular, Ethernet and Wifi is are supported communication methods.**	FULLY MEETS	CORE	**Parkeon complies. The Strada Pay Stations communicate wirelessly or through Ethernet to a hosted back-end system. The solution is scalable to manage one device or thousands of devices utilizing one web based management system.**
2	General Features	The solution must be supported by software applications allowing user manipulation of rate structure, system configuration, menu items, machine monitoring and transaction recording from a local or remote site.	MANDATORY	FULLY MEETS	CORE	**Each pay station communicates to Cale WebOffice (back office management solution). Configuration settings for each pay station are stored in Cale WebOffice. Two way communications occurs to ensure configuration is pushed to the pay station and the pay station pushes transactions to Cale WebOffice.**	FULLY MEETS	CORE	**Parkeon complies. Rates, messages and ticket layout can be remotely downloaded to the Strada.**
3	General Features	The solution must be supported by software applications for real-time credit card authorization and settlement with end-customer's financial institutions.	MANDATORY	FULLY MEETS	CORE	**Real-time credit card authentication is preferred. Reports in Cale WebOffice allow for easy reconciliation with the end-user's financial institution.**	FULLY MEETS	CORE	**Parkeon complies with the requirements. The Strada processes all credit card transactions in real-time. Parkeon provides the gateway service that integrated with the client's preferred merchant bank processor (acquirer).**
4	General Features	The solution must have security monitoring sensors that sends a signal to the local and remote location.	MANDATORY	FULLY MEETS	CORE	**Pay stations are configured to initate a heartbeat pulse at a frequency deterimined by the end-user. The heartbeat is used to monitor the status of the pay station. An event is generated if a problem occurs with the pay station. Events can be sent via text and email.**	FULLY MEETS	CORE	**Parkeon complies. The Smartfolio system provides all warnings and alerts to maintenance staff to ensure high pay station uptime.**
5	General Features	The solution includes an operating status monitor that sends information to the local and remote locations regarding the current operating status of the solution.	MANDATORY	FULLY MEETS	CORE	**Pay stations are configured to initate a heartbeat pulse at a frequency deterimined by the end-user. The heartbeat is used to monitor the status of the pay station. An event is generated if a problem occurs with the pay station. Events can be sent via text and email.**	FULLY MEETS	CORE	**Parkeon complies. Strada communicates all alarms and alerts in real-time. Using Smartfolio, the agency can monitor the system remotely 24/7.**
6	General Features	The solution should be powered using a battery, capable of operating using battery power only or by continually recharging the battery using solar and/or A/C power.	MANDATORY	FULLY MEETS	CORE	**Pay stations support solar and AC power. In each instance, the power method charges a 12V commerically available battery.**	FULLY MEETS	CORE	**Parkeon complies. Strada utilizes one to two rechargeable 12V batteries trickle charged by the solar panel. Typical battery life is 3 to 5 years without needing a bench recharge.**
7	General Features	The solutions hardware components and software are upgradable to slow down obsolescense.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. To be a truly smart investment, your system should be flexible and upgradeable so that you can get every bit of value possible. Our systems are designed with that idea in mind. Our equipment and back-end systems are built so that you can add pieces and layers with ease and without huge costs. By choosing Parkeon, you are choosing a technology partner that will help you build a system and work with you to adapt as the demands of your customers change. Your investment in Parkeon will be as good ten years from now as it is today.**
	Pay Station Cabinet								

8	Pay Station Cabinet	The cabinet should be constructed of 10 gauge cold rolled steel with ¼" stainless steel security reinforcement around the lock area of door, or similarly durable secure cabinet. Written response required.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Pay station cabinets are made of 304 stainless steel. This particular stainless steel adds protection against corrosion to many chemical corrodents, industrial atmospheres and marine environments. A graffiti-resistant powder coating is applied to the inside and outside of the cabinet. This provide additional protection against the elements, including human (vandalism) and environmental (weather). The powder coating makes it easier to remove unwanted paint, marker tags and adhesive materials.** **Pay station has a 4-Point locking solution ensuring maintenance and collections teams have access to the appropriate cabinet section. The upper section, lower section, collection door and vault are keyed differently. The upper and lower compartment doors have 4 locking hooks that connect the door to the compartment.**	FULLY MEETS	CORE	**Parkeon complies. The Strada is manufactured using 11-gauge steel, with the collection vault door constructed of manganese steel plates. The Strada's housing has internal hinges with anti-wrenching elements. There are no hinge attack points, or pins to cut or pry off the machine.**
9	Pay Station Cabinet	The cabinet design allows for accessibility of internal components for maintenance or repair.	DESIRABLE	FULLY MEETS	CORE	**Pay stations are comprised of an upper and lower compartment to create the cabinet. This construction provides additional security against cash theft. The upper compartment is where maintenance staff can perform maintenance tasks such as preventative activities and replacing empty paper spools. The lower compartment is where collection staff can perform cash collections. Like other pay stations where a collection door is reinforced, the pay station collection door is made of 304 stainless steel, reinforcement is not required.**	FULLY MEETS	CORE	**Parkeon complies. All major components are easily accessible and can be removed/replaced with no tools or standard tools.**
10	Pay Station Cabinet	The cabinet color should be a semi-gloss durable finish available in a standard gray or black, or the ability to choose a custom color.	DESIRABLE	FULLY MEETS	CORE	**Black is the standard color of the pay station. Custom color and wraps are available for an additional fee.**	FULLY MEETS	CORE	**Parkeon complies. Like other sophisticated devices where security and corrosion are a concern, our advanced use of a variety of materials reduces weight, enhances weather resistance, and reduces vandalism from strikes and graffiti, thus providing greater overall durability. All external painted surfaces feature an epoxy powder-coat paint that is coated in a liquid polyurethane varnish with anti-UV and anti-graffiti/poster glue properties. The coating process consists of Cataphoresis, adhesive powder, powder paint, and powder varnish. Standard colors are Titanium Gray, Jet Black, Magic Blue, and Moss Green. Custom colors and customized decals are also available and can be quoted upon request.**
11	Pay Station Cabinet	A durable wrap with more than one color and graphics is desirable. Cost for this customization of machines should be included with the quote.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. We are able to directly provide graphics and wraps for the pay stations utilizing agreed upon artwork. Typically our clients work with local sign and graphics vendors for installation and maintenance services for the graphics.**
12	Pay Station Cabinet	The cabinet case front must include a large area where graphics can be applied to display instructions and additional information.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. While the Strada does have adequate space for graphics and decals the 7" full color display provides all necessary instructions, rate information, and guides the user step by step through the transaction. The LED backlighting technology offers a very clear and highly visible user interface under all lighting conditions. The screen definition is 800x480 pixels and its temperature resistance varies from -15F to +120F**
13	Pay Station Cabinet	The cabinet door should feature a flush mounted clear Lexan, or other approved high-impact plastic, cover providing protection for the display or similar grade of protection, please describe.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Pay station displays are made of high-impact low glare plexi-glass. If damaged, the display cover can easily be replaced.**	FULLY MEETS	CORE	**Parkeon complies. The display is recessed and protected by a polycarbonate window. Th window is transparent has near optical quality to ensure clear display and panel visibility without distortion or iridescence. The polycarbonate window is specified to stand up to UV radiation.**

