



# SCOPE OF WORK PRODUCTS & SERVICES

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CITY AND BOROUGH OF JUNEAU, AK

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*If the equipment proposed is subject to the FCC rules, the equipment will comply with the appropriate rules before delivery. For products or specifications that require customization, or a new product release based on specific or new technical specifications, this proposal shall constitute a conditional sales contract and delivery shall only be made contingent upon compliance with the applicable equipment authorization and technical requirements.*

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## SCOPE OF WORK: PRODUCTS & SERVICES



# ENFORCEMENT MANAGEMENT SYSTEM

IPS will provide the hardware and materials listed below. If the CITY is supplying any of the hardware, it must meet the specifications and requirements provided by IPS.

## HARDWARE & MATERIAL LIST

- **Mobile Printer:** Seiko MP-B30L Bluetooth printer (Qty 16)
- **Handheld Devices:** CITY TO PROVIDE 16 smartphone devices.
  - **CITY to provide cellular data plans**
- **Printer Paper:** IPS to Provide Paper, Layout Design TBD
- **Point-of-Sale:** N/A
- **Other:** NONE

## ENFORCEMENT MANAGEMENT SYSTEM (EMS) & CITATION PROCESSING SERVICES

IPS will provide and install our Enforcement Management System (EMS). The system will allow the CITY to manage every step of the citation lifecycle including citation issuance and processing, adjudication, appeals, hearings, and payment processing. EMS full reporting suite is included. No local hardware is required.

- **Hardware Requirements:** The Enforcement Management System is secured in a private cloud environment; no installation is required. The EMS can be accessed via any web-enabled device.
- **Operating System Software Requirements:** An internet browser is the only tool required to access the system. Windows and Apple iOS are typical.
- **Browser Requirements:** Any current internet browser will be sufficient to access the EMS. MS Edge, Mozilla Firefox, Google Chrome, and iOS-supported browsers are all compatible, including mobile phone browsers.

## CITATION ISSUANCE

The CITY will issue citations via the Mobile Enforcement System application. All citation data is transferred to the Enforcement Management System in real time. Citations then enter the processing lifecycle, which is configured to the CITY's business rules which are outlined below. The city will manually enter any handwritten tickets.

1. List of parking violations and any associated escalation rules:

### **CBJ 72.14 – Parking Payment Equipment**

Failure to deposit money is a violation of CBJ 72.14.025.  
Fine: \$25

### **CBJ 72.01.070 – Authority to install traffic control devices**



We use this section to enforce all other parking regulations, such as no parking zones, head-in parking, etc.

Parking that doesn't comply with any official sign is a violation of CBJ 72.01.070.

Fine: \$25

**CBJ 72.01-070(d)(5) – Violate Traffic Control Device- Timed Parking**

Fine: \$25.00

**For street sweeping enforcement:**

**CBJ 72.02.340(d)(1)(K) – Parked Where Prohibited by Device**

Fine: \$25.00

**CBJ 72.02.340(d)(1)(M) – Parked at Yellow Curb (no sign)**

Fine: \$25.00

**CBJ 72.02.372(c) – Parked in a Posted Taxi Zone**

Fine: \$50.00

**CBJ 72.02.340(d)(1)(A) – Double Parking**

Fine: \$35.00

## **ONLINE PAYMENTS**

IPS will set up the online citation payment portal, accessible from the CITY website, to allow easy access for violators to review and pay citations. The payment portal will allow the following credit cards: VISA, MasterCard, Discover, and American Express through the IPS PCI Level 1 compliant credit card gateway. The CITY will be responsible for providing the merchant account.

## **ONLINE APPEALS AND ADJUDICATION MANAGEMENT**

The online payment portal will also include the ability for violators to review and process an appeal with the CITY. Administrators will have the ability to complete the adjudication process within the Enforcement Management System. IPS will work with the CITY to set up all correspondence emails and processes associated with the adjudication process.

