

Statement of Work

City of San Antonio Parking Enhancements and Mobile App, Phase 1

Version 1.0

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Passport Labs,
Inc.

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1 Project Summary

Passport Labs, Inc. ("Passport") will implement Parking Enhancements and Mobile App ("Parking by Passport") for the City of San Antonio. Parking by Passport is a Software-as-a-Service mobile payment solution for end users. Passport's Operator Management ("OpsMan") is a Software-as-a-Service web-based solution for Client administrators.

1.1 Project Scope

The scope of this project is the Mobile App for Parking Implementation for Street Level Parking for the City of San Antonio. Subsequent functionality may be contracted for in separate statements of work. Rates are defined and no additional fees are to be incurred by the City for mutually agreed upon additional functionality.

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

1.1.1 Mobile Payment

Parking by Passport is enabled through native mobile applications built for Google Android and Apple iOS smartphones. Parking by Passport is supported on the latest industry-recommended operating system versions. To account for those parkers who do not own an Android or Apple device, Parking by Passport is also available via a web application, which is optimized for mobile use. Android, iOS, and web interfaces may vary in appearance and functionality depending on their respective technological capabilities and market demand.

1.1.1.2 Capabilities

- Create an account
- Initiate parking within a specified zone using space or license plate information
- View zone information and restrictions
- Pay for parking using major debit and credit cards
- Extend parking remotely
- View parking history and email receipts
- Store and use multiple vehicle license plates
- Configure session expiration alerts
- Toggle parking expiration notifications

1.1.2 Parking Availability

The parking availability feature conveys to end users whether parking inventory is available or is likely to be found.

It can be enabled in the following methods: manual Client update of parking locations; or API-enabled data streams from Client's installed system (e.g. sensors); Parties shall agree to the specific implementation of parking availability and corresponding timeline for implementation following launch. In any event, Client will need to provide data that

will be conveyed as availability to end users in a format that is compatible with Passport's system for displaying such information.

1.1.2.1 Capabilities (If the City provisions for sensors the City will need to feed this information to Passport to provide the below information)

- Static parking location information as provided to Passport by Client through mutually agreed upon method
- Current parking location availability, as provided to Passport by Client through mutually agreed upon method
 - As available spaces
 - As percentage occupancy

1.1.3 Private Label

Additionally, Client has chosen to implement a private label application. This allows for Client to present its branding within the parameters allowed in Parking by Passport. This is usually represented with a Client graphic on the application's splash screen and in-app color scheme for select elements.

1.1.3.1 Functionality

- Client brand mark and colors, subject to Client's provision of license as applicable
- In-app permit management, subject to Client and Passport coming to mutually agreeable commercial terms for such service, and Passport and Client's permit provider coming to agreeable terms and specifications for data transfer, as applicable.
- In-app linking to Client services and partner apps, subject to Client and Passport coming to mutually agreeable commercial terms for such service, and Passport and Client's service provider coming to agreeable terms and specifications for data transfer, as applicable.
- Push Notifications, subject to reasonable use consistent with applicable privacy policy and terms of use with end users.
- Providing weblinks, subject to content being compatible with mobile interaction. Passport reserves the right to disable links due to malfunctioning content.
- Passport will provide a monitoring system (OpsMan Mobile) for the City to monitor all active parking sessions started using Passport.

1.1.3.2 Release Management

- While Passport provides, implements, and maintains the private label application to the Client who has its own established brand, there is a process that must be repeated so that each Client is responsible for creating and providing access to developer portals. For all iOS applications, this is a site managed by Apple called iTunes Connect. For Android applications, this is a portal managed by Google and is called the Google Play Console. Due to the requirements of each platform, there are

limitations that require the Client to manage its developer portal. Passport will require the Client to provide sufficient access to Passport employees so that there is still an efficient process when it comes to creating and submitting app store submissions. Passport also requires that it links the Appfigures account used for monitoring application downloads to each developer portal so that Passport is able to centralize where Passport accesses application data.

1.1.4 Operator Management

Operator Management (“OpsMan”), or its upcoming successor portal, is the back-office web administration portal in which Client can view basic financial reports and manage select operational attributes.

1.1.4.1 Capabilities

- Financial reporting
- Zone and Space configuration
- Rate and restriction configuration
- Event configuration
- Customer refunds

1.1.5 Merchant Processing and Gateway

- Merchant processing integration with Client’s merchant processor, Chase, is included.
- Merchant gateway integration with Client’s merchant gateway, Chase Paymentech Orbital Gateway is included. Please see below for the certification letter and credit card processing data flow.

1.1.5.1 Chase Paymentech Orbital Gateway Certification Letter



Date: 09/04/2016
Company Name: Passport Parking Inc.
Contact Name: Brad Powers
Merchant #: Vendor
Case #: T3151830

Dear Client,
We have completed certification testing of your integration to the Chase Paymentech Orbital Gateway. This integration has met the following Chase Paymentech standards:

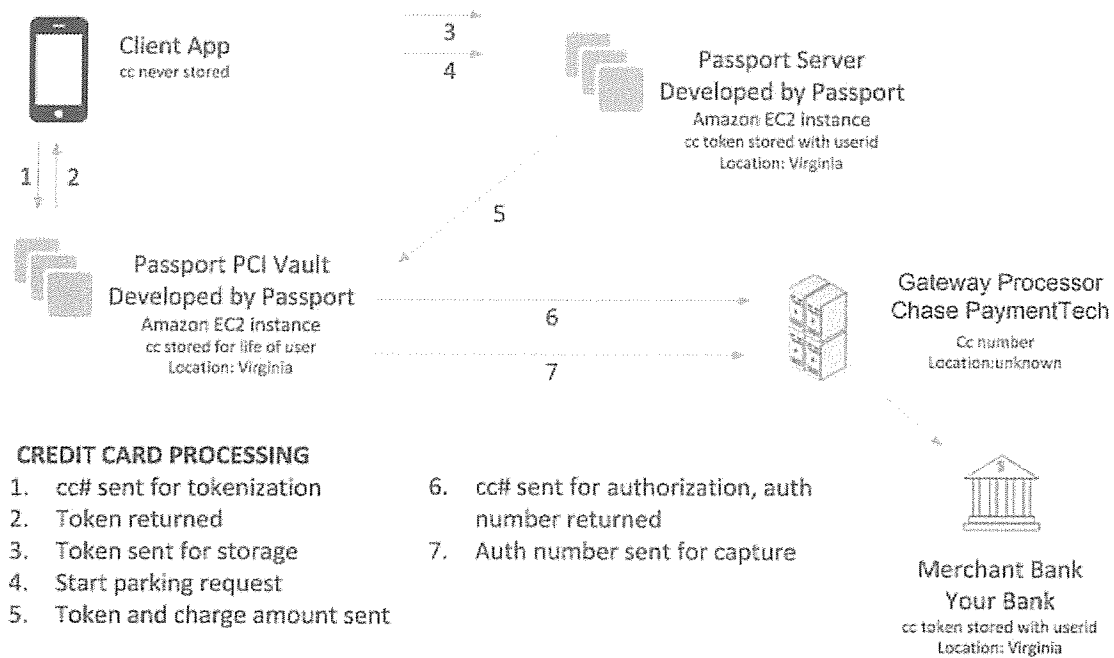
- **Reason for Certification:** New Certification
- **API XML Version:** PT152
- **Software Application Version:** N/A
- **Host Platform:** Tampa
- **Industry:** Ecommerce
- **Credit Transactions Supported:** Auth, Mark For Capture, Auth And Capture, Void, Refund
- **Profile Transactions Supported:** N/A
- **Gift Card Transactions Supported:** N/A
- **Methods of Payments:** Visa, ChaseNet Visa, Amex, Discover, MasterCard
- **Data Elements:** Retry Logic, AVS (Street and ZIP, US only)
- **Currency:** USD, CAD
- **Production URLs:**
 - Primary XML: <https://orbital1.paymentech.net, port 443>
 - Secondary XML: <https://orbital2.paymentech.net, port 443>
- **Miscellaneous:** Software Vendor Integration, Connection UN & PW Authentication

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In the future, if you make changes to your integration, or if a problem is identified by anyone using this product in the production environment, it is required that you re-certify. Please contact your Chase Paymentech Account Executive to submit a case for re-certification.

*This certification extends to other merchant accounts under the same company or parent company that will be using this same unaltered application.

We offer a 24-hour Gateway Support Help Desk for our production merchants. Please feel free to contact them at one



1.1.5.2 Credit Card Processing Data Flow

1.1.6 Signage

Passport recommends at least two 12x18in signs per block-face for on-street parking or one 12x18in sign per 20 parking spaces in a parking lot/garage. In addition to signs, Passport also recommends at least one decal (4x3in) on each single space meter and three decals (two on each side 6x9in and one on the front side 5x1.75in) on each multi-space meter. The recommended minimum amount of signage above will be provided by Passport at no charge at launch; any additional or replacement signs will be at City's cost. Client is solely responsible for installation. Signage installation must be completed by Client by the date of the announcement of the launch. No credit will be issued for unused signs or decals.

Client understands that sufficient and adequate signage is a core assumption to the performance of the service, and should the quality or coverage of such signage degrade, Client is responsible for notifying Passport so that this can be resolved; any additional or replacement signs will be at City's cost.

Signage materials are as follows:

The signs are KomaAlu with Avery Cast Laminate with UV Protection and 6-year outdoor durability. The decals are Avery Cast Laminate with UV protection, permanent adhesive vinyl for outdoor use with 6-year outdoor durability. Any extra costs incurred due to changes in signage material will be covered by Client.

Passport has developed signage design templates, which are tested regularly to optimize program performance. Any signage produced by Passport must adhere to Passport's sign design methodology and cannot be modified without written approval from an authorized representative of Passport. A logo of the Client's city brand can be included on signage as long as such is provided to Passport with proper authorization in advance of production of signage.

It takes one week to design signage and up to an additional 3 weeks for the signs and decals to be printed and shipped, assuming timely review and approval by the Client.

Client may purchase additional signs and decals from Passport at the following cost:

- 12x18in \$20/sign
- 18x24in \$30/sign
- 4x3in \$2/decal
- 5x1.75in \$2/decal
- 6x12in \$5/decal
- Plus any shipping and taxes.

Where signage is provided to Client at a discount to its actual production and ongoing maintenance cost, any customization that the client requests will be chargeable at a rate of \$175/hour and such customizations are subject to approval by an authorized representative of Passport.

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.

The Project Manager will work closely with Client to define a project plan and share it using the tool Smartsheet, which will lay out the milestones and timeline needed to ensure a successful project and launch. This plan will be monitored and updated throughout the process and discussed during the weekly status meeting.

2.1 Project Change Control

Changes may be required to manage unanticipated or new information that may arise during the course of implementation and delivery of this solution that impacts an existing (or creates a new) deliverable, restriction, milestone, or dependency. This Project Change Control process is meant to enforce a process to ensure changes are tracked and approved appropriately throughout the project. In cases where changes are identified, a change request will be processed as follows:

1. Passport representative will complete a change request form, describing the change to be evaluated.
2. Passport will perform an impact assessment (cost, schedule, risk, etc) and provide a recommendation for how to achieve the Client's objectives in the context of the latest information.
3. Passport must comply with Texas law governing purchases by municipalities as outlined in RFCSP 017-011, 6100008644 Section 010 Change Orders.
4. Client will decide whether or not to proceed with the recommendation of Passport or to suggest an alternative approach.
5. If approved by Client and Passport (email shall suffice), such change request document will be incorporated as part of this SOW.

Change requests may incur additional fees as appropriate. However, Client shall have no obligation to pay for, and Passport shall have no obligation to fulfill, the implementation of such a change request until both Parties have approved it.

Upon approval by the Parties, the impact assessment associated with such change request shall augment any prior commitments or estimates of timeline and pricing in this SOW, which shall no longer apply. Passport will use commercially reasonable efforts to maintain the timeline and costs associated with this SOW, augmented by any and all change requests approved by the Parties.

2.2 Project Sign Off

At all times, Client shall keep a current list of stakeholders, each of whom are authorized and entitled to provide or request data and are authorized to approve and sign-off upon project specific deliverables and milestones. Client shall present this list to Passport before project kickoff and notify Passport immediately upon any change in the list.

2.3 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.

2.3.1 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. Passport will work with the City project management team to determine appropriate formats for reporting. Passport's Project Manager will work closely with Client to define a project plan and share it using the tool Smartsheet, which will lay out the milestones and timeline needed to ensure a successful project and launch. This plan will be monitored and updated throughout the process and discussed during the weekly status meeting.

2.3.2 Project Reporting Schedule

Project status meetings will be held on a weekly 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.

2.1.3.1 Weekly status report and meeting

The dedicated project manager from the Service Delivery team and the full project management team attends this weekly 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 status of the project will be tracked in the tool SmartSheets. 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

Additionally, the weekly status meeting will be scheduled by Passport's Project Manager and will give an overview of the current week's progress, review any issues, and plan for the following week. As an output of the weekly status meeting, Passport's Project Manager will deliver an updated project plan along with a weekly status report recapping any issues, risks and dependencies.

2.1.3.2 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:

- Outstanding issues and risks and how these issues and risks will affect the project
- Whether work products meet Passport and City standards

2.1.3.3 Project Management Plan

Passport will provide a project management plan to the City which will support 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.

- The estimated implementation timeline is below and is scheduled for between 60 to 90 calendar days from execution of this SOW
 - Passport will follow an agile implementation methodology. Please find the detailed implementation plan below with dates for launch
 - The estimated timeline is highly dependent upon the Client Obligations being satisfied successfully at project inception
 - Implementation time can be reduced or extended pending confirmation of scope and development requirements, and any following changes to scope and development requirements

2.1.3.4 Detailed Implementation Timeline



Passport will rely on the City's Project Manager to provide all information necessary for satisfactory performance of the required tasks. Passport 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. Additional City responsibilities are outlined below

1. City will provide operational information in a timely manner. This includes but is not limited to: merchant services inquiries; parking locations; parking location rates; marketing direction and approvals;
2. City will provide a list of stakeholders for preliminary implementation;
3. City will provide a list of stakeholders for ongoing post-launch administration;
4. City will provide names, phone numbers, and email addresses for third-party technical liaisons in the case of work requiring services beyond Passport's and City's offerings; City will facilitate partner discussions for contracted scope;
5. City will make good faith efforts to facilitate the continued progress of the launch implementation period and throughout future needs from City or Passport;
6. City will perform user acceptance testing to confirm the accuracy of configured attributes;

2.5 Documentation

At all times, City shall keep a current list of stakeholders, each of whom are authorized and entitled to provide or request data and are authorized to approve and sign-off upon project specific deliverables and milestones. City shall present this list to Passport before project kickoff and notify Passport immediately upon any change in the list.

3 Implementation Work

3.1 Software Implementation

Passport will deliver a mobile phone payment service. This will include,

- Parking payment application for iOS and Android
 - System Setup & Provisioning
 - Environment & Rate Buildout
 - Acceptance Criteria:
 - Environment & Rate Testing
 - Sign-off on Environment & Rate Testing
 - Merchant Processing Setup
 - Acceptance Criteria:
 - Test to make sure funds flow into merchant account
 - Sign-off on Merchant Account
 - Application Design and Development
 - Acceptance Criteria:

- Deliver Design Files and Branding Guidelines
 - Application Design/Flow Sign-off
 - Develop Application
 - Application User Acceptance Testing
 - Acceptance Criteria:
 - Deliver Staging Application for testing
 - Beta Testing and Feedback
 - Provide Sign-off
 - Deliver Application to App Stores for Deployment
- Mobile optimized parking payment portal for all web-based browsers
 - Design and Development
 - Develop Mobile Pay Web
 - Acceptance Criteria:
 - Deliver for testing
 - Testing and feedback
 - Provide Sign-off
- Backend data management platform, Operator Management (“OpsMan”)
 - Acceptance Criteria:
 - Contact Information
 - Customer Support Information
- Dedicated marketing plan
 - Acceptance Criteria:
 - Signage & Decals
 - Press Release
 - Validations
 - Handouts
- All necessary training
 - Acceptance Criteria:
 - Request & Assign Users and Roles
 - Schedule Training Sessions (typically 60 minutes)
 - User Interface/Front End Customer Training
 - Back-Office/Admin Staff Training
 - Sign-off on Complete Training
- Dedicated knowledge base of training information
- Dedicated support team for City administrators, system managers, programmers, database administrators, and end users
 - Acceptance Criteria:
 - Product Support Team
 - End User Support Team
- Dedicated enterprise implementation team
 - Acceptance Criteria:
 - Project Manager
 - Implementation Specialist

The following tasks will be completed as a part of the Implementation effort:

3.1.1 Marketing Services

Passport offers in-house marketing services for the initial Client launch and for the ongoing Client lifecycle. The City selected the Platinum Marketing Package from Passport's original Proposed Plan. The Platinum Package is listed below with the additional packages it includes.

Passport Marketing Packages	Price (\$)
Standard Marketing Package	Included
Media press release	
Social media posts from Passport accounts	
Market subscription to "The Latest from Passport" newsletter to stay up-to-date on industry news and best practices from others in the industry	
Includes a feature in Passport's Client Newsletter	
Transition services from alternative mobile payment provider (if applicable)	
Email blast to 10,000 users included	
<i>Additional bands of 10,000 users</i>	<i>\$250.00</i>
1,000 transition flyers for on-site distribution	
Bronze Marketing Package	Included
Includes Standard Package <i>plus</i>	
2,000 Marketing handout flyers (5x3)	
<i>Additional 500 fliers</i>	<i>\$250.00</i>
2,000 Marketing handout flyers (8.5x11)	
<i>Additional 500 flyers</i>	<i>\$250.00</i>
2 Social media image ad concepts	
National Press distribution	
1,000 promotional code handouts ¹	
Silver marketing Package	Included

¹ Promotional budget not included.

Includes Bronze Package *plus*

Promotional landing web page

1 Specialty item design (i.e., coasters, koozies, t-shirts, etc...)²

2 Email image concepts + body text

Design of 1 print ad³

Gold Marketing Package

Included

Includes Silver Package *plus*

Street team coordination (i.e., festivals, concerts, etc.)

Geo targeted digital advertising coordination

Podcast with City official (selected by the City)

Additional specialty item design⁴

How-to Video

Platinum Marketing Package

\$7,500.00

Includes Gold Package *plus*

Promotional video

Multi-page website

Ongoing local media and blogger outreach⁵

Any out-of-home design (i.e., billboards, sandwich boards, etc.)

All materials and services provided hereunder are subject to the terms, limitations, and costs found in the Custom Design Revision Fees section of Passport's Standard Service Level Agreement. For any additional services requested beyond the services provided under the Agency's chosen marketing package, Passport will charge a marketing services fee of one hundred and twenty-five dollars (\$125.00) per hour necessary to fulfill such request. The minimum number of hours for the purpose of calculating the marketing services fee for any request is one (1) hour.

² Order cost not included

³ Placement costs not included

⁴ Order cost not included

⁵ Maximum of 12 months.

3.1.2 Client and Customer Support

Passport offers the following client and customer support services throughout the Client lifecycle. These services shall follow the fee schedule outlined in the Pricing Schedule.

CLIENT SUCCESS

- Expertise:** Industry & Business
- Focus:** Work with the City to increase utilization, ensure a successful implementation, and work hand in hand with the City moving forward
- Expected Audience:** Center City Development and Operations Department (CCDO) - Parking Division
- Resources:** Assigned
- Availability:** 8am - 6pm ET M-F
- Channels:** Email, Phone
- Interaction:** Remote, On-Site, & Conferences

PRODUCT SUPPORT

- Expertise:** Product
- Focus:** Provide technical support to the CCDO - Parking Division for the length of the contract, provide initial and ongoing training to the CCDO - Parking Division and work with the City to troubleshoot any issues (i.e. rate changes, zone lockouts, ordering new signage, etc.)
- Expected Audience:** CCDO - Parking Division
- Resources:** Teamed
- Availability:** 8am - 6pm ET M-F
- Channels:** help@passportinc.com, 980-939-0990
- Interaction:** Remote

Product Support Team
help@passportinc.com

CUSTOMER SUPPORT

- Expertise:** Parker Support
- Focus:** Parker Issue Resolution. Example issues include, received a citation when they paid to park using the application, the application isn't loading on their phone, parked in the wrong zone, parked in the wrong space, obtaining parker history reports, etc.
- Expected Audience:** Parkers in the City of San Antonio
- Resources:** Teamed
- Availability:** 24/7 customer support. If an issue is not a first call resolution, it will be

escalated to Passport's level II daytime support team.

☐ Channels: Tickets via support@

☐ Interaction: Remote

Customer Support Team
Support@passportinc.com

3.2 Professional Services

Passport personnel will provide the following services:

3.2.1 Integration

Passport will engage in discovery sessions with the customer to gather requirements for integrations as necessary. 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.

If, upon completion of the discovery sessions, the scope of the expected integration changes, Passport will consult with the customer to either reduce the scope of the integration or increase the time necessary to complete via the change order process.

Passport can integrate with Parkeon to push all active mobile pay sessions to Parkeon's hardware. Passport will build this integration when the City chooses to stop using Passport's monitoring system, OpsMan Mobile. Additional integrations may be required in the future for additional functionality. Additional functionality would be defined in a subsequent Statement of Work document(s) at rates listed in Section 6.2.

3.2.2 Processes

Passport will rely on the City of San Antonio to provide its "As-Is" process documentation for a Passport 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 Passport.

3.2.3 Product Enhancements

Passport will provide the following product enhancements as a part of this engagement with the City:

3.2.3.1 Customization for Traceability Matrix Requirement 1.4: Points of Interest "Denote points of interest via GIS functionality"

Passport will expand its offering to satisfy this requirement. Content for points of interest will be provided as enabled through the Google Places API integration, or similar, and is subject to the availability and terms associated with the Google Places API. Passport will begin discovery of this requirement in Q1 2019.

Contingent on timely fulfillment of any Client prerequisite obligations, Passport will satisfy this requirement in Q4 2019.

3.2.3.2 Customization for Traceability Matrix Requirement 5.14: News Board

“Provide capability for City trained staff to create and manage a news message ticker board with associated hyperlinks”

Passport will expand its offering to satisfy this requirement. Client may incorporate links or RSS feeds to news messages through a back-office interface.

Contingent on timely fulfillment of any Client prerequisite obligations, Passport will satisfy this requirement in 2019.

3.2.3.3 Customization for Traceability Matrix Requirement 1.5: Non-City Parking Availability

“Display non-city parking availability, as well as specify, if applicable, which spaces can be paid for via the mobile app”

Client has indicated that it desires to display non-city parking availability. Passport and Client may agree to the potential development and inclusion of this capability under separate terms and fees.

Implementation of any particular parking partner is contingent on Passport and such parking partner executing a contract for such services under mutually agreeable terms.

3.2.3.4 Customization for Traceability Matrix Requirement 5.5: Map-Based Reporting

“System supports queries and viewing of revenue/capacity/utilization by area or specific location using interactive map”

Displaying and querying information will be by zone. Client will provide Passport with necessary data to construct visualizations, including any third-party data (smart meters, additional parking providers, zone regions and capacities, etc), in a format agreeable to Passport, and any documentation required to read and interpret the data.

Passport can satisfy this requirement in Q3 2019. In order to fulfill this requirement and provide a more detailed timeline, Passport will need to acquire the third-party data listed above from the City of San Antonio. Once this data has been received, Passport will work with the City to determine a development timeline. Passport will charge \$250 per development hour for this feature if the City needs it built expeditiously. Before Passport begins development work it will notify the City on a range of how many hours it will take to develop. At that point, the City can determine if it would like to move forward or not.

3.3.4 Testing

Passport will work with the City to develop a test plan the application and interfaces. The development of the plan will require input from the City and will be the responsibility of both

Passport and the City of San Antonio. Passport will work with the City to develop test scripts (for iOS the user will download the Test Flight application and Android users will access the APK that Passport will provide via email), which will describe the functionality expected when entering a service request from call receipt to submission and acknowledgement of message receipt and updates from back-end systems.

Testing will include all installed and configured <Product> software (including integration code) to be used in Phase 1. Passport runs full automated regression testing in our Staging environment and then also runs “smoke” testing live in the Production environment, with the ability to run the full system test in Production if needed. QA testing at Passport comprises of manual UAT testing using test scripts such as the example provided in Attachment A.

Passport also uses an outside crowd source/social testing company to run UAT testing which provides Passport the ability to have highly qualified testers exercise the applications over a variety of devices. For each white label, Passport builds out the UAT test scripts and then uses these scripts for manual testing and for building out an automated test framework. Currently Passport runs automated testing for approximately 1400 API test scenarios with 100% coverage and approximately 800 application UI scenarios (both iOS and Android) with 95% coverage. Passport runs the automated UI test in AWS device farm which gives Passport access to multiple device models from many manufactures, os versions, and configurations.

Passport will document the test results and provide them to the City for review. Defects will be logged in a defect tracking system. Defects will be reviewed as to priority, assigned to responsible parties for resolution, assigned an expected resolution date and re-tested when believed to be resolved.

System, Integration, Regression and Stress testing will be performed by Passport, where applicable. Specific tests may be reassigned as the responsibility of either Passport or the City, as determined after discussion and agreement of the plan and schedule.

The City will be responsible for performing User Acceptance Testing.

3.4 Training

Passport’s approach to training staff for the City of San Antonio is to deliver classroom-based, formal instruction by certified trainers using the mobile pay system to understand the application’s features and practice configuring them; skills transfer workshops with Passport staff to provide hands-on experience; and a Train-the-Trainer course for City trainers to deliver to its end users. Passport will provide attendees all standard training materials, which can be found in Appendix A.

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 sit with Passport’s personnel during the installation and base configuration and testing.

Passport will provide the following training courses for City of San Antonio administrative and technical staff. Training services and fees are outlined in the Pricing Schedule.

MobilePay	
Duration	60 minutes
Format	Remote with Screen Share and video recording to be sent to the City upon completion
Topics	<ul style="list-style-type: none"> <input type="checkbox"/> Passport Overview (reframe) <input type="checkbox"/> MobilePay Intro <input type="checkbox"/> MobilePay Consumer Experience <input type="checkbox"/> Parking Configurations <ul style="list-style-type: none"> <input type="checkbox"/> Information Structure <input type="checkbox"/> Validations <input type="checkbox"/> Events <input type="checkbox"/> Restrictions <input type="checkbox"/> Notifications <input type="checkbox"/> Refunds and Voids <input type="checkbox"/> Customer Support <ul style="list-style-type: none"> <input type="checkbox"/> Lookup parker accounts <input type="checkbox"/> Review parking sessions <ul style="list-style-type: none"> <input type="checkbox"/> Historical <input type="checkbox"/> Active <input type="checkbox"/> Voided <input type="checkbox"/> Voids and refunds <input type="checkbox"/> Card authorization failures <input type="checkbox"/> Operator Management ("OpsMan") <ul style="list-style-type: none"> <input type="checkbox"/> Financial Reports <input type="checkbox"/> Customer Reports <input type="checkbox"/> Team Users & Permissions

4 Project Assumptions

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

1. 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, may cause delays in delivery of the solution.
2. The City will provide a Project Manager and Business Analyst for this project and access to technical personnel.
3. 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.
4. An appropriate work environment must be provided to Passport personnel working on-site. The location should be co-located or near the locations of the work to be performed. Passport personnel will require access to the City's network and installed software components, Internet and telephone service (to include teleconference compatible telephones). Passport agrees to follow applicable City policies and/or guidelines for appropriate use of City infrastructure (e.g., Internet, network, etc.).

5. 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.
6. The City of San Antonio will be responsible for the scheduling of meeting rooms, training facilities, and requisite equipment.
7. The City of San Antonio will assign a primary contact and project sponsor. This single point of contact will be responsible for facilitating all communications between San Antonio and Passport. The timeliness of communication and review will directly affect Passport's ability 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.
8. 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 Passport.
9. 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 or as soon as reasonably practicable.
10. 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.
11. The City will schedule and perform User-acceptance Testing (UAT).
12. The private label app will be deployed to the public through the City's Apple Store developer account.

5 Software

Passport will implement the following software procured by the City of San Antonio:

- Mobile Pay for Parking Application

6 Pricing

6.1 Payment Milestones

Passport will provide this service to the City of San Antonio on a per transaction basis per the Pricing Schedule below. A fixed fee will be charged for the Private Label which will be \$2,000 due upon notice to proceed. Should the City require additional functionality, this will be provided on the same per transaction basis. There will be no additional fee for implementing and launching mutually agreed on additional functionality.

6.2 Pricing Schedule

All fees are represented in U.S. Dollars (USD).

ITEM	FEE
Transaction Fees	
<p>Transaction Fee - New Parking Sessions The new parking session transaction fee applies to each newly created parking session.</p> <p>This option includes Garage parking functionality, if requested by the City.</p>	\$0.15 per transaction
<p>Transaction Fee - Session Extensions The parking session extension transaction fee applies to each extension to active parking sessions.</p> <p>E.g. if a parker extends an existing parking session twice, that session incurs two session extension fees.</p>	WAIVED: Client will not be charged session extension fees
<p>Merchant Validation Use Fee The merchant validation program incurs a use fee to the merchant, whether that is Client or its commerce partners. The use fee is deducted from the participating merchants Merchant Validation account balance, in addition to the validation amount used by its patrons.</p> <p>This option may be exercised by Client at any time during contract terms and is not a part of the initial implementation.</p>	\$0.25 per transaction (to issuing agent, whether Client or merchants)
Client Back Office Administration and Training	
<p>Access to OpsMan Parking by Passport back-office system</p>	Included
<p>Access to CityStack Parking by Passport back-office system</p>	Included (future)
<p>On-Demand Reporting Access</p>	Included
<p>Unlimited User and Role Creation</p>	Included
<p>Unlimited access to FAQs and on-demand videos</p>	Included

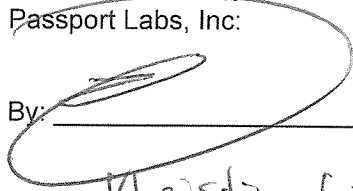
Remote Training Up to eight hours of remote training. Client adjustments or cancellations will count toward the allotted training time.	Included
Additional Remote Training	Included
On-Site Training	Included
System Setup and Provisioning	
Private Label Mobile Application Development Developing and supporting a discrete Client Parking by Passport mobile application. Includes Passport design consultation service to client.	\$10,000.00 - <i>waived</i>
Private Label Merchant Validation Web Development Developing and supporting a discrete Client merchant validation website. Passport can provide its own Merchant Validation website at no fee to Client. This option may be exercised by Client at any time during contract terms.	Included
Merchant Gateway Integration Chase Paymentech	Included
Zone and Space Setup	Included
Rate Setup	Included
Users and Roles Setup	Included
System Testing	Included
Parking Signage	
Parking Zone Signage Passport recommends at least two 12x18in signs per block-face for on-street parking or one 12x18in sign per 20 parking spaces in a parking lot/garage. Passport also recommends at least one decal (4x3in) on each single space meter and three decals	Included

(two on each side 6x9in and one on the front side 5x1.75in) on each multi-space meter.	
Client Support	
Client Success	Included
Product Support	Included
Customer Support	Included
Disaster Recovery Failover	Included
Outage notices - Passport will alert of system failures	Included
Unlimited Email Support	Included
Operational Update Requests Requests may result in a Change Order Fee depending on the request	Included
Custom Work As Specified Under Scope and Deliverables	
Customization for Traceability Matrix Requirement 1.4: Points of Interest	Included; Available in Q4 2019
Customization for Traceability Matrix Requirement 1.5: Non-City Parking Availability	Additional \$0.10 per transaction fee, paid by the parker, subject to Passport and the parking operators coming to agreeable terms and specifications for data transfer, as applicable
Customization for Traceability Matrix Requirement 5.5: Map-Based Reporting	Included; Available in Q3 2019
Customization for Traceability Matrix Requirement 5.14: News Board	Included; Available in 2019
Merchant Processing	
Gateway Fees Per-transaction gateway fees or one-time integration fees	Not applicable, Client will provide gateway services
Merchant Processing Fees Per-transaction merchant processing fees	Not applicable, Client will provide merchant services.
Other Services	

Hardware	Not applicable
First- and Third-Party Integrations Required for Launch	Not applicable
Project Change Control	See Section 2.1

Passport Labs, Inc:

City of San Antonio, TX:

By:  _____

By: _____

Name: Christina Gutierrez

Name: _____

Title: Chief Revenue Officer

Title: _____

Appendix A: Training Materials

Training Materials: Mobile Pay

Mobile Pay App Step by Step Process

Step 1: Mobile Pay App

Open Mobile Pay App

Step 2: Log-In

How To: Create An Account

1. Enter **Phone Number**
→ A verification code will be sent to phone number.
2. Confirm **Verification Code**
3. Create A **PIN**

Step 3: Parking Session

How To: Start A Parking Session

1. Enter **Zone Number**
Tip: Once you have used a zone number the app will remember those zones and appear under Recent Zones.
2. Input **Space Number** or **LPN**
3. Select **Vehicle**
4. Select **Length of Stay**
→ The available duration options will vary based off your parking environment needs.

Options

- 30 min.
- Hours
- Days
- Weeks

5. Select **Payment Method**

Options

- Credit/Debit Card
- Validation
- Wallet
- PayPal

Tip: While in testing you can use the fake card information VISA 4111-1111-1111-1111.

However, as long as your system is not live you will not be charged regardless of the credit card used.

6. Review **Confirmation Pop-Up**

Confirmation Details

- Zone
- Location
- Space/LPN
- Start of Session
- End of Session
- Parking Fee
- Convenience Fee
- Total Fee
- Payment Info

7. Select 'Yes'

Step 4: Active Session

How To: Navigate Active Session Screen

Active Session

The **Active Session** feature shows the length of stay and the details associated with the parking session.

Breakdown of Parking Details

- Transaction Number
- Parking Fee
- Convenience Fee
- Payment Info
- Zone Info (Rate For Zone)

- Session Options:

- Zone Information
- Extend
- Discount
- Add Validation Code

Step 5: Left Side Menu

How To: Navigate Left Side Menu

Parking Tab

New Session

The **New Session** feature allows the ability to begin a new session from this menu and have multiple sessions at once.

Active Session

The **Active Session** allows the user to monitor active sessions they have running. The account can run multiple sessions at once.

Find Parking

The **Find Parking** feature allows the users to locate parking options near them through Google Maps.

Parker History

The **Parker History** feature shows all previous parking sessions through a report.

Settings Tab

Profile

The **Profile** feature allows the ability to update contact information such as, first name, last name, phone number, and email.

Tip: When users update their contact information this information is also reflected in the backend system. If a user does not update their information via the app you will not have access to their contact information.

Payment

The **Payment** feature allows the ability to update, delete, or add credit card information.

Options

The **Options** feature allows the ability to customize application reminders, sound, email receipts, and language.

Wallet

The **Wallet** feature allows the ability to view wallet balance and add money to the wallet.

Vehicles

The **Vehicle** feature allows the ability to view, update, delete, or add vehicles to the account.

Help Tab

FAQ

The **FAQ** feature provides commonly asked questions for users.

Send Bug Report

The **Send Bug Report** feature allows the ability to send an issue to our support team to begin reviewing.

Training Materials: Back-Office Mobile Pay OpsMan Web Step by Step Process

Step 1: Log-In

OpsMan Web: <https://ppprk.com/opsman/>

Username: Your email address

Password: 12345678

Tip: Your password can be changed once you are logged into the back office system.

Step 2: Monitoring

The **Monitoring** feature displays all active sessions by zone and shows the status of these sessions.

- Green (Active Space) = Parker has over 10 minutes left in their parking session.
- Orange (Near Expiration) = Parker has less than 10 minutes left in their parking session.

Tip: This is only applicable for mobile parking sessions from either the Passport App or a 3rd Party Vendor.

Step 3: Reports

How To: Run Transaction Report

1. Select **Reports Tab**
2. Select **Financial Tab**

Transaction Report

The **Transaction Report** displays all transactions completed during the selected time frame. This data can also be downloaded as an excel.

3. Add **Filters**
4. Select appropriate **Time Frame** under dates field (ex. July 1st-31st). The data range automatically defaults to the first month.
5. Select **Submit**

Breakdown of Transactions Summary

- Gross Transaction Revenue = *Transaction Revenue + Convenience Fee*
- Transaction Revenue = *Gross Transaction Revenue – Convenience Fee*
- Validation Revenue
- Convenience Revenue
- Fee = *Passport's Revenue*
- Net Revenue = *Gross Transaction Revenue – Fee*
- Transaction Count
- Average Transaction Amount

Breakdown of User Details

- Passport Transaction Number
- Merchant Transaction Number
- Customer ID
- Zone
- Space/LPN
- Entry Time
- Duration
- Gross
- Payment
- Method

'Schedule This'

'Schedule This' is a feature that allows you to schedule a report to be generated and sent to your email during the time you designate.

Customization

- Daily
- Weekly
- Monthly
- Time

Tip: Under Filters, it is recommended that before running the report that it is always filtered as 'Settled' rather than 'Unsettled'. 'Settled' means that the transaction has been completed and users are no longer able to extend their time. This filter provides the most accurate set of data.

How To: Run Daily Total Revenue

1. Select **Reports Tab**
2. Select **Financial Tab**

Daily Total Revenue

The **Daily Total Revenue Report** displays a bar graph of the amount of transactions completed during selected time frame. This data can also be downloaded as an excel.

3. Select appropriate **Time Frame** under dates field (ex. July 1st-31st). The data range automatically defaults to the first month.
4. Select **Submit**

Breakdown of Transactions Summary

- Gross Transaction Revenue = *Transaction Revenue + Convenience Fee*
- Transaction Revenue = *Gross Transaction Revenue – Convenience Fee*
- Validation Revenue
- Convenience Revenue
- Fee = *Passport's Revenue*
- Net Revenue = *Gross Transaction Revenue – Fee*
- Transaction Count
- Average Transaction Amount

How To: Run Summary By Zone Report

1. Select **Reports Tab**
2. Select **Financial Tab**

Summary By Zone

The **Summary By Zone Report** displays breakdown of the transactions made per zone.

3. Add **Filters**

4. Select appropriate **Time Frame** under dates field (ex. July 1st-31st). The date range automatically defaults to the first month.

5. Select **Submit**

Breakdown of Transaction Report Summary

- Gross Transaction Revenue = *Transaction Revenue + Convenience Fee*
- Transaction Revenue = *Gross Transaction Revenue – Convenience Fee*
- Validation Revenue
- Convenience Revenue
- Fee = *Passport's Revenue*
- Net Revenue = *Gross Transaction Revenue – Fee*
- Transaction Count
- Average Transaction Amount

Breakdown of User Details

- Zone Number
- Zone Name
- Parent Zone
- Gross Transaction Revenue
- Validation Revenue
- Convenience Fee Revenue
- Fee
- Total Net Revenue
- Transactions Count

Tip: By clicking on the zone, it provides you with a more detailed breakdown of the transactions made for that zone.

How To: Run A Merchant Report

1. Select **Reports Tab**
2. Select **Financial Tab**

Merchant Report

The **Merchant Report** is an overview of all the transactions made and a breakdown of those transactions based off of the type.

3. Select appropriate **Time Frame** under dates field (ex. July 1st-31st). The date range automatically defaults to the first month.
4. Select **Submit**

Merchant Report Summary

- Mobile Transactions
- Mobile Refund Transactions
- Violation Transactions
- Permit Transactions
- Events Transactions
- Zone Transactions
- Wallet Refunds

Step 4: Users

How To: Create A New User

1. Select **User Tab**
2. Select **Users**

Users

The **Users** feature displays all accounts that have access to the back office system

3. Select **Create A User**

Account Details

- Email
- Nickname
 - The name entered here will be displayed in OpsMan Mobile and appears on printed tickets
- First Name
- Last Name
- Operations Management
 - Roles
- Park Monitor
- Password

Features

- Edit a User
- Change Password
- Delete Users

How To: Create A New Role

1. Select **User Tab**
2. Select **Roles**

Roles

The **Roles** feature displays all roles that have been created for the back office system. These roles can be designated for specific accounts.

3. Select **Create New Role**
 4. Name **The Role**
 5. Configure **Privileges**
- You are able to select the boxes to provide specific privileges

Step 5: Customer Support

1. Select **Customer Support Tab**
2. Select **Support**

Support

The **Support** features allows the ability to look up specific users and the details associated with their account.

3. Search **User** Through Filters

Customization

- Phone Number
- Customer ID
- Name
- Email
- Authorization Number
- Transaction Number
- Card Tail
- LPN

4. Select **User**

Breakdown of User Details:

- Customer Information
- Parking Sessions
- Wallet
- Vehicles
- Miscellaneous
- Permits

Step 6: Setup

1. Select **Setup Tab**
2. Select **Restrictions Setup**

Restrictions

The **Restrictions** feature allows the ability to restrict parking for users via the mobile app.

3. Select **Create A New Restriction**

Customization

- Name
- Restriction Type
- Default Title
- Default Message

Tip: Default Title and Default Message are what the user will see in the Mobile Pay app. The Name and Restriction Type are for internal use.

4. Select **Save**

One Time Slots

The **One Time Slots** feature allows the ability to set the restriction for one occurrence.

Recurring Slots

The **Recurring Slots** feature allows the ability to set the restriction to occur more than once.

Tip: By leaving the Title and Message blank when manipulating the One Time Slot or Recurring Slot, the same title and message previously inputted will carry over.

Zones

The **Zones** feature allows the ability to add a restriction to a whole zone.

1. Select **Zone**
2. Select the **Arrow** Found In Middle Column
3. Add to **Attached**

Spaces

The **Spaces** feature allows the ability to add a restriction to only specified spaces.

1. Select **Zone** From Drop Down Menu
2. Select the **Arrow** Found In Middle Column
3. Add to **Attached**

Tip: The Zones and Spaces section does not work in tandem with one another. If you are blocking off a whole zone then you should solely be working with the Zone section and the same concept goes with the Spaces section. Never should there be zones or spaces in the Attached section at the same time, this will lead to a breakdown in the restriction.

Mobile Pay Back-Office Homework

Step 1: Log In

Log-in To OpsMan Web

OpsMan: <https://ppprk.com/opsman/>

Username: Your email

Password: 12345678

Step 2: Reports

Run Transaction Report

- Select appropriate **Time Frame** under dates field (ex. July 1st-31st)
- Select **Submit**

Review:

→ *What is the breakdown that the Transaction Report summary provide?*

Run Daily Total Revenue Report

- Select appropriate **Time Frame** under dates field (ex. July 1st-31st)
- Select **Submit**

Review:

→ *How does the Daily Total Revenue showcase the data?*

Run Summary By Zone Report

- Select appropriate **Time Frame** under dates field (ex. July 1st-31st)
- Select **Submit**

Review:

→ *Once you click on a specific zone, what are the zone details provided?*

Run Merchant Report

- Select appropriate **Time Frame** under dates field (ex. July 1st-31st)
- Select **Submit**

Review:

→ *What is your total transaction count for mobile transactions?*

Tip: There needs to be completed parking sessions from the Mobile Pay app to show data in the reports.

Step 3: Setup

Create A Restriction

Review:

→ *What are the 2 types of slots that can be created?*

Step 4: Administrative Features

Manage Accounts

- Change Your Password
- Create A User

Review:

→ *When a creating a user, how do you attach a role to the new account?*

Step 7: Help

- Find Support Number and Support Email

Review:

→ *What is the support number and support email?*

Mobile Pay Homework

Step 1: Log In

Log-in To Mobile Pay

Phone Number

PIN

Step 2: Payment

Add a Card

Review:

→ *How are you able to add multiple cards to your account?*

Step 3: Parking Session

Begin A Parking Session

Start Multiple Sessions

Extend Parking Session

Review:

→ *Where are you able to monitor all the active sessions you currently have?*

→ *How much are you able to extend your time until you reach a limit?*

Step 4: Application Reminders

Manage Parking Reminders

Review:

→ *What options do you have for reminders?*

Step 5: Update Profile

Complete Contact Information

Review:

→ *What options do you have to update your profile?*

Step 6: Bug Report

Write a Bug Report

- Type in: Testing for [Your Name]
- Select Submit

Review:

→ *What options do you have to update your profile?*