14	Pay Station Cabinet	Access to the cabinet shall require a lock or other similar security measure to gain access.	MANDATORY	FULLY MEETS	CORE	**Pay station has a 4-Point locking solution ensuring maintenance and collections teams have access to the appropriate cabinet section. The upper section, lower section, collection door and vault are keyed differently. The upper and lower compartment doors have 4 locking hooks that connect the door to the compartment. Door hinges and seams are internal and tight to prevent the CWT from being pried open. Locks and bolts are out of public sight.**	FULLY MEETS	CORE	**Parkeon complies. All Parkeon meters have separate, secure compartments for collections and maintenance. Each compartment features a high security locking system with locks hidden from public view. Maintenance personnel do not have access to the cash compartment and collection personnel cannot access the maintenance functions of the machine. The compartments are keyed differently.**
15	Pay Station Cabinet	The cabinet must be configurable for either in-ground or surface mounting.	MANDATORY	FULLY MEETS	CORE	**Pay Stations are designed for ground surface mounting to meet ADA compliance and allowing access to lower cabinet. In-ground mounting is supported.**	FULLY MEETS	CORE	**Parkeon complies. Strada is installed directly to existing concrete. There is no need for a pedestal. All bolts are hidden from the public.**
16	Pay Station Cabinet	The cabinet must able to accommodate multiple conduit connections.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**The bottom of the cabinet supports conduit connections.**	FULLY MEETS	CORE	**Parkeon complies. All Stradas can be outtitted with an optional multi-tension CE/UL mains power supply, with or without heating.**
17	Pay Station Cabinet	The unit will be out in the weather, unprotected, in most applications. The unit must be able to operate in extreme weather conditions, which may require internal heating/insulation/cooling elements.	MANDATORY	FULLY MEETS	CORE	**Pay stations operating temperature is -40 °F to 158 °F and with a relative humidity of up to 97%. Heaters are suported with AC power.**	FULLY MEETS	CORE	**Parkeon complies. There are hundreds of Stradas installed throughout the State of Washington and it has proven over the last decade to operate in all of the State's weather conditions. Additionally the Strada perfoms in climates from the desert of Las Vegas, NV to the extreme cold of Alaska and the humidity of Florida.**
	Customer Online Portal								
18	Customer Online Portal	Solution allows customers to self manage parking (e.g., locate available parking, purchase permits, view and pay citations, submit appeals) through a secure website or iOS, Android, and Windows mobile applications.	DESIRABLE	FULLY MEETS	CORE	**Cale offers a permit management solution allowing for customers to apply, purchase and manage their permits. Cale has integrations with multiple citation management solutions which offers customers to view/pay/appeal citations.**	FULLY MEETS	CORE	**Parkeon complies. We can offer our Path to Park app, which guides motorists to the best available parking areas. Additionally, Strada is able to accept citation payments (integration may be needed with agency's citation management provider. The Parkeon system also offers an optional e-permits system that allows agencies to create and manage permits based on the vehicle's license plate.**
19	Customer Online Portal	Solution offers pay-by-phone and pay-by-plate functionality.	DESIRABLE	FULLY MEETS	CORE	**Cale offers a mobile payment solution called WayToPark. WayToPark integrates with the pay stations. A session can be started at the pay station and extended using WayToPark or a session can be started and extended using WayToPark. Pay by plate is supported.**	FULLY MEETS	CORE	**Parkeon complies. We offer pay-by-plate and our Whoosh! mobile payment application which has been deployed across the country and is in use at WSU-Spokane.**
	Pay Station Display								
20	Pay Station Display	The front display shall have high contrast visibility for the user or a way to activity high contract visibility by a visually impaired user at the beginning of machine use.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The Strada features a 7" full color display is also available as option, offering a more enhanced user experience for the customer.**
21	Pay Station Display	The display shall be lighted for improved readability during low/no light conditions.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The screen displays dark lettering on a light background. The automatic backlight is switched on depending on ambient light level to maximize its efficiency and prevent human error.**
22	Pay Station Display	The display shall be designed to prevent damage due to moisture, extreme cold and hot weather conditions.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. Strada is designed as a outdoor pay station and is resistant to extreme weather (temperature, snow, humidity, etc).**
	Pay Station Interface								
23	Pay Station Interface	The unit shall have programmable buttons for a variety of fees, and combinations of fees.	MANDATORY	FULLY MEETS	CORE	**Pay station with keypad have 4 action key buttons below the display. Action keys are associated with specific products and rates. Pay station with touch display, has buttons in the display programmed for specific products and rates. Products and rates are configurable based on location and/or pay station.**	FULLY MEETS	CORE	**Parkeon complies. The Strada features a customizable capacitive keyboard matching the software configuration enabling a variety of rate structures. The Strada can also distribute a variety of products such as parking, bus tickets, park admisssion and more.**
24	Pay Station Interface	The unit shall have an "ATM-style" keypad or functionally equivalent.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
25	Pay Station Interface	The display interface will clearly designate one button as the "Cancel" function or a similar equivalent.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
	Pay Station Dispenser								

26	Pay Station Dispenser	The dispenser(s) will be constructed of a stainless steel or a similar durable rust-proof material.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
27	Pay Station Dispenser	The dispenser(s) will be mounted to the front door.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
28	Pay Station Dispenser	The dispenser(s) will include a clear Lexan, or equivalent, door.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The receipt cup on our Strada Rapide model (coin/card only) is protected by a sliding door. The receipt dispenser on our Strada BNA model (coin/card/bill) is protected by a polymer bezel. There is no receipt cup on this model.**
29	Pay Station Dispenser	The solution shall dispense physical receipts and or product.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The Strada dispenses paper tickets and pre-encoded fare media.**
30	Pay Station Dispenser	The dispenser(s) shall be resistant to water or condensation, and have evacuation holes in the event that water or condensation does infiltrate a dispensing area.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
	Pay Station Credit Card Reader								
31	Pay Station Credit Card Reader	Reads Track II encoded mag stripe cards.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
32	Pay Station Credit Card Reader	Pay station credit card reader is easily accessible for serviceability	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The credit card reader can be removed with basic tools for servicing.**
33	Pay Station Credit Card Reader	What tamper-resistant features does your solution incorporate?	MANDATORY	FULLY MEETS	CORE	**Credit card reader is installed to be flush with the door. It is difficult to attach a skimmer device. The skimming device would not be flush with the door.**	FULLY MEETS	CORE	**Parkeon complies. Strada features a special bezel with protruding bumps which provides much stronger defense against a skimming device.**
	Pay Station Hybrid Card Reader								
34	Pay Station Hybrid Card Reader	Reads Track II encoded mag stripe cards and ISO 7816 SmartCards.	HIGHLY DESIRABLE	PARTIALLY MEETS	CORE	**The reader does not encrypt the card info, the pay station encrypts the card info.**	FULLY MEETS	CORE	**Parkeon complies.**
35	Pay Station Hybrid Card Reader	Hybrid card reader is easily accessible for serviceability	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The credit card reader can be removed with basic tools for servicing.**
	Pay Station Printer								
36	Pay Station Printer	Solution printer has a material option that dispenses a printed product of suitable durability to remain fully legible in a vehicle for up to one year. Material in this period can remain legible while withstanding exposures to UV light, cold weather, hot weather below 180 degrees farenheit and resist tearing. Please elaborate on the durability options of the printed material.	HIGHLY DESIRABLE	PARTIALLY MEETS	THIRD PARTY	**Pay station printer uses thermal technology. There are different paper options such as all weather and high temperature. Fading will occur from normal wear and tear.**	FULLY MEETS	CORE	**Strada features a graphical printer so you can print logos, QR codes, special messages, etc. The ticket roll has a capacity of 6,500 tickets. The printer can print on a variety of ticket stock, including tickets with pre-printing and foil. The standard ticket stock resists blackening due to sunlight when placed on a dashboard. The Strada can also print and dispense pre encoded magnetic stripe or chip paper tickets with a paper thickness up to 7.08 mil.**
37	Pay Station Printer	Printer stores the dot pattern structure in an EPROM & FONT prom.	DESIRABLE	DOES NOT MEET	CORE	**Cale does not store in EPROM or FONT prom, software sends full picture everytime.**	FULLY MEETS	CORE	**Parkeon exceeds requirement. The software drives the graphical image/text printed on the ticket. The printer is able to print text with varying font and sizes as well as logos and QR codes.**
38	Pay Station Printer	Printer is easily removed for servicing and replacement.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The printer does not require servicing and the thermal head is self-cleaning. The printer assembly and thermal head can be changed easily, without the use of tools. The printer blade is self-sharpening and needs no servicing.**
39	Pay Station Printer	Receipt length is adjustable with industry standard widths available.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
40	Pay Station Printer	Solution is capable of printing a window sticker in addition to a receipt.	DESIRABLE	PARTIALLY MEETS	CORE	**Pay stations contain one printer with one type of paper. Stickyback paper can be used for both the sticker and receipt. A static cling sleeve could be issued and standard paper receipt inserted into sleeve.**	FULLY MEETS	CORE	**The printer can print on "sticky-back" paper, which works great in a Pay & Display parking application. A "sticky-back" ticket roll has 3,000 tickets.**

41	Pay Station Printer	Describe whether your existing solution can accommodate providing both paper receipts and window stickers.	HIGHLY DESIRABLE	PARTIALLY MEETS	CORE	**Pay stations contain one printer with one type of paper. Stickyback paper can be used for both the sticker and receipt. A static cling sleeve could be issued and standard paper receipt inserted into sleeve.**	FULLY MEETS	CORE	**Strada can print on paper tickets and sticky back tickets.**
42	Pay Station Printer	Does your solution have the ability to print a yearly pass substantially similar to the attached document? If available, please provide a sample of an existing similar product. (Click on the Adobe Acrobat PDF Box to Open) Discover Pass Example	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale can produce the discover passes provided.**	FULLY MEETS	CORE	**Parkeon complies. The Discovery Pass example provided in cell C56 is used today in Parkeon Strada Pay Stations in Washington State Parks.**
43	Pay Station Printer	Solution offers various printing options and materials. Please list these options.	MANDATORY	FULLY MEETS	CORE	**Pay station uses a thermal paper. Paper can be perforated creating a two piece ticket. Paper can be customized with colors and foil to reduce fraud.**	FULLY MEETS	CORE	**Strada features a graphical printer so you can print logos, QR codes, special messages, etc. The ticket roll has a capacity of 6,500 tickets. The printer can print on a variety of ticket stock, including tickets with pre-printing and foil. The standard ticket stock resists blackening due to sunlight when placed on a dashboard. The Strada can also print and dispense pre encoded magnetic stripe or chip paper tickets with a paper thickness up to 7.08 mil.**
44	Pay Station Printer	If changes to hardware would be required to accommodate providing both a window sticker and a paper receipt, describe those changes and their cost.	HIGHLY DESIRABLE	DOES NOT MEET	CUSTOMIZATION	**Cale supports a single printer.**	FULLY MEETS	CORE	**No hardware changes are necessary to accommodate the printing of a sticky back receipt**
45	Pay Station Printer	Describe your solution's ability to print a vehicle license on a window sticker.	DESIRABLE	FULLY MEETS	CORE	**The license plate field can be printed on the ticket.**	FULLY MEETS	CORE	**Parkeon complies. The license plate number can be programmed to print on the receipt.**
	Pay Station Processor								
46	Pay Station Processor	Does your solution have a mode or feature for ultra-low-power operation?	HIGHLY DESIRABLE	FULLY MEETS	CORE	**AC power and direct sun light are not always available. Cale developed a power management feature allowing the pay station to "sleep" when not in use and utilize power only when a specific piece of hardware is used (coin, credit card, display, NFC, etc.)**	FULLY MEETS	CORE	**Yes, Strada is built from the ground up to work on solar power. Each component is designed by Parkeon to consume very little power during a transaction. Following each transaction, the Strada goes into sleep mode automatically, allowing it to conserve power while recharging the battery.**
	Pay Station Solar Power Charging								
47	Pay Station Solar Power Charging	The solution offers a Solar Power Charging feature consisting of a 20-Watt solar panel, or better, and mounting hardware. Please elaborate on any solar power options your equipment has.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Pay stations offer a 10.5W embedded solar panel and 30W top hat. The 30W solar panel has a 360 rotation to allow for access to direct sunlight.**	FULLY MEETS	CORE	**Strada is built from the ground up to work on solar power. There are hundreds of solar powered Stradas throughout Washington State (e.g. City of Vancouver, City of Tacoma, Washington State Parks and more). The solar panel is designed to meet the power consumption of the pay station based on desired configurations with a goal of being pleasing to the eye from a streetscape perspective. Typically, the Strada with a monochrome screen will be outfitted with a 5 Watt solar panel and a Strada with a full color display will be outfitted with a 16.5 Watt solar panel.**
	Pay Station Security Sensors								
48	Pay Station Security Sensors	Detects door opening and sends event to specified users at local and remote locations.	MANDATORY	FULLY MEETS	CORE	**When a door is opened, an event is created and a text and/or email generated.**	FULLY MEETS	CORE	**Parkeon complies. The Strada communicates alarms in real-time to the back-office system to allow for reporting out of a web based system. Strada is automatically configured to send alerts when the collection door is open. Optionally, at no additional cost, the unit can send out an alert when the mainentance door is opened.**
49	Pay Station Security Sensors	The door open sensor is set to activate when the front door is opened 1/8" or more.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
50	Pay Station Security Sensors	Detects case intrusion, shock or vibration and sends event to local and remote locations.	MANDATORY	FULLY MEETS	CORE	**Pay stations has an option to include a tilt sensor.**	FULLY MEETS	CORE	**Parkeon complies. The Strada communicates alarms in real-time to the back-office system to allow for reporting out of a web based system. One of these alarms is a vibration detection alarm. Strada can also be equipped with a tilt sensor as a cost option.**
51	Pay Station Security Sensors	Solution security sensors offer configurable sensitivity to guard against false alarms or false event notification.	HIGHLY DESIRABLE	DOES NOT MEET			FULLY MEETS	CORE	**Vibration detection sensitivity is configurable.**
	Pay Station Operating Status Monitor								

52	Pay Station Operating Status Monitor	Detects and sends event messages to local and/or remote locations, including printer/paper faults, and power management faults.	MANDATORY	FULLY MEETS	CORE	**Event configuration is configured per user. Events can be silent, email and/or text. There are over 75 events to choose from.**	FULLY MEETS	CORE	**Parkeon complies. The Strada communicates alarms and alerts to the back-office system in real time. Smartfolio can also send specific alarms right to your cell phone to alert you of a problem immediately.**
	Pay Station Transaction Storage								
53	Pay Station Transaction Storage	Unit data is automatically communicated to the local and remote locations (for consolidation and storage).	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. Everything that occurs at a pay station (transactions, collection, maintenance operation, alarms, etc.) is recorded and regularly transmitted to the central server. This information is then processed and ready for you to review and analyze using the Smartfolio web interface available to your team 24/7.**
54	Pay Station Transaction Storage	Separate data structures are assigned for storage of transactions, operating status, system configuration, security, diagnostic and other types of data.	MANDATORY	FULLY MEETS	CORE	**Pay stations are assigned unique terminal IDs which allows for data to be identified by terminal.**	FULLY MEETS	CORE	**Parkeon complies. Using Smartfolio you can view all data in many different forms. For instance, you can view transactions by pay station, by group of pay stations, by type of transaction, or by type of user. Data types or organized by Parking Sales (transactions), Collections, and Maintenance).**
55	Pay Station Transaction Storage	Credit Card transaction data must be encrypted in compliance with the Payment Card Industry (PCI) Data Security Standards (DSS).	MANDATORY	FULLY MEETS	CORE	**Cale is a PCI Service 1 Level provider. Certifications can be found on the PCI website.**	FULLY MEETS	CORE	**Parkeon complies. Our system provides 128 bit DES encryption when the credit card is read at the card reader. The Parkeon system is Level 1 PCI v3.2 certified and manages over 150 million credit card transactions each year.**
	Pay Station Transaction Processing								
56	Pay Station Transaction Processing	The system supports a minimum of two transaction processing modes; on-line, and networked (hard-wired).	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The system utilizes three transaction processing modes: on-line, networked, and off-line.**
	Credit Card Transaction and Processing Requirements								
57	Credit Card Transaction and Processing Requirements	State Agencies utilizing this contract are required to utilize the state's master contract for merchant bankcard services, managed by the Washington Office of the State Treasurer (OST). The current contract is with Bank of America Merchant Services (BAMS) through June 2019. System must be able to change processors if this contract changes. The Bidder is fully responsible for all required certifications, registrations and conversion costs related to this RFP and throughout the contract term. The current contract uses BAMS as the acquiring bank and the First Data gateway for authorization and settlement.	MANDATORY	FULLY MEETS	CORE	**Cale integrates with FirstData Cardnet North and South platforms.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon is certified with numerous merchant bank processors including Bank of America and First Data.**
58	Credit Card Transaction and Processing Requirements	PCI Compliance Requirement. Bidder hardware, software, middleware, processors, and/or gateways must be fully compliant with all Payment Card Industry Data Security Standards (PCI DSS) issued by the official Payment Card Industry Security Standards Council at the time of bid submission. Compliance must be maintained during the life of the contract.	MANDATORY	FULLY MEETS	CORE	**Cale is a PCI Service 1 Level provider. Certifications can be found on the PCI website.**	FULLY MEETS	CORE	**The Parkeon system is Level 1 PCI v3.2 certified and manages over 150 million credit card transactions each year.**
59	Credit Card Transaction and Processing Requirements	A copy of the Attestation of Compliance (AOC) that validates compliance with PCI DSS for all certifiable components completed by an approved Qualified Security Assessor (QSA) must be included with the Bidder's proposal as part of Exhibit D. An updated Attestation of Compliance must be submitted annually throughout the contract term.	MANDATORY	FULLY MEETS	CORE	**A copy of Cale's AOC has been included in our response.**	FULLY MEETS	CORE	**Parkeon complies. The Parkeon system is Level 1 PCI v3.2 certified. Our Attestation of Compliance (AOC) is included in our proposal (see Section 7).**
60	Credit Card Transaction and Processing Requirements	Bidder must show their solution is 100% PCI compliant end-to-end by providing scan results of an Approved Scanning Bidder (ASV). This should include quarterly results from an external network vulnerability scan and annual results from external penetration testing.	MANDATORY	FULLY MEETS	CORE	**Cale can provide ASV reports unpon request. ASV reports are not normally distributed to customers unless upon request.**	FULLY MEETS	CORE	**Parkeon complies. Our system undergoes 3rd party vunerability scans for PCI on a quarterly basis. Section 8 of our proposal includes an example quarterly scan report.**
61	Credit Card Transaction and Processing Requirements	Bidder shall provide upon request by customer information such as the pay station IP addresses or the technological equivalent to enable the customer ASV vendors to perform quarterly and annual scans required for PCI compliance.	MANDATORY	FULLY MEETS	CORE	**Cale can provide ASV reports unpon request. ASV reports are not normally distributed to customers unless upon request.**	FULLY MEETS	CORE	**Parkeon complies. Our system undergoes 3rd party vunerability scans for PCI on a quarterly basis. This is a standard process that benefits all clients using the Parkeon system. Section 8 of our proposal includes an example quarterly scan report.**
62	Credit Card Transaction and Processing Requirements	Bidder application and software must be registered/certified/approved by both Bank of America Merchant Services and First Data. Bidder shall provide the name, version number and certification proof for all credit card interfacing software, hardware, processors, middleware, gateways, etc. with Bidder's proposal. Bidder shall also submit a flow chart of the credit card process from the Bidder's system to First Data and identify the First Data platform to be used.	MANDATORY	FULLY MEETS	CORE	**Cale integrates with FirstData Cardnet North and South platforms. Cale uses Tender Retail "Merchant Connect Multi"/ Terminal Close, Datawire turned on.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon is certified with numerous merchant bank processors including Bank of America and First Data. The Parkeon system is already integrated with the First Data Nashville platform. Please refer to Section 9 of our response for a credit card processing flowchart.**
63	Credit Card Transaction and Processing Requirements	A separate merchant identification number is required for each field location. This requirement is not negotiable. If there are multiple terminals at one physical location, one MID will be issued with separate terminal identification numbers for each terminal.	MANDATORY	FULLY MEETS	CORE	**Cale supports unique merchant identification numbers.**	FULLY MEETS	CORE	**Parkeon complies. A separate merchant identification number is required for each field location.**
64	Credit Card Transaction and Processing Requirements	The successful Bidder does not receive any state funds into their bank or merchant accounts, nor is there any transfer of funds from the Bidder to the state related to customer payments unless erroneously received.	MANDATORY	FULLY MEETS	CORE	**Credit card transactions are processed through FirstData and deposted into the State's bank account.**	FULLY MEETS	CORE	**Parkeon complies. No revenue is received by Parkeon. The revenues are submitted to the agency's preferred merchant bank card processor and deposited in the agency's bank account.**
65	Credit Card Transaction and Processing Requirements	All credit card transactions must be sent from the Bidder to the state's processor (currently Bank America using First Data's North and Nashville platforms) daily.	MANDATORY	FULLY MEETS	CORE	**Cale integrates with FirstData Cardnet North and South platforms.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon is certified with numerous merchant bank processors including Bank of America and First Data.**
66	Credit Card Transaction and Processing Requirements	Solution customer shall pay any merchant fees imposed by the contracted merchant bank (Bank of America for State Agencies) and processor (First Data for State Agencies).	MANDATORY	FULLY MEETS	CORE	**Cale does not charge a credit card transaction fee. State is responsible for all merchant fees.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon will supply the gateway service at no additional cost and the agency that owns/manages the pay stations will be responsible for the fees charged by the merchant bank card processor.**

67	Credit Card Transaction and Processing Requirements	The Bidder shall be responsible for all merchant fees or processing fees imposed by interfacing software, processors, middleware or gateways used by the Bidder other than Bank of America and First Data.	MANDATORY	FULLY MEETS	CORE	**Cale integrates with FirstData Cardnet North and South platforms. State will not be charged for any integration fees.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon will supply the gateway service at no additional cost and the agency that owns/manages the pay stations will be responsible for the fees charged by the merchant bank card processor.**
68	Credit Card Transaction and Processing Requirements	Credit card numbers shall be encrypted/masked in the system and reports except for 4 digits on either end of the credit card number.	MANDATORY	FULLY MEETS	CORE	**Credit card numbers are encrypted/masked in Cale WebOffice except for the last 4 digits.**	FULLY MEETS	CORE	**Parkeon complies. Our system encrypts the card number at the card reader and does not store the credit card number at the server. The first four digits and last four digits are viewable in Parkeon's back-office system for reconciliation purposes.**
69	Credit Card Transaction and Processing Requirements	The System must include a component that will allow authorized staff to research all credit card transactions that originate from any location in the system based on date of transaction, last four (4) digits of the credit card number, amount of transaction, or customer last name. The search must return, at a minimum, transaction number for the transaction, item purchased and location where transaction occurred.	MANDATORY	FULLY MEETS	CORE	**Reporting and analysis tools available to State staff to reseearch credit card transactions. Searches can be performed on the last 4 digits of the credit card.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon's Smartfolio system allows for lookups on individual transactions including searches based on date range and last four digits of credit card number.**
70	Credit Card Transaction and Processing Requirements	Credit Card Research – System must provide a report that will provide information on all credit card transactions for a date range based on the last four digits of the credit card that are entered by the user. The report will return a transaction date, transaction amount, customer ID and name, first four and last four digits of the credit card number, charge location and a /transaction/receipt number so the transaction can be located in the system.	MANDATORY	PARTIALLY MEETS	CORE	**Per PCI compliance, Cale WebOffice does not store customer data. State has access to the last 4 digits of the credit card, date of transaction, transaction amount, location, and license plate number. Confidential information such as customer information is stored on the credit card server as per PCI compliance. The credit card server is not accessible to the state.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon's Smartfolio system allows for lookups on individual transactions including searches based on date range and last four digits of credit card number. The system also allows the agency to see the status of the card transaction (e.g. settled or not settled).**
	Automated Pay Station Software								
71	Automated Pay Station Software	Solution must provide functionality for system networking and network access.	MANDATORY	FULLY MEETS	CORE	**Pay stations communicate using cellular or ethernet. Communications occurs between each pay station and Cale Web Office.**	FULLY MEETS	CORE	**Parkeon complies. The Strada Pay Stations communicate wirelessly or through Ethernet to a hosted back-end system. The solution is scalable to manage one device or thousands of devices utilizing one web based management system.**
72	Automated Pay Station Software	The solution must allow for multiple purchases in the same customer session. I.e. a purchase along with a donation	HIGHLY DESIRABLE	PARTIALLY MEETS	CORE	**Current functionality allows for products to be packaged. Roadmap includes allowing multiple purchases in the same session.**	FULLY MEETS	CORE	**Parkeon complies. The Strada can be configured to sell multiple products and multiple tickets in the same transaction.**
73	Automated Pay Station Software	The solution must give authorized users the ability to remotely modify product selection or allow for remote changes in offered products.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Configuration is mainteained in Cale WebOffice and pushed to the pay stations.**	FULLY MEETS	CORE	**Parkeon complies. The organization has control to make changes remotely through the web based back-office interface.**
74	Automated Pay Station Software	The solution allows for different product offerings in different machines.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Each pay station has a unique terminal ID and can contain different product offerings. Configuration is stored in Cale WebOffice.**	FULLY MEETS	CORE	**Parkeon complies. Each individual pay station can have different software, sell different products and have varying fee structures.**
75	Automated Pay Station Software	The solution has an enforcement user interface for authorized employee users.	DESIRABLE	FULLY MEETS	CORE	**Cale Mobile Enforcement (browser-based) allows for officers to view active and recently expired sessions. Officers can query off a zone (location) , license plate or terminal ID.**	FULLY MEETS	CORE	**Parkeon complies. Using Parkeon's Smart Center application, agencies can check the status of plates and spaces on a web enabled device.**
76	Automated Pay Station Software	Solution software interface is fully compatible with credit / smart card processing.	MANDATORY	FULLY MEETS	CORE	**Cale is a PCI Service 1 Level provider. Credit cards are processed in real-time.**	FULLY MEETS	CORE	**Parkeon complies. Strada features a hybrid card reader able to accept credit cards and smart cards. Card numbers are encrypted at the card reader level and transmitted wirelessly to Parkeon's gateway and then onto the agency's preferred merchant bank processor.**
77	Automated Pay Station Software	Pay station software allows for remote or localized unit diagnostics.	MANDATORY	FULLY MEETS	CORE	**Configuration is mainteained in Cale WebOffice and pushed to the pay stations. Terminal status is also managed from Cale WebOffice.**	FULLY MEETS	CORE	**Parkeon complies. The agency will have access to Parkeon's Smartfolio web based back-office system which allows for remote monitoring and management of the pay stations. Warning and out of order alarms are also visible to maintenance staff at the pay station level via flashing green and red LED lights.**
78	Automated Pay Station Software	The solution allows for local database management.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice is a browser-based solution. Each location can have a unque Cale WebOffice instance to allow for local management.**	FULLY MEETS	CORE	**Parkeon complies. Everything that happens at the pay station (transactions, alerts, alarms) are transmitted to the Parkeon server in real time. Data is available at the local level through the Smartfolio web interface and can be exported to Excel as needed.**
79	Automated Pay Station Software	The solution allows for pay station maintenance, audit reports and stall information accessible from the front display/keyboard and remotely from back-office network interface.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. Printed pay station reports can include all collection/audit reports for the past three collections. Maintenance alerts can be seen at the pay station level using the keyboard. The Strada communicates in real-time to the back-office system to allow for reporting out of a web based system for enforcement purposes.**
	Reports								

80	Reports	The solution offers administrator or authorized user network access to generate reports remotely.	MANDATORY	FULLY MEETS	CORE	**Reports can be generated on-demand, but logging into Cale WebOffice. Reports can be scheduled and sent via email.**	FULLY MEETS	CORE	**Parkeon complies. Authorized staff will have the ability to access reports via the Smartfolio web based parking management system.**
81	Reports	The solution allows for reports to be generated by an administrator, technician, or authorized user by accessing the solution hardware.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice supports user profiles which determines who has access to financial and non-finanical reports.**	FULLY MEETS	CORE	**Parkeon complies. Smartfolio is accessible on any web-enabled device; collection and maintenance reports can be generated at the paystation. Smartfolio has vary levels of access rights. For instance it can be configured so that mainenance staff cannot see financial information.**
82	Reports	Reports must be exportable into Microsoft Excel, Word, csv, or similar format. Please list any other formats to which information is exportable.	MANDATORY	FULLY MEETS	CORE	**Reports can be viewed in Cale WebOffice or exported into Excel2003, Excel2007, CSV, and PDF formats.**	FULLY MEETS	CORE	**Parkeon complies. Data can be exported into Excel as a .csv file.**
83	Reports	The solution allows for reports generated on enforcement details by location.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Enforcement can use Cale Mobile Enforcement from their smart phone, tablet or laptop to view active and inactive sessions. Cale WebOffice also has Enforcement reports.**	FULLY MEETS	CORE	**Parkeon complies. Enforcement information can be grouped by zone.**
84	Reports	The solution allows report information to be visually depicted using graphs and charts.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Analysis reports allows for graphing and chart depictions.**	FULLY MEETS	CORE	**Parkeon complies. All data can be presented in list form, graph form, and map form. Sample back-office reports can be found in Section 10 of our proposal.**
85	Reports	The solution is capable of providing the following report: summary of revenue collections by designated location or individual machine and statewide during a specific time period.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
86	Reports	The solution is capable of providing the following report: parking location usage by specified purchase increments and time of purchase for a specified time period.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
87	Reports	The solution is capable of providing the following report: detailed listing of all transactions for a designated location or individual machine and statewide summary of all transactions for a specified time period.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
88	Reports	The solution is capable of providing the following report: the number of paid parking passes sold for a designated location or individual stall for a specific time period (graph of this information is preferred).	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
89	Reports	The solution is capable of providing the following report: daily parking or individual machines and as a statewide summary, the usage by total daily revenue for a specified time period (graph of this information is preferred).	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
90	Reports	The solution is capable of providing the following report: average paid parking passes for a group of machines or designated locations for a specified time period (graph of this information is preferred).	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
91	Reports	The solution allows all summaries, graphs, and charts to be set to differentiate between credit card and smart card transactions (visual depiction using graphs and charts of this information is preferred).	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
92	Reports	The solution must allow for remote authorized users to reconcile payments and sales at the end of each day.	MANDATORY	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
93	Reports	The solution allows for sales data for specific revenue source types (e.g., boat launch, Discover pass, etc.) by designated location, payment method, by date or range of dates.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
94	Reports	The solution must have reports summarizing and detailing transaction data for all transactions. Credit card transactions must reconcile to the system transaction files sent to the State Merchant Bank for settlement/deposit by location/merchant identification numbers(MID).	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
95	Reports	The solution offers the ability to run various reports for one designated location or all locations for one date or a range of dates.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
96	Reports	The solution allows reports to be run with the following data elements: date, location name, location number, MID, revenue source code, revenue source name, and amount. If report is run for multiple dates, data should be grouped by date, then location name and a total by date and total for all dates for each location and report the total revenue for all dates and all locations at the end of the report.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. State can defined date range by day, time, month, year. State can group and sort reports by data type (terminal, rate, product, etc.) The sample reports provided shows how data can be reported and grouped.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
97	Reports	If a third party credit card processor is used, access to the reporting tool used by the processor is required for reconciliation purposes.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice provides provides credit card reporting for reconcilation.**	FULLY MEETS	CORE	**Parkeon will provide the gateway services for the pay stations. Our gateway is integrated with First Data and Bank of America.**
98	Reports	The solution reports must mask the credit card number and reveal no more than the first four or last four digits of the credit card number. Masking of all numbers except the last four digits is preferred.	MANDATORY	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. Our system encrypts the card number at the card reader and does not store the credit card number at the server. The first four digits and last four digits are viewable in Parkeon's back-office system for reconciliation purposes.**
	Mounting & Hardware								

99	Mounting & Hardware	All hardware components of the solution should be securely mounted or installed. Please elaborate in writing with specific details.	MANDATORY	FULLY MEETS	CORE	**Overtime components can come loose due to vibrations from the environment. Cale understands the importance of minimizing vibrations to ensure components do not come lose. Cale selected fasteners and connectors that are proven to withstand the harsh environmental elements. The components selected by Cale along with following proper preventative maintenance functions will significantly reduce components coming lose due to vibrations.**	FULLY MEETS	CORE	**Parkeon complies. The Strada is installed directly into concrete with four wedge anchors. All bolts are hidden from the public. Strada can be found in unattended environments all over the world and has proven to withstand various types of vandalism and break-in attempts.**
100	Mounting & Hardware	The solution should be vandal-resistant. Please elaborate in writing with specific details and product features.	MANDATORY	FULLY MEETS	CORE	**Pay station cabinets are made of 304 stainless steel. This particular stainless steel adds protection against corrosion to many chemical corrodents, industrial atmospheres and marine environments. A graffiti-resistant powder coating is applied to the inside and outside of the cabinet. This provide additional protection against the elements, including human (vandalism) and environmental (weather). The powder coating makes it easier to remove unwanted paint, marker tags and adhesive materials.**	FULLY MEETS	CORE	**The Strada is manufactured using 11-gauge steel, with the collection vault door constructed of manganese steel plates. Like other sophisticated devises where security and corrosion are a concern, our advanced use of a variety of materials reduces weight, enhances weather resistance, and reduces vandalism from strikes and graffiti, thus providing greater overall durability.** **The 4-point locking system ensures that only the appropriate personnel have access to the maintenance area. The collection area is separate from the maintenance area and is protected by an electronic locking system. Extra manganese steel collection door plating provides ultimate security from vandalism or theft to the vault. Angled steel plates within the collection vault provide shielding and prevent drilling.**
Requirement ID	**Category**	**Technical Requirements**	**Priority**	**How Bidder meets requirement?**	**Response Code**	**Written Response**	**How Bidder meets requirement?**	**Response Code**	**Written Response**
	Internet Based Payment Application								
101	Internet Based Payment Application	The solution has an internet accessible application that allows users to pay for parking or docking via an internet connection.	DESIRABLE	FULLY MEETS	CORE	**Cale offers a mobile payment solution called WayToPark. WayToPark integrates with the pay stations. A session can be started at the pay station and extended using WayToPark or a session can be started and extended using WayToPark. WayToPark is accessible via a website or app (iOs and Android).**	FULLY MEETS	CORE	**Parkeon complies. We are offering our Whoosh! mobile payment application which has been deployed across the country including at WSU-Spokane. Whoosh! allows users to pay through www.whooshstore.com or through the Whoosh! mobile app available on the iPhone app store and Google Play store**
102	Internet Based Payment Application	If the solution offers an internet based application is the application interface optimized for mobile phone (responsive design) use?	HIGHLY DESIRABLE	FULLY MEETS	CORE	**WayToPark is mobile friendly. While accessible by web-browser, apps can be downloaded from iTunes and GooglePlay.**	FULLY MEETS	CORE	**Parkeon complies. Whoosh! allows users to pay through the mobile website (designed for mobile devices) or through the standard website.**
103	Internet Based Payment Application	The payment application solution provides users a unique transaction ID and instructions immediately after purchase.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**WayToPark supports pay by space and pay by plate enforcement. A unqiue receipt is created.**	FULLY MEETS	CORE	**Parkeon complies. Whoosh! provides a confirmation number and provides a payment confirmation message to the end user following payment. The transaction info is then available in the users account history. Active transactions can be extended if parking policies allow.**
104	Internet Based Payment Application	The payment application integrates with any enforcement software to provide staff the ability to check a license plate number or boat registration number against purchases in the past 1-14 days.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale Mobile Enforcement (browser-based) allows for officers to view active and recently expired sessions. Cale WebOffice Enforcement reports can display purchases based on dates entered.**	FULLY MEETS	CORE	**Parkeon complies. We offer an open achitecture solution with various APIs. We have integrated with many different enforcement companies including: - Complus Data Innovations - Conduent (Xerox) - EDC AIMS - gtechna - NuPark - Passport - Schweers - T2 Systems - United Public Safety**
	General Software Specs Hosted System Management Software								
105	General Software Specs Hosted System Management Software	The solution offers a web-based administration system interface with the ability to set individual and combinable vend items, rate tables, attributes and parameters, and manage system access and permissions.	MANDATORY	PARTIALLY MEETS	CORE	**Configuration is stored in Cale WebOffice. Products can grouped and sent to specific pay stations. Future roadmap will allow for multiple individual products to be purchased at the pay station.**	FULLY MEETS	CORE	**Parkeon complies. Through the web based system agencies can monitor the system remotely and make changes to products and rates. Updates can be made in real-time.**
106	General Software Specs Hosted System Management Software	System admin interface shall be MS Windows-compatible, requiring a standard PC workstation or laptop and be responsive while viewed in a major web browser.	MANDATORY	FULLY MEETS	CORE	**Cale WebOffice is a browser-based solution and accessible from a smart phone, laptop and tablet.**	FULLY MEETS	CORE	**Parkeon complies. Smartfolio is a web based back-office system able to be accessed from a web enabled device such as a laptop.**

107	General Software Specs Hosted System Management Software	System will have appropriate backup systems to ensure business continuity and guard against data corruption and loss due to system failures.	MANDATORY	FULLY MEETS	CORE	**Cale has a secondary backup location in the event the primary hosting facility is inoperable.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon hosts the solution in our secure data centers. The data centers are redundent ensuring proper back-up.** **Storage network (SAN) is duplicated amongst the two Data Center Sites and all databases are pushing their transactions log to building B. All backup servers are in building B; providing a "3 level backup of all systems"** **• Disk image** **• Full weekly backup** **• Daily incremental backup on disk/tapes + applicative backup using ftp scripts. All tapes are stored and moved to an external security company off-site.** **In case of site-wide disaster, we rely on a 3rd party hosting company named Neoclyde based in Besancon, FR to rebuild the infrastructure. We are connected to two hosting companies (Neoclyde and Agarik) using the metropolitan area network (MAN) of the city, allowing gigabit bandwidth for quick data replication.**
108	General Software Specs Hosted System Management Software	Software shall allow authorized users to select the rate for each individual day and have the ability to designate a day closed, or free parking day.	MANDATORY	FULLY MEETS	CORE	**Rates can be scheduled for an individual day. A 7 day calendar view is presented to show show standard rate configuration. Exceptions (specific days) can be defined such as a special event or holiday.**	FULLY MEETS	CORE	**Parkeon complies. Staff will have the capability to configure the rates for each pay station and make remote rate changes. The software is capable of changing dynamically throughout the day to take into consideration "closed" times such as free times or holidays.**
109	General Software Specs Hosted System Management Software	Software shall include the ability to set fees or combination of fees.	MANDATORY	FULLY MEETS	CORE	**Rate tariff editor allows for the State to define fees.**	FULLY MEETS	CORE	**Parkeon complies. Staff will have the capability to configure the rates for each pay station and make remote rate changes.**
110	General Software Specs Hosted System Management Software	Software shall allow authorized users to assign a minimum three character, alpha numeric, designation for each Pay Station.	MANDATORY	FULLY MEETS	CORE	**Pay station terminal ID numbers are defiend by the state. In additiona to the Terminal ID a description and location (longitude and latitude) can be defined.**	FULLY MEETS	CORE	**Parkeon complies. Each machine is assigned a unique machine code which can be changed as needed.**
111	General Software Specs Hosted System Management Software	Software shall enable authorized users to customize the time zone or adjust the time or date of the solution remotely.	MANDATORY	PARTIALLY MEETS	CORE	**Time zones are configured by Cale. Cale will work with the state to determie the time zone. The pay station configuration allows for date/time to be changed. This is helpful when testing special rate structures.**	FULLY MEETS	CORE	**Parkeon complies. The time of the pay station can be modified at the pay station level. The pay stations synch up to the server to ensure clock accuracy. Daylight savings time is managed automatically.**
112	General Software Specs Hosted System Management Software	Software shall allow authorized user to select what to do in the event of a printer error.	MANDATORY	FULLY MEETS	CORE	**When an event is triggered, the user can choose how to respond to the event.**	FULLY MEETS	CORE	**Parkeon complies.**
113	General Software Specs Hosted System Management Software	Software shall allow authorized users to set an access code for the enforcement interface of the solution.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The enforcement interface is password protected.**
114	General Software Specs Hosted System Management Software	Pay station display is either preprogrammed to time-out due to user inactivity or allows authorized users or administrators to set an inactivity time-out for the backlight on the Pay Station display.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The Strada times out after a period of inactivty to conserve battery life.**
115	General Software Specs Hosted System Management Software	Software shall allow authorized users to modify the top line of printed receipts with at least 24 characters of editable space.	MANDATORY	FULLY MEETS	CORE	**Receipts can be customized.**	FULLY MEETS	CORE	**Parkeon complies. Receipt layout can be customized and the changes can be downloaded remotely.**
116	General Software Specs Hosted System Management Software	Software shall allow authorized users to modify at least 3 lines, with 24 characters per line, on a refund ticket.	MANDATORY	FULLY MEETS	CORE	**Refund tickets can be customized.**	FULLY MEETS	CORE	**Parkeon complies. Receipt layout can be customized and the changes can be downloaded remotely.**
117	General Software Specs Hosted System Management Software	Software shall allow users to set an "out of service" phone number.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
118	General Software Specs Hosted System Management Software	Software shall allow users to preset periods of time throughout the year, to charge a special rate (i.e. higher rates in summer).	MANDATORY	FULLY MEETS	CORE	**Rate tariff editior allows for State to define special or exception rates for a specific date and time. Special rates can be configured in advance.**	FULLY MEETS	CORE	**Parkeon complies. We can accommodate very complex rate structures and the organization has control to make rate changes remotely. Special event rates can be applied as needed.**
	General Software Specs Printed Receipts Requirements								
119	General Software Specs Printed Receipts Requirements	Prints a paper receipt to customer that captures full financial details and complies with state law and merchant operating procedures, i.e., machine name and location (city and state), date of the transaction, description of the item purchased, item price, state/local taxes, total amount paid, form of payment (cash, Visa, MasterCard), and if credit card payment include the authorization approval code.	MANDATORY	FULLY MEETS	CORE	**Receipts can be customized by each location. Full finanacial details can be printed on the receipt along with a logo.**	FULLY MEETS	CORE	**Parkeon complies. All of the information required can be printed following a successful transaction.**
120	General Software Specs Printed Receipts Requirements	State law (RCW 19.200.010 and 63.14.123) requires that no more than the last five digits of the credit card account number are printed on a credit card receipt to the cardholder and that the credit card expiration date does not print on a credit card receipt to the cardholder	MANDATORY	FULLY MEETS	CORE	**Last 4 digits of the credit card can print on the receipt. This is optional.**	FULLY MEETS	CORE	**Parkeon complies. We meet the requirement.**
121	General Software Specs Printed Receipts Requirements	All data elements provided on the paper receipt must be available in report form.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Data printed on the receipt are also available via reports.**	FULLY MEETS	CORE	**Parkeon complies. Details of each transaction are reported in Smartfolio including date, time, payment type, pay station, zone, first/last four digits of credit card number**
122	General Software Specs Printed Receipts Requirements	Printer must be capable of printing on paper containing a watermark.	HIGHLY DESIRABLE	FULLY MEETS	THIRD PARTY	**Cale uses a third party to provide paper. Paper comes in a variety of thicknesses, colors, security features including watermark and foil.**	FULLY MEETS	CORE	**Parkeon complies. Strada can print on paper pre-printed with a watermark.**

123	General Software Specs Printed Receipts Requirements	Backside of printer paper must be capable of being pre-printed with customer content (in ink or functional equivalent).	MANDATORY	FULLY MEETS	THIRD PARTY	**Cale uses a third party to provide paper. State will provide information to be printed on back of paper. A proof is provided for approval before printing.**	FULLY MEETS	CORE	**Parkeon complies. Strada can print on paper pre-printed on the front and back with custom graphics.**
	General Software Specs Remote and Local User Interface								
124	General Software Specs Remote and Local User Interface	The solution offers system data (including transactions, security events, bank settlements, audit reports and enforcement information) stored in a relational database and accessible to agency users in near real time.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
125	General Software Specs Remote and Local User Interface	The solution has a feature warning of possible credit card reader faults or system level faults based on historic daily activity statistics.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
126	General Software Specs Remote and Local User Interface	The solution sends configuration tables to the local user & Pay Station, including but not limited to diagnostic levels and bad card files.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
127	General Software Specs Remote and Local User Interface	The solution has a feature designating the time any new configuration will take effect.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. Smartfolio allows you to track when a download was sent and when it was active a the pay station.**
128	General Software Specs Remote and Local User Interface	The solution has the ability to set the diagnostic level to none, error, warning or information.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. Each alert/alarm is labeled as a warning or something that has put the pay station out of order.**
129	General Software Specs Remote and Local User Interface	The solution offer the ability to view the network status and indicate which Pay Stations are currently on-line or offline.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Terminal status functionality found in Cale WebOffice will allow users to view visually the status of the pay station. When a pay station goes offline, an event is generated and users are notified via email and/or text.**	FULLY MEETS	CORE	**Parkeon complies. Cellular coverage can be obtained in the back-office. The pay station also sends life alarms to the back-office on a regular basis to indicate that it is communication properly.**
130	General Software Specs Remote and Local User Interface	The solution offers the ability to remotely monitor the status, audit, power, and solution version.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice terminal details, allows for the State to remotely monitior pay stations , power and firmware versions.**	FULLY MEETS	CORE	**Parkeon complies. The system allows authorized users to view that status of each pay station at all times.**
131	General Software Specs Remote and Local User Interface	The solution offers the ability to view the current audit totals, current grand totals including; credit card, smart card, refunds and overpayment(s).	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. All audit data can be found in Smartfolio for every pay station collection performed. Credit card reconciliation can also be performed using Smartfolio.**
132	General Software Specs Remote and Local User Interface	The solution offers the ability to view the current status of the following items; Card Reader: present/not present, Door: open/closed, Lock: open/closed, Peripheral Power: on/off, Watchdog Timer.	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The system will display alerts for all machines that need attention. In addition, it is possible to get the operational status of each machine.**
133	General Software Specs Remote and Local User Interface	The solution offers the ability to modify passwords required to initiate entrance to communications software and access and log on to remote systems.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. Smartfolio is password protected. The admin can request password changes.**
	General Software Specs Rate Testing								
134	General Software Specs Rate Testing	The solution software allows for testing the operation of a rate structure for credit card and smart card payments.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale can provide the State with a sandbox enviroment for testing. Additional fees apply.**	FULLY MEETS	CORE	**Parkeon complies. The Smartfolio system includes a simulator tool that allows agency staff to test various rate structures to ensure they follow your desired policies.**
	Credit Card Data Processing								
135	Credit Card Data Processing	Transactions can be processed in “online” (real-time) or batched in “offline” mode.	MANDATORY	FULLY MEETS	CORE	**Cale is a PCI Level 1 Service provider is is authorized to process credit cards in live and offline mode. The State will need to decide if credit card transactions can be processed offline. When in offline mode, credit card transactions are encrypted and when a connection is restored, credit card transactions are processed.**	FULLY MEETS	CORE	**Parkeon complies. All credit card transactions are processed in real-time. If communications are interrupted the machine can go into "Hold and Send" mode in which case a credit card transaction will be accepted sent to the server when communications issues are resolved.**
136	Credit Card Data Processing	Visa and MasterCard are supported.	MANDATORY	FULLY MEETS	CORE	**Cale supports Visa, Mastercard, American Express and Discover.**	FULLY MEETS	CORE	**Parkeon complies. Strada can accept Visa, MasterCard, American Express, and Discover.**
137	Credit Card Data Processing	Processing software generates a log of all transactions and allows the log to be printed.	MANDATORY	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. See Section 10 - Sample Back Office Reports.**
	Communications Specs Digital Cellular or Broadband Communications								
138	Communications Specs Digital Cellular or Broadband Communications	Communications specifications include the following features; register with Internet, digital cellular network (e.g. LTE) or broadband, transmit/receive secure data packets, error checking and correction.	MANDATORY	FULLY MEETS	CORE	**Cale will provide cellular communications and monitor usage. State is responsible for monitoring non-cellular communications.**	FULLY MEETS	CORE	**Parkeon complies. Strada communicates wirelessly using a 4G modem and SIM card. Available cellular providers are AT&T, T-Mobile, and Verizon.**

139	Communications Specs Digital Cellular or Broadband Communications	Password protected set-up and configuration.	MANDATORY	FULLY MEETS	CORE	**Cale will provide cellular communications and manage passwords. State is responsible for monitoring non-cellular communications.**	FULLY MEETS	CORE	**Parkeon complies. Utilizing the modem and SIM card, the Strada communicates wirelessly based on an IP address inputted at the machine level.**
140	Communications Specs Digital Cellular or Broadband Communications	In online operation all transactional and event data are transmitted to the Central Control Unit in real-time.	MANDATORY	FULLY MEETS	CORE	**A transaction completed at the pay station can be found in Cale WebOffice in typically 20 seconds. Transmission depends on signal strength.**	FULLY MEETS	CORE	**Parkeon complies. Everything that occurs at a pay station (transactions, collection, maintenance operation, alarms, etc.) is recorded and regularly transmitted to the central server. This information is then processed and ready for you to review and analyze using the Smartfolio web interface available to your team 24/7.**
	Machine Operations & Maintenance - General Specifications								
141	Machine Operations & Maintenance - General Specifications	Bidder or subcontractor shall provide machine maintenance and repair at all of customers vending locations across the State of Washington.* *While customer agents shall cooperate in troubleshooting problems or to perform simple tasks (e.g., changing printer paper), machine maintenance and repair is not the responsibility of customer.	MANDATORY	FULLY MEETS	CORE	**Cale has a service center located in the Vancouver, Washington area. Cale technican can be dispatched for a charge of $135/hour.**	FULLY MEETS	CORE	**Parkeon is able to propose Level 1 service and maintenance. To provide a proper quotation we would like to discuss specific locations and quantity of pay stations.**
142	Machine Operations & Maintenance - General Specifications	Solution hardware must be serviced within forty-eighty (48) hours of report being filed by customer, and available for use 365 days a year. Further service level agreements (SLAs) will be established with the Bidder to ensure responsiveness to system outages and the continuity of business.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale and the state will work on defining an mutally agreed upon SLA.**	FULLY MEETS	CORE	**Parkeon is able to propose Level 1 service and maintenance. To provide a proper quotation we would like to discuss specific locations and quantity of pay stations.**
143	Machine Operations & Maintenance - General Specifications	Bidder is able to coordinate with Agency for accessibility to the machine site for servicing on a given day.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. Access to the pay stations will be coordinated between our team and the agency team.**
144	Machine Operations & Maintenance - General Specifications	Maintaining connectivity and management of connectivity/cellular service providers is the responsibility of the Bidder.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The Strada is equipped with a 4G cellular modem, capable of two way wireless communications. The wireless service is provided by Parkeon partners selected for their reliability, flexibility, and cost efficiency which is passed on to our clients.**
145	Machine Operations & Maintenance - General Specifications	Solution will be updated to the vendors most current version for the duration of the product warranty, with software and security patches and releases, firmware updates, deprecated hardware component replacements and new industry payment card offerings.	MANDATORY	FULLY MEETS	CORE	**As part of Cale's commitment to seucrity, pay stations and software are updated to the latest approved security patches.**	FULLY MEETS	CORE	**Parkeon complies. Parkeon will ensure that the pay stations have software versions in the Stradas that will ensure proper operations.**
146	Machine Operations & Maintenance - General Specifications	Bidder shall provide a detailed report at least monthly showing machine(s) that were serviced, and the nature of any problem and the repair.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies. The Smartfolio back-office system provides real-time reporting of all maintenance activity. If our team is providing Level 1 maintenance services we will provide monthly reporting on maintenance activities.**
147	Machine Operations & Maintenance - General Specifications	Bidder shall provide a monthly report of instances where machines failed to accept a payment method (e.g., in the case of cellular interference), to assist in diagnosing and mitigating underlying causes for these failures that may result in a loss of business revenue for the agency.	DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
	Training								
148	Training	Bidder provides electronic training manuals and system documentation.	HIGHLY DESIRABLE		CORE		FULLY MEETS	CORE	**Parkeon complies.**
149	Training	Bidder provides training to customer personnel regarding the use, user operation, and troubleshooting of solution hardware and software.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
	Warranty, Maintenance, & Support								
150	Warranty, Maintenance, & Support	Bidder will be responsible for transporting, supplying and installing any physical system and hardware.	MANDATORY	FULLY MEETS	CORE	**Cale will ship hardware to a specific location identified by the State or to our service center near Vancouver, Washington. Cale will be responsible for installing the pay stations to the ground. Ground preparation and electrical connection for AC powered pay stations are not included with standard installation.**	FULLY MEETS	CORE	**Parkeon complies. Our team will be responsible for shipping, delivering, and installing the pay stations.**
151	Warranty, Maintenance, & Support	Customer would prefer a full warranty covering all software and hardware with a minimum of five (5) years (payable annually) coverage from the date of installation and protection from obsolescence. Stakeholders are willing to consider other warranty alternatives on the merits. **Attach all applicable solution hardware warranties, and processes for hardware upgrades.**	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale WebOffice complies with this report. A sample report can be found in Section 10 of our proposal.**	FULLY MEETS	CORE	**Parkeon complies. Stradas are delivered with a one year hardware warranty. Extended warranty options are available and they included in Section 5 of our proposal (Price Proposal).**
152	Warranty, Maintenance, & Support	Bidder provides on-call support via e-mail and phone for all applications during normal business hours Monday-Friday 8:00 AM - 5:00 PM. Please attach a copy of your Service Level Agreement.	MANDATORY	FULLY MEETS	CORE	**Cale offers 24/7 support, standard support is Monday - Friday from 5am to 5pm Pacific. After hour emergency support is available by calling the toll free number. A technican will be paged. Cale and the state will work on defining an mutally agreed upon SLA.**	FULLY MEETS	CORE	**Parkeon complies. Customer support is available via phone and email 24/7. Please refer to Section 11 for our Standard SLA.**
153	Warranty, Maintenance, & Support	Please attach costs for any customers requesting expanded service hours including weekends and after-hours support.	MANDATORY	FULLY MEETS	CORE	**Costs have been included in the cost proposal of our response.**	FULLY MEETS	CORE	**Parkeon complies. All pricing is location in Section 5 of our proposal.**
	Data Retention								
154	Data Retention, Access & Use	Solution provides a method for customer to comply with Disposition Authority Number GS 01001 and GS 07003 in the State Government General Records Retention Schedule. Records must be retained for a full 6-year cycle. After the cycle is complete, the data is purged from the system and destroyed.	MANDATORY	FULLY MEETS	CORE	**State will notify when to purcge data and data to be purged.**	FULLY MEETS	CORE	**Parkeon complies. Data will be retained for a minimum of 6 years.**
	Disaster Recovery								

155	Disaster Recovery	Bidder to provide a plan on how the solution would be recovered in the event of a disaster that adheres to the OCIO Disaster Recovery and Business Resumption Planning Guidelines, at a minimum.	MANDATORY	FULLY MEETS	CORE	**Disaster Recovery plan can be provided upon request.**	FULLY MEETS	CORE	**Storage network (SAN) is duplicated amongst the two Data Center Sites and all databases are pushing their transactions log to building B. All backup servers are in building B; providing a "3 level backup of all systems" • Disk image • Full weekly backup • Daily incremental backup on disk/tapes + applicative backup using ftp scripts. All tapes are stored and moved to an external security company off-site. In case of site-wide disaster, we rely on a 3rd party hosting company named Neoclyde based in Besancon, FR to rebuild the infrastructure. We are connected to two hosting companies (Neoclyde and Agarik) using the metropolitan area network (MAN) of the city, allowing gigabit bandwidth for quick data replication.**
156	Disaster Recovery	Solution meets Business Continuity & Disaster Recovery minimum requirements of 72 hours Recovery Time Objectives (RTO).	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
157	Disaster Recovery	Solution meets Business Continuity & Disaster Recovery minimum requirements of 24 hour Recovery Point Objective (RPO).	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Further details are needed on this subject.**	FULLY MEETS	CORE	**Further details are needed on this subject.**
	Prime Contractor								
158	Prime Contractor	Bidder shall perform its duties as prime contractor which includes devices, all peripheral hardware, software and overall solution.	MANDATORY	FULLY MEETS	CORE		FULLY MEETS	CORE	**Parkeon complies.**
Requirement ID	**Category**	**Compliance Requirements**	**Priority**	**How Bidder meets requirement?**	**Response Code**	**Written Response**	**How Bidder meets requirement?**	**Response Code**	**Written Response**
	Accessibility								
159	Accessibility	Solution complies with the state of Washington accessibility policy and standards. http://ocio.wa.gov/policy/accessibility http://ocio.wa.gov/policy/minimum-accessibility-standard	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale complies with the current ADA standards of centerline of control at 48".**	FULLY MEETS	CORE	**Parkeon complies with the current ADA standards of centerline of control at 48".**
160	Accessibility	Describe or provide documentation on how the solution meets state of Washington minimum level of compliance for accessibility – Web Content Accessibility Guidelines (WCAG) 2.0 Level AA compliance. **Attach the following:**	HIGHLY DESIRABLE	FULLY MEETS	CORE		FULLY MEETS	CORE	**VPAT is attached as Section 12 of our proposal.**
161	Accessibility	**•Voluntary Product Accessibility Self-Assessment (VPAT).** VPAT can be found at http://www.itic.org/policy/accessibility/ **•Evidence of successful independent 3rd party testing to WCAG 2.0 Level AA standards.**		FULLY MEETS	CORE		FULLY MEETS	CORE	**VPAT is attached as Section 12 of our proposal.**
162	Accessibility	System generated reports must meet the accessibility standards.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**State needs to provide the hardware to allow for audio commands. Cale reports print to the screen or export to a file. The standard features of the computer support a zoom feature to make text larger or smaller.**	FULLY MEETS	CORE	**Data from the web based system can be exported into Excel as needed for custom reporting**
	Financial								
163	Financial	Solution Point of Sale terminals must be Europay, MasterCard and Visa (EMV) compliant.	MANDATORY	FULLY MEETS	CORE	**Cale is EMV compliant. Cale uses hybrid readers accepting chip and mag stripe. Chip is used if reader detects a chip is present. When using a hybrid reader, point to point encryption. Cost for EMV certified reader and processing of EMV payments is additional.**	FULLY MEETS	CORE	**Parkeon complies. The Strada M1000 card reader is EMV certified and is included in the hardware cost. If an agency chooses to utilizes EMV processing an additional processing fee is charged and can be quoted as needed.**
164	Financial	The solution is capable of accepting payment via ISO 7816 SmartCards	DESIRABLE	FULLY MEETS	CORE	**Cale uses hybrid readers accepting chip and mag stripe. Chip is used if reader detects a chip is present. When using a hybrid reader, point to point encryption.**	FULLY MEETS	CORE	**Parkeon complies. The card reader can accept ISO 7816 SmartCards.**
165	Financial	The solution is capable of accepting debit card.	MANDATORY	FULLY MEETS	CORE	**Default is to allow a debit card without pin number. If pin number is required, a separate keypad is required. Additional fees apply.**	FULLY MEETS	CORE	**Parkeon complies. The card reader can accept debit cards with Visa/MasterCard logos.**
166	Financial	The solution is capable of accepting payment via Gift/Loyalty Card	DESIRABLE	FULLY MEETS	CORE	**Standard credit card gift cards are accepted. Smart cards (refillable) cards are also accepted.**	FULLY MEETS	CORE	**Parkeon complies. The cards must be branded with Visa/MasterCard logo.**
167	Financial	The solution features a paper audit trail, supported by an electronic record of all transactions.	MANDATORY	FULLY MEETS	CORE	**Reporting and analysis tools available to State staff to reseearch credit card transactions.**	FULLY MEETS	CORE	**Parkeon complies. When a collection is made at the Strada, a receipt is printed with all audit data matching the reports in the back-office. The printed report can be customized to include all details or limited details.**
168	Financial	Solution complies with current Payment Application Data Security Standard (PA-DSS).	MANDATORY	FULLY MEETS	CORE	**Cale is PA-DSS compliant. Our certificate can be found in Exhbit D of our response.**	FULLY MEETS	CORE	**Parkeon complies. The M1000 card reader is PA-DSS certified.**
169	Financial	Bidder to complete a AICPA Statement of Standards for Attestation Engagement (SSAE) No.18 Service Organization Control (SOC) 1 type II report on a fiscal year cycle. Fiscal year cycle must be identified. Attach a copy of SOC 1 type II report.	MANDATORY	FULLY MEETS	CORE	**Cal is SOC II Type 1 compliant. Reports are provided to Cale customers annually upon request.**	PARTIALLY MEETS	CORE	**Parkeon has attached is most current SOC 1 type II report as Section 13 of our proposal. We are able to undergo the certification on an annual basis however the cost for the certification will have to be quoted.**
	Security								

170	Security	All data must be stored and transmitted in the contiguous United States of America only. No offshore data transmission (e.g. for support services) or storage (e.g. hosted site or backup, disaster recovery).	HIGHLY DESIRABLE	DOES NOT MEET	CUSTOMIZATION	**Cale's primary and secondary hosting facilities are in Canada. Cale can establish a hosting facility in the United States for an additional fee.**	PARTIALLY MEETS	CORE	**Parkeon currently hosts the majority of our data in our data center in France. We do host some applications in the United States. We are happy to discuss the requirement in detail and provide a cost for full US hosting services if necessary.**
171	Security	Solution is SOC 2 Type II compliant. Attach a copy of the Standards for Attestation Engagement (SSAE) SOC 2 type II report if available.	DESIRABLE	FULLY MEETS	CORE	**Written Response Required All attachments must be labeled with the Requirement ID number and the Written Response column must indicate the title of the attachment, page number and/or section title of where the information can be found.**	DOES NOT MEET	CUSTOMIZATION	**Parkeon has attached is most current SOC 1 type II report as Section 13 of our proposal. We are able to undergo the certification on an annual basis however the cost for the certification will have to be quoted.**
172	Security	All data transfer must be encrypted using 256 bit (or higher) TLS 1.2 for HTTP traffic and SSH version 2 for any batch or real-time non-http transfers. SSL certificates must be SHA 2 and signed by a trusted third party; no self-signed certificates.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale uses a RSA 2048-bit encryption**	PARTIALLY MEETS	CORE	**The Strada utilizes 128 bit encryption for credit card data.**
173	Security	Solution provides the ability to integrate with ADFS (Active Directory Federated Service) to authenticate user system access.* *State of Washington agencies require this ability for employees access to vendor administrative portals.	HIGHLY DESIRABLE	DOES NOT MEET	CUSTOMIZATION	**User name and passwords are managed in Cale WebOffice. Customizations to support ADFS could be discussed, additional fees apply.**	PARTIALLY MEETS	CUSTOMIZATION	**Development would need to be quoted. This has not been a need for the more than 25 clients we work with in the State of Washington.**
174	Security	Solution provides the ability to support optional authorization decisions based on group membership in Microsoft Active Directory.	HIGHLY DESIRABLE	DOES NOT MEET	CUSTOMIZATION	**Single sign-on authentication is not support. User name and passwords are managed in Cale WebOffice. Single sign-on authentication could be explored, additional fees apply.**	PARTIALLY MEETS	CUSTOMIZATION	**Development would need to be quoted. This has not been a need for the more than 25 clients we work with in the State of Washington.**
175	Security	Solution provides the ability to auto provision access based on a SAML token.	HIGHLY DESIRABLE	PARTIALLY MEETS	CORE	**Cale provides standardized XML protocols for import and export of data which are similar to the SAML token method.**	PARTIALLY MEETS	CORE	**User names and passwords can be remembered by the browser**
176	Security	Solution assigns unique logons and passwords to authorized users.	MANDATORY	FULLY MEETS	CORE	**PCI compliance requires passwords are reset every 90 days.**	FULLY MEETS	CORE	**Parkeon is able to assign unique login and password**
177	Security	Customer requires encryption of our data when at rest in Bidder storage. Decryption of data at rest must be under control of the application and not a storage platform.	MANDATORY	FULLY MEETS	CORE	**Data is under control of the application.**	FULLY MEETS	CORE	**Parkeon complies with the requirement.**
178	Security	Solution must segregate different customers data.	MANDATORY	FULLY MEETS	CORE	**Each customer data is segregrated.**	FULLY MEETS	CORE	**Parkeon complies. Each client is assigned a "City Code." Parkeon is able to separate data by the City Code of the client.**
179	Security	Bidder must have background checks for staff who can access customer data.	MANDATORY	FULLY MEETS	CORE	**Customer data is not stored in Cale WebOffice. Cale WebOffice stores transactions without customer data.**	FULLY MEETS	CORE	**Parkeon complies. Background checks are mandatory as part of our Managed Business Services Policy.**
180	Security	Bidder must conduct regular vulnerability assessments of their solution including the application code and infrastructure used by the application.	MANDATORY	FULLY MEETS	CORE	**Regular vulnerability testing is performed as per PCI compliance.**	FULLY MEETS	CORE	**Parkeon complies. Vulnerability scans are done by a third party on a monthly basis.**
181	Security	Bidder must have an incident response process that follows NIST standards and includes breach detection, breach notification and breach response. The process must include notification to customer as defined in the contract.	HIGHLY DESIRABLE	FULLY MEETS	CORE	**Cale follows the incident, breach-detection, -prevention, -notifications of the PCI compliance rules and Cale procedures includes affected customer notifications as standard.**	FULLY MEETS	CORE	**Parkeon complies. These processes are followed as part of our Managed Business Services Policy.**
182	Security	Bidder must annually attest that their systems are in compliance with OCIO Standard 141.10 (this is a state agency customer requirement) to any active customers and provide information on how they will continually test, and provide evidence, that compliance is maintained.	HIGHLY DESIRABLE	PARTIALLY MEETS	CORE	**Cale complies with annual system audits according to the PCI-DSS standard.**	PARTIALLY MEETS	CORE	**Parkeon will continue to meet industry standards for data security including holding a PCI Level 1 certification.**

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Final Audit Report 2020-04-01

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