

Statement of Work

City of San Antonio Alamodome Parking Point of Sale

Version 1.0

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Parking Panda
Corp

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1 Project Summary

Parking Panda, a wholly owned subsidiary of SpotHero will implement the Alamodome Parking Point of Sale (POS) system for the City of San Antonio.

Parking Panda will deliver its handheld point of sale system, P3OS (rebranded as EventHero), to fulfill all requests for the Alamodome Parking Point of Sale (POS) system. The EventHero application allows attendants to collect and record cash, accept credit card payments as well as redeem parking vouchers from Parking Panda, Ticketmaster and any other ticketing platform. EventHero's EMV solution will integrate with Chase Paymentech.

For more details please refer to RFCSP Attachment A Part 3 and Attachment B from the Parking Panda response to RFCSP 6100008913 provided by Parking Panda.

1.1 Project Scope

The scope of this project is to completely deliver the fully functional Alamodome Parking Point of Sale system.

The purpose of this scope section is to understand and document in as exclusive terms as possible those factors which govern, limit, and bound Parking Panda project work necessary to satisfy San Antonio's business needs.

1.1.1 What is in the Project Scope

Included in the scope of the Alamodome POS system is project management, software installation and configuration of the application, remote and onsite training of staff utilizing the application and integrations with Chase Paymentech and SAP.

1.1.2 What is not in the Project Scope

This project does not involve the following from the RTM:

- Ability to integrate with digital signage, to show availability and/or provide directions.
- Vendor to provide digital signage as an option.
- Setting up and hardware / software for 3rd party pre-paid tickets. Parking Panda will validate 3rd party pre-pays / reservations but is not responsible for set-up or maintenance of those solutions.

1.1.3 Project Timeline

Parking Panda and the city of San Antonio will determine when the project will commence, all the weeks in the timeline below are from the start of the project and not the signed contract.

Week 1:

- Parking Panda will order all hardware needed (mPos, bluetooth printers, iPhones SE, etc).
- Alamodome provides list of parking lots, inventory, users, and initial schedule of events with pricing to Parking Panda.
- Locations will be onboarded onto Parking Panda's backend Admin Tool according to the specs provided by Alamodome.
- Alamodome will provide Chase Paymentech account information to Parking Panda, who will coordinate with Infinite Peripherals to ensure proper integration.
- Alamodome provides technical specifications for SAP integration via CSV export.

Week 2:

- Parking Panda begins development on SAP integration.
- Hardware is delivered to Parking Panda. Applications will be loaded and initial setup is complete.

Week 3:

- Hardware will be delivered to Alamodome.
- Parking Panda will provide test reservations for Alamodome.
- Parking Panda will finalize and test SAP integration.
- Alamodome staff and Parking Panda staff will test all devices.
- Parking Panda will conduct onsite training of Alamodome users according to the proposal.

At this time the hardware and software will be ready for use. Parking Panda will continue to work on offline mode and anything else that may have been delayed from the timeline. As additional updates are ready, Parking Panda can coordinate over the air updates with any disruptions.

Week 4-12:

- Implement offline mode
- Alamodome will specify final configuration or reporting tweaks discovered during testing, and Parking Panda will correct the configuration as needed.

2 Project Management

The project management approach is based upon standards set forth in the Project Management Institute's (PMI) "A Guide to the Project Management Body of Knowledge (PMBOK® Guide)," addressing each of the five major project management processes: Project Initiation, Project Planning, Project Execution, Project Control, and Project Closeout.

A comprehensive project management methodology is focused upon the following tasks required for the planning of activities, identifying milestones, and ensuring on-time, on-budget deliverables:

- Managing staff
- Allocating resources
- Performing quality assurance activities
- Controlling project scope
- Producing meaningful project status reports
- Identifying project risks and risk mitigation strategies
- Providing a structure for planning the sequencing and timing of tasks
- Collecting relevant progress data
- Managing changes to the project work plan
- Controlling project costs
- Managing the deliverable review process

A project management methodology consists of project management strategies, control mechanisms, quality assurance protocols, and risk identification and mitigation plans. Most project management tasks will be continuous throughout the project implementation life cycle, providing a planning framework for the management of the project.

Quality assurance and performance reporting aspects of project management are particularly important. We can monitor the quality of the project because strict client-management and end-user measures are agreed on during the initial project phases. The process helps ensure that clients stay abreast of developing issues on their projects so that potential problems are addressed and solved before they become liabilities.

2.1 Project Status Reporting

Project status reporting is the presentation of relevant, factual project data in an objective, understandable format. Reporting provides management with an objective picture of the project's current status. Status reporting is an inherent part of the management of a project. Reporting does the following:

- Provides a picture of project status
- Identifies obstacles and vulnerabilities
- Highlights future trends
- Communicates the appropriate level of detail for the designated audience

When effective project control processes have been implemented, project reports present management with very few surprises. Most problems will have been anticipated and appropriate corrective actions will already be in place.

A variety of reports can be used to identify project status and trends. Project characteristics, including project risk levels and duration, are assessed to determine the specific reports required. Basic report categories are presented in the following table, along with a sample listing of analytical questions to be addressed by reports in each category.

2.1.1 Project Reporting Tools

The City uses Microsoft Project to manage project activities and deliverables. Reports from this project management application can be distributed to all members of the project team at any time, permitting evaluation of project events. Parking Panda will work with the City project management team to determine appropriate formats for reporting.

2.1.2 Project Reporting Schedule

Project status meetings will be held on a regular basis. This helps ensure that all project staff are up to date on the current project status, possible issues and risks, and planned activities in the coming weeks and months. The following describes our recommended project status reporting schedule.

2.1.2.1 Weekly status report and meeting

The project management team attends this meeting along with various staff from both teams who are involved in that week's activities. This meeting generally lasts no longer than one hour and gives an overview of the week's successes and issues. It also discusses strategies and plans for the following week. The meeting is scheduled regularly on the project calendar. We will also prepare and deliver a weekly status report, risk and issues log, and project plan update (as required). The typical weekly project management reporting includes the following:

- Status report
- Issue summary and resolution report
- Change control summary with detailed change control report
- Project work plan updates, incorporating agreed changes and defining the implications for resources and schedules

2.1.2.2 Periodic quality assurance review meetings

As part of the management structure, a quality assurance team will perform independent reviews of the progress of the project. This review will verify and validate the following:

- Project resource utilization and budget status
- Outstanding issues and risks and how these issues and risks will affect the project

- Whether work products meet Parking Panda and City standards

2.1.2.3 Project Management Plan

Parking Panda will provide a project management plan to the City which will include the agreed Statement of Work. This will be presented to the City and, once approved, a project kick-off meeting will be scheduled for the project team and stakeholders.

2.2 City Responsibilities

Parking Panda expects a significant number of informal meetings to take place on specific project issues. These meetings, unscheduled or unplanned at project onset, are documented and included in the monthly status reports.

Parking Panda will rely on the City’s Project Manager to provide all information necessary for satisfactory performance of the required tasks. Parking Panda will direct all communication to, and take direction from the City’s project manager. Project meetings should be scheduled on a regular basis and will serve as a means of identifying emerging issues and reporting on progress. The initial meetings may be brief, but subsequent meetings will at times require a number of personnel to address problems and answer questions.

The City’s project manager and project team will be responsible for contributing to and reviewing Weekly Status Reports, reporting Project Issues, and updating the Project Plan.

2.3 Documentation

The following table identifies the roles and responsibilities associated with Documentation and delivery of required deliverables services. The table attempts to define the lead role, but it is expected that both Parking Panda and the City of San Antonio will work collaboratively to develop the documentation. An “L” Lead, “R” Review, “S” Support, or “A” Approve is placed in the column under the party that will be responsible for performing the task.

Documentation Roles and Responsibilities	Vendor	City
1. Recommend specifications and documentation format and content	R	L

2. Approve documentation format and content	S	A
3. Develop and document system functional specifications	L	A
4. Develop and document system architecture including security	L	A
5. Develop and document systems design specification	L	A
6. Develop and document System Training and Knowledge Transfer Strategy and Plans (end-user and system administration).	L	A
7. Develop and document System Training and Knowledge Transfer Materials (end-user and system administration).	L	A
8. Develop and document system post implementation support plans	L	A
9. Develop and document system backup and recovery requirements and plans	S	L
10. Develop and document Weekly Project Status Reports	L	A
11. Develop and document Organizational Change Management Plan	N/A	L
12. Develop and document operational process flows and use cases	S	L
13. Develop and document system installation, support, and configuration manuals	L	A
14. Develop and document application hardware and system software requirements documentation	L	A
15. Develop and document End-User documentation	L	A
16. Develop and document system and application security procedures	S	L
17. Develop and document systems standard operating procedures	S	L
18. Develop and document updates and release notes	L	A

19. Approve documentation delivered	S	A
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3 Implementation Work

3.1 Software Installation

EventHero is a cloud-based system which allows for minimal software installation. Only the IOS devices will need MDM software installed as well as the EventHero IOS application . Once installed, updates will then be deployed over the air and can be triggered remotely.

The following tasks will be completed as a part of the set-up / installation of EventHero Devices.

- Installation of EventHero application on each device
 - Each device will have the preloaded EventHero Icon as an application on the home screen.
 - A user will be able to access this application with their credentials provided to them by Parking Panda.
- Installation of Mobile Device Management on each device
 - Mobile device management allows Parking Panda to provide regular updates to the EventHero application while controlling other functionality and applications used on the device.
- Pairing and configuration of bluetooth printer to the device
 - The bluetooth printer will be paired to the device through the EventHero application.
 - The EventHero application will have a device settings tab to test all connected devices.

3.2 Software Configuration

The following components or configuration will be provided after successful installation of the base software components:

Parking locations will be added to the Parking Panda administration portal. Building an account in admin will consist of the following information:

- Parking location address
- Parking Inventory
- Parking Rates

- Location hours of operation
- Import of events tied to the venue
- Names and types of entrances at the venue

Authorized users of the application will also be added

- All attendants that will be using the technology will receive a username and password specific to the individual user. The user will use this login when using the application. All data collected will be logged under the specific user.

Integration in with Chase Paymentech

- Parking Panda will provide the ability for the Alamodome to process payments through Chase Paymentech via the mPos hardware.

3.3 Professional Services

1. Remote training services through screenshare or online conference call
 - a. If elected by Alamodome, Parking Panda will hold online training tutorials prior to onsite classroom training.
2. Onsite Classroom style training
 - a. Representative from the Parking Panda team will be onsite to train managers to become experts on the operating system.
 - b. One day of in classroom training on operating system
 - c. One day of in classroom training on reporting
 - d. One day of field training
3. Onsite assistance during first event
 - a. Representative from Parking Panda team will be onsite for first event to help troubleshoot any issues that arise and to ensure a smooth opening utilizing the EventHero application.
4. Customer Service Support 8am EST to 9pm EST
 - a. Representatives from the Alamodome will be able to rely on email and phone support to troubleshoot different problems, Sunday-Saturday, 8am EST to 9pm EST.
 - b. A dedicated account manager will be assigned to this project to help facilitate set up and alterations to rates, inventory, attendants, etc.

3.3.1 Integration

Parking Panda will engage in discovery sessions with the City of San Antonio to gather requirements for the necessary integrations. These sessions will result in an integration document deliverable, which will detail the design of the integrations. The City must review and approve the design prior to initiation of the work effort.

The majority of integration will work by the City of San Antonio being able to export data from Parking Panda's admin tool via CSV exports.

3.3.2 Processes

Parking Panda will rely on the City of San Antonio to provide its “As-Is” process documentation for a Parking Panda Business Consultant to review. Upon review, the Business Consultant will conduct discovery sessions with representatives from each department and the project team to develop the “To- Be” processes to be implemented in EventHero.

3.3.3 Product Enhancements

Parking Panda is constantly making improvements to its EventHero IOS application as well as it’s back-end cloud admin website. Updates on the back-end are seamless and happen continuously with the Parking Panda software development life cycle.

IOS updates will be deployed over the air and will be completely seamless. Parking Panda will coordinate with the City of San Antonio to ensure there is never any disruption from deploying an update,.

3.3.4 Testing

Parking Panda will perform both manual and automated testing as part of the standard development process to catch any critical issues. New releases will be run through the process in our production environment prior to distribution to City of San Antonio to ensure a stable deployment.

Parking Panda will be responsible for providing time windows for new deployments with enough time to perform testing on EventHero and associated hardware prior to any event.

3.4 Training

Parking Panda’s trainers will deliver classroom-based, formal instruction on the EventHero system to the City of San Antonio trainers on the application’s features and configurations. Skills-transfer workshops with Parking Panda staff will provide hands-on experience. The Train-the-Trainer course for City trainers will provide training to the end users. Parking Panda will provide attendees all standard training materials.

The installation and configuration will require assistance from City personnel knowledgeable in the deployed infrastructure and network. Many customers use this as an additional opportunity for skills transfer where the persons responsible for maintaining the application with Parking Panda personnel during the installation and base configuration and testing. In

In addition, Parking Panda will provide the following skills transfer workshops so that personnel will have an opportunity to expand their knowledge of the EventHero application (workshops typically follow instructor-led classroom training).

Skills Transfer Workshops
Workshop1-Classroom style tutorial of the EventHero application and reporting
Workshop 2- Hands on training and support during a live event

Parking Panda will provide the following training courses for City of San Antonio administrative and technical staff.

Training Courses	Quantity	Number of Students per Course	Number of Days per Course
EventHero Overview	1	20	1
EventHero Hands on Training	1	20	1

Parking Panda will provide training and skills transfer for help desk personnel, to include provision of a troubleshooting guide.

Help Desk Training Courses	Quantity	Number of Students per Course	Number of Days per Course
EventHero Support	1	20	1

4 Project Assumptions

The following assumptions have been made in support of this Statement of Work and its associated effort estimate:

- The City of San Antonio will be responsible for the installation and configuration of all hardware required for the project based on System/Architecture Design as agreed upon at time of City and Parking Panda's License Agreement.
- The City of San Antonio will be responsible for all equipment once delivered from Parking Panda and verified to be in proper working order. If any equipment is damaged, lost, confiscated, broken or stolen, the City will be responsible for fixing or replacement of that equipment.
- The City of San Antonio must make available the necessary technical, business, testing and training personnel to support the deployment throughout the project. Failure to provide personnel in a timely manner, as defined in the approved Project Management Plan (deliverable milestone 1), may cause delays in delivery of the solution.
- The City will provide a full time Project Manager and Business Analyst for this project and access to technical personnel.
- City leadership will continue to support the project with the necessary resources and commitment to transition and change that this project will entail; City will provide needed departmental liaisons and access as needed.
- An appropriate work environment must be provided to Parking Panda personnel working on-site. The location should be co-located or near the locations of the work to be performed. Parking Panda personnel will require access to the City's network and installed software components, Internet and telephone service (to include teleconference compatible telephones). Parking Panda agrees to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).
- The City of San Antonio will be responsible for ensuring that all discovery, discussion, workshop and training sessions are attended by City personnel, as scheduled.
- The City of San Antonio will be responsible for the scheduling of meeting rooms, training facilities, and requisite equipment.
- The City of San Antonio will assign a primary contact and point of authorization. This single point of contact will be responsible for facilitating all communications between San Antonio and Parking Panda. The timeliness of communication and review will directly affect the ability of Parking Panda to meet agreed upon schedule deadlines. All project deliverables must be signed-off on within ten business days of notification that the deliverable is complete. If sign-off has not been completed within ten business days, and no notification of reason for the delay is received, the deliverable will be assumed to be accepted.
- The parties agree that the warranty obligations and the support and maintenance obligations contained within the Supply Agreement entered into by and between the City and Parking Panda.
- Any changes requested to the scope documented in this Statement of Work and the Project Schedule document or due to the City's dependencies will be handled via a Change Request process. An initial impact response will be provided within two business days of delivery of the written Change Request.

- The City will maintain non-EventHero software licenses and provide infrastructure and middleware needed for this project, based on the EventHero Software Agreement and the agreed Systems/Architecture Design.
- Ownership of and responsibility for the EventHero environment is by the City or their contractor and not Parking Panda. All necessary access, including remote privileges (VPN), will be provided to Parking Panda personnel working on this project. Parking Panda agrees to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).
- The scope and assumptions within this document only pertain to Phase 1 (current scope of work, any additional scope may be determined to be delivered in a future phase). Additional phases as well as optional items will require an additional scoping and SOW.
- Software pre-requisites for the BI platform are:
 - The City will be responsible for making any modifications to SAP and make available SAP access for integration to EventHero software
 - The City will be responsible for ensuring that the versions of SAP running on all environments remain the same across all environments.
 - The City will schedule and perform User-acceptance Testing (UAT).
 - This SOW does NOT include any services for the following:
 - Additional configuration, development of reports, etc, unless described in this statement of work.
 - Configuration, development, other work or integrations other than those described in this statement of work.

5 Software

EventHero is a cloud-based system which allows for minimal software installation. Only the IOS devices will need MDM software installed as well as EventHero IOS application .

6 Payment Milestones

Parking Panda will provide the EventHero service to the City of San Antonio on a fixed yearly amount, which is to be paid once the contract has been executed by both parties. This Recurring yearly amount is \$56,475.00 which includes the following: software, software maintenance, support services and other costs (annual data fees). This fee will be broken up into 4 even payments of \$14,118.75, which will be paid every 3 months, starting when the contract is signed by both the City of San Antonio and Parking Panda.

Additional one-time costs are also to be paid upon execution of the contract. The one-time amount is \$52,600 which includes the following: hardware (18 Infinea mPos, 18 bluetooth printers and 18 iPhone SE), equipment, implementation services, professional services, installation, training and other costs (custom integrations development).