## **REGISTERED OWNER RETRIEVAL**

The Enforcement Management System interfaces with NLETS (the National Law Enforcement Telecommunications Service) and various DMVs to obtain vehicle registration information. If IPS will be utilizing NLETS, the CITY is responsible for providing IPS with an agency ORI number. In the interim, IPS will utilize the IPS Nlets issued ORI until the JPD agency ORI is made available. IPS will work with CITY to determine when and how often registered owner information is to be obtained.

## **DELINQUENT NOTIFICATIONS / LETTERS**

IPS will be providing the CITY with delinquent notice processing services. IPS will work with the CITY to finalize letter templates, verbiage, and scheduling. Notices are printed in color and provide important information to the public regarding the citation details and instructions to submit payment. All notices, letters, and postage are provided by IPS and mailed using first-class mail. All notices and letters are formatted to accommodate custom #10 window envelopes with a printed address.

## LEGACY DATA CONVERSION

IPS will not be providing a conversion of legacy citation data for this implementation.

## INTEGRATIONS

IPS will set up the following integrations within the IPS Ecosystem. These integrations are standard and included at no additional cost.

- IPS Multi-Space Meter Data & Payments (Pay-By-Plate)
- IPS Digital Permits
- Park Smarter Mobile Payments

Additionally, IPS will also configure the following third-party integrations with the Enforcement Management System.

- Genetec Mobile/Fixed LPR
  - Hit Alerts (pushed to the IPS Mobile Enforcement System/ Handheld)
  - IPS Pay-by-Plate Meter Payments
  - IPS Digital Permits
  - IPS Scofflaw Data

# PERMIT MANAGEMENT SYSTEM

IPS will provide the CITY with a complete Permit Management Solution via a web-based system available 24/7. The Permit Management Solution will include both a public-facing CITY portal as well as an administrative management portal. The CITY will be responsible for completing a permit system setup document along with providing basic contact information, users, and logos/graphics for the public portal.

- Locations:
  - Downtown Transportation Center parking garage (DTC, 100 Main St.), the Marine Parking Garage (MPG, 290 Marine Way) and may be available seasonally (November – April) at the Marine Park Plaza (Main St. between Marine Park and the Marine Parking Garage.)
- Rates: \$77.00 per month or \$847.00 per year plus tax
- IPS will implement the Validation module within the Permit Management.

## ONLINE PAYMENTS

IPS will set up the online permit portal and it will be configured to accept payments for all first-time and ongoing permit holders. The payment portal will allow for the following credit cards: VISA, MasterCard, Discover, and American Express through the IPS PCI Level 1 compliant credit card gateway. The CITY will be responsible for providing the merchant account.

## LEGACY DATA CONVERSION

IPS will not be providing a conversion of legacy permit data for this implementation.

## INTEGRATIONS

IPS will set up the following integrations within the IPS Ecosystem. These integrations are standard and included at no additional costs.

- IPS Enforcement Management System

Additionally, IPS will configure the following third-party integrations with the Permit Management System.

- Genetec Mobile/Fixed LPR



# LICENSE PLATE RECOGNITION (LPR)

IPS will provide License Plate Recognition (LPR) hardware through our partner, Route 1 / Genetec. IPS will oversee all aspects of the LPR installation and implementation. Route 1 will provide the on-site installation, system commissioning, training, and on-going support.

## MOBILE LPR

IPS will furnish and install the following equipment on the CITY-owned vehicle(s). The installation will include mounting cameras directly to the vehicle. The CITY will be responsible for providing the vehicles as well as a suitable installation location.

- **Vehicle Qty:** 2
- **Vehicle Make/Model:** GO4 Interceptor
- **Hardware Details:**
- AutoVu™ SharpZ3 850nm ALPR KIT includes 2 LPR Cameras, main SharpZ3 dual processing unit with Horizontal/Vertical mounts, wiring, and USB GPS. 2 Wheel Imaging cameras included for digital chalking. Consumables kit with necessary items like sealant, glue, wires, etc...needed to complete installation. Shipping of all hardware is included via FedEx. Includes vehicle computing kit: This kit includes: Rugged tablet/laptop, external modem (Cradlepoint), docking station, an antenna and mounting hardware.

## FIXED LPR

IPS will furnish and install the following equipment at the locations listed below. The installation will include mounting cameras at approved locations and running cables. The CITY is responsible for providing a SIM card or cellular connectivity and proper site preparation including power and necessary conduit.

- **Site 1: Marine Parking Garage**
  - Address: 290 Marine Way, Juneau, AK 99801
  - Camera Qty: 4
  - Integrations: IPS PayStations, ParkSmarter, IPS Digital Permits and Mobile Enforcement
  - Workflow Overview:

### **Zone A - Hourly Paid Parking**

This zone will have a entry & exit camera at the entrance of the garage and an entry and exit camera at the ramp leading to the second floor. Patrons will be required to pe- pay at the kiosk for a set amount of time in order to park within this zone. They will be given a grace period to allow them time to pay at the kiosk. Permitted vehicles will not be allowed to park in this zone.

### **Zone B - Library Validated Parking**

This zone is a nest that will live within Zone A. Library patrons will be required to provide their license plate information to library staff at the library desk once they park. They will be given the same grace period as zone A to complete this. Library staff will enter the plate information in the validation system (permit back office) assigned to Zone A/B. Signage will be required from the city to direct customers to the correct locations.

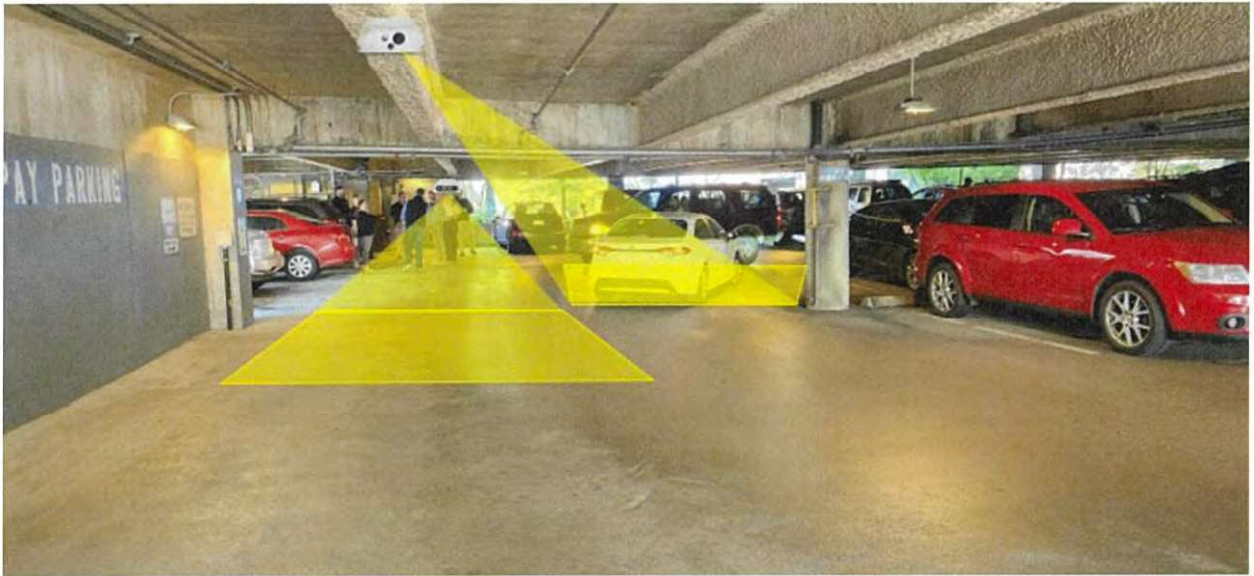
### **Zone C - Permitted Parking**

This zone will be completely separate from Zone A/B. Only permit holders will be allowed to park within this zone.

***Fixed camera reads in the garage get fed into the dashboard on the backend. The patroller (Mobile Unit) can be notified when those violations reach a certain limit/threshold. This will assist with issuing citations from a mobile LPR unit while in a fixed camera zone.***







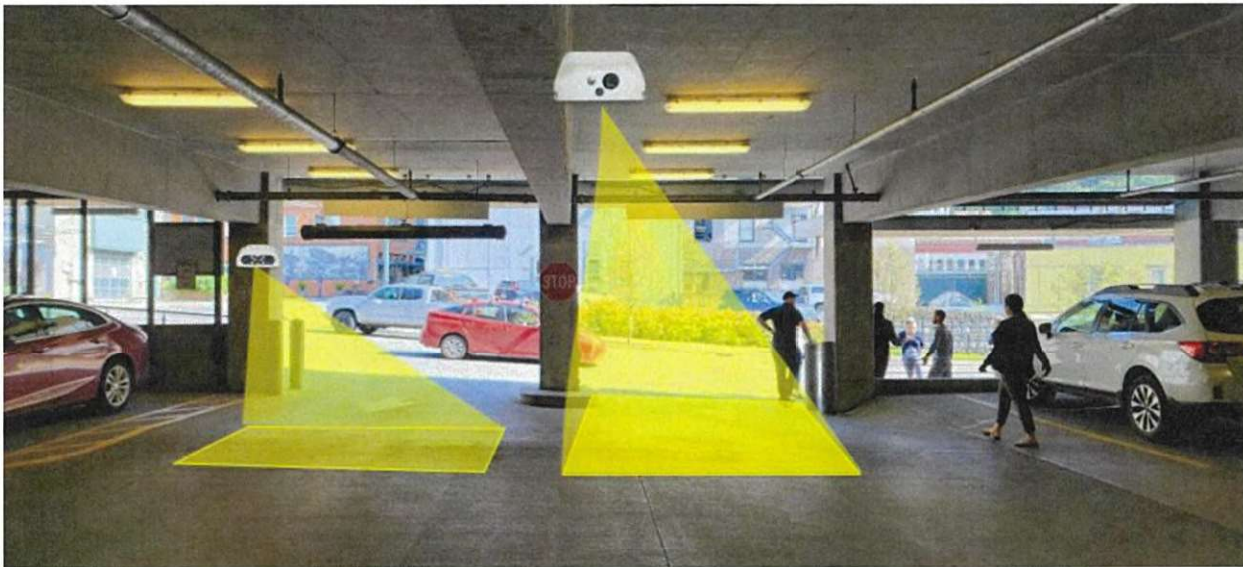
■ **Site 2: Downtown Transportation Denter Garage**

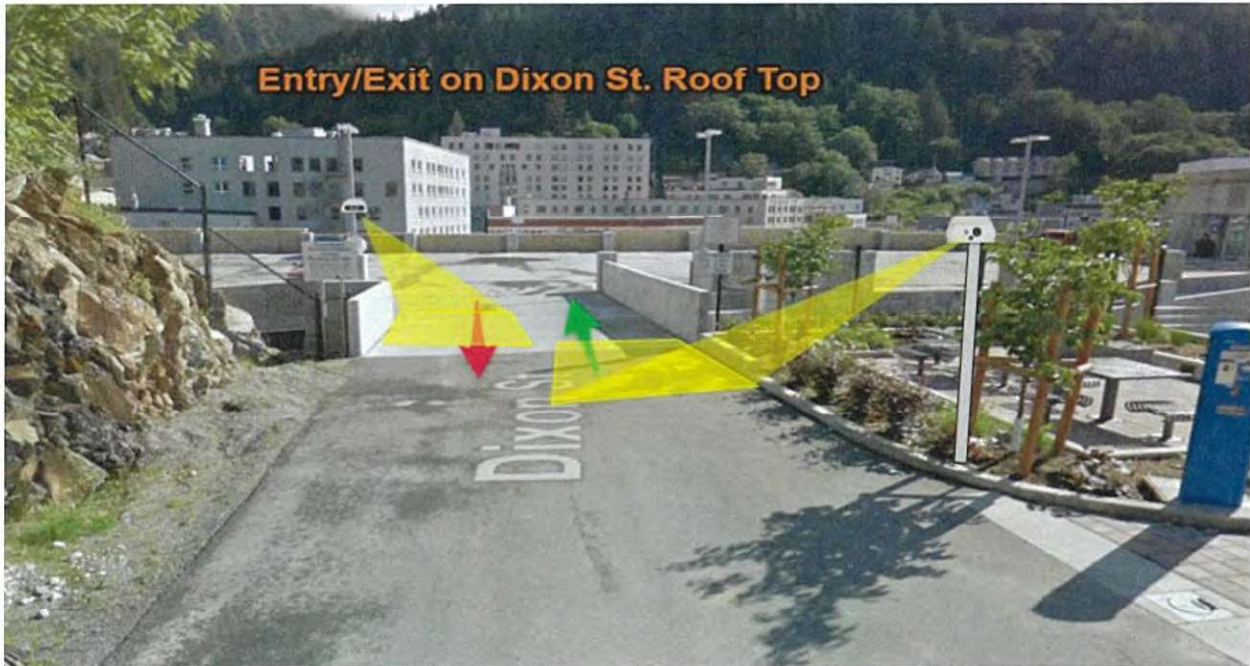
- Address: 125 Dixon St, Juneau, AK 99801
- Camera Qty: 6
- Integrations: IPS Digital Permits and Mobile Enforcement
- Workflow Overview:

Fixed cameras will be placed at every garage entry and exit point. The entire garage will be one permit enforcement zone. Fixed camera reads in the garage get fed into the dashboard on the backend. The patroller (Mobile Unit) can be notified when those violations reach a certain limit/threshold. This will assist with issuing citations from a mobile LPR unit while in a fixed camera zone.









## MULTI-SPACE PAY STATION

IPS will furnish and install the following multi-space pay station equipment for the CITY. The Pay Stations will be configured based on the rate structure provided by the CITY. Additional rate structures or feature requests beyond what is listed may result in a delay in the go-live plan.

### FEATURES INCLUDED

- **Model:** MS3 (Qty. 8)
- **Power Source:** (6) A/C & (2) Solar
- **Mode:** Pay-by-Plate
- **Payments Accepted:**
  - (5) Credit Cards, Bills, Coins, and NFC (Docks & Harbors)
  - (3) Credit Cards, Coins, and NFC



- **On-street/off-street: Off-Street**
- **Additional Features:** NONE
- **Integrations:** Payment data pushed to IPS Enforcement & Genetec LPR (Fixed & Mobile)

## RATE STRUCTURE

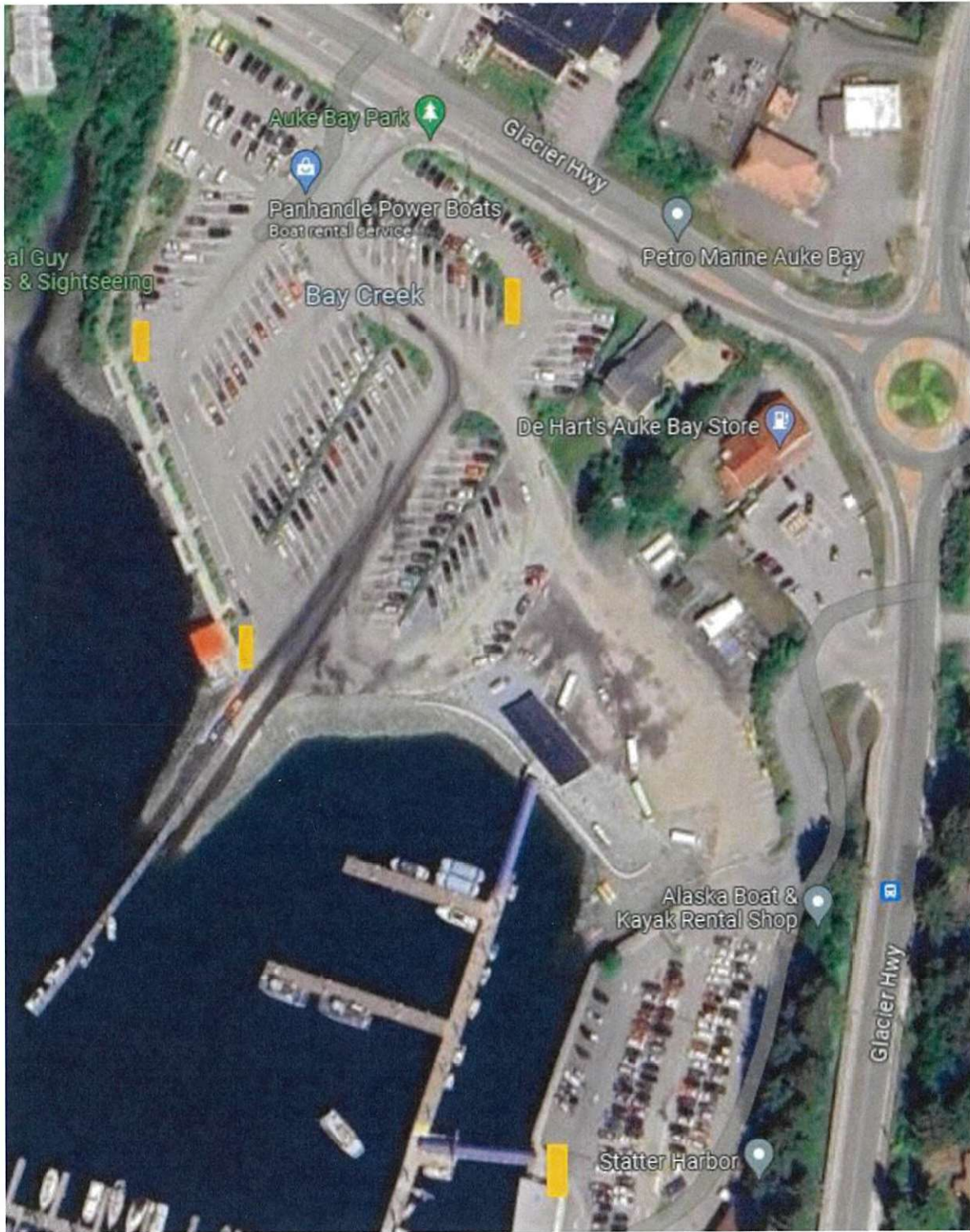
- **Auke Bay / Statter Harbor**
  - \$1.00 PER HOUR
  - \$5.00 PER DAY
  - DAILY LAUNCH PASS:
    - Recreational boat launch: \$17.00/day
    - Commercial boat launch: \$34.02/day
- **Marine Parking Garage / Shoppers Lot / North Franklin Lot**
  - \$0.75 PER HOUR
- **Taku Parking Lot**
  - \$2.00 PER HOUR (3 HR Limit)

## INSTALLATION SERVICES

IPS will provide on-site installation of all hardware. The CITY will be responsible for providing adequate storage and working space before the installation. Additionally, the CITY will be responsible for adequate site prep at each install location once finalized by IPS and CITY. The site prep includes a 2' x 2' x 2' concrete pad and 110V A/C Power (if applicable). All Pay Stations will be firmly affixed to the concrete via standard concrete anchors.

- **Site 1: Auke Bay / Statter Harbor (Docks & Harbors)**
  - 11497 Auke Bay Harbor Rd, Juneau, AK 99801
  - (4) A/C Units with Credit Card, Bills, Coins, and NFC
  - Units to be installed at existing PayStation locations per the map
  - The CITY will be responsible for removing the existing PayStations





■ **Site 2: Marine Parking Garage (Parks & Recreation)**

- 290 Marine Way, Juneau, AK 99801
- (1) A/C Unit with Credit Card, Coins, and NFC
- PayStation to be installed in front of pay box – CITY to remove this prior to install.



■ **Site 3: Downtown Transportation Center Shoppers Parking Lot (Parks & Recreation)**

- 100 Main St, Juneau, AK 99801
- (1) A/C Unit with Credit Card, Coin, and NFC
- PayStation to be installed in front of pay box – CITY to remove this prior to install.





■ **Site 4: North Franklin Parking Lot (Parks & Recreation)**

- 400-498 2nd St, Juneau, AK 99801
- (1) Solar Unit with Credit Card, Coin, and NFC



■ **Site 5: Taku Fish Market Parking Lot (Docks & Harbors)**

- 550 S Franklin St, Juneau, AK 99801
- (1) Solar Unit with Credit Card, Cash, Coin, and NFC
- Unit to be installed at existing PayStation location per the map
- The CITY will be responsible for removing the existing PayStation





# PARK SMARTER™ MOBILE APP

IPS offers its own integrated mobile app called PARK SMARTER™, which works with IPS Smart Meters to bring greater efficiency and choices to the on-street parking CITY experience and operations.



PARK SMARTER™ integrates with the DMS to enable the management of parking policies with live alerts, reporting, and data analytics across both meters and the mobile app. The app sends expiration notifications and allows the ability to add time to prevent parking ticket fines. Users can add multiple vehicles and credit cards under one account so business and personal parking is conveniently managed in one place.

## FEATURES INCLUDED

- **Number of zones:** (5) – Same Locations as PayStations
- **Hourly Rate:** \$0.75 Per HOUR
- **On-street or off-street:** Off-Street ONLY
- **Payments Accepted:** Supports credit/debit card payment from Visa®, MasterCard®, American Express®, Discover®, Apple Pay®, and Google Pay™; MasterPass® and Visa Click to Pay®; no convenience fees.
- **Push Time to Meter:** N/A
- **Integrations:** Payment data pushed to IPS Enforcement & Genetec LPR (Fixed & Mobile)

# DATA MANAGEMENT SYSTEM (DMS)

With all meter implementations IPS will provide the CITY with access to the Data Management System to allow for the management of IPS Single-Space Meters and Multi-Space Meters as well as Park Smarter. The Data Management System (DMS) is a real-time, web-based application and is available 24/7 to authorized users. No local hardware is required.

## TECHNICAL FEATURES

- Secure private cloud
- Real-time updates and live alerts
- Customizable routes to maximize efficiency
- Seamless integration with all IPS meters and sensors
- Ability to monitor meter health remotely
- Flexibility to use as much, or as little data as you choose
- Analytics view options to turn data into usable charts
- User profiles to control access
- Compatibility with Android OS and Apple iOS

## OPERATIONAL REQUIREMENTS

**Hardware Requirements:** IPS provides hosted DMS; no local hardware required.

**Network Requirements:** High-speed internet connection recommended (such as cable or DSL access).

**Operating System Software Requirements:** An internet browser is the only tool required to access the system. Windows and Apple iOS are typical.

**Browser Requirements:** Any current internet browser will be sufficient. MS Edge, Mozilla Firefox, Google Chrome, and iOS-supported browsers are all compatible, including mobile phone browsers.



# CLIENT SUPPORT

IPS understands that ongoing support is a critical element of any successful project and the basis of a long-term partnership. IPS is uniquely positioned to provide support services that will translate into the most responsive and comprehensive service offering available. The CITY's designated Client Success Team will include a Client Support Manager who understands all the intricacies of your project. The CITY will receive all the following support:

- **24/7 Telephone Help Desk & Ongoing Support:** Client service resources with in-depth system knowledge around the clock to ensure you get what you need, fast. Our team of experts is available via a telephone-based help desk during normal business hours from 8 a.m. to 5 p.m. Pacific Time, Monday through Friday. IPS will also provide after-hours / emergency technical support to maintain constant coverage. Upon execution of the contract, IPS will provide contact information for all IPS senior staff. IPS Client Services can be reached toll-free at (858) 568-7648, or at [CITYsupport@ipsgroupinc.com](mailto:CITYsupport@ipsgroupinc.com) for non-emergencies.
- **Online Support and RMA Process (Meters):** Online assistance and RMA management from one easy-to-use portal. The Data Management System (DMS) can be used to submit and track help tickets. (<https://sso.ipsmetersystems.com>). In the rare event that the meter cannot be repaired by your technician, the equipment will need to be returned to our RMA Department, and updates can be monitored online, at any time. For equipment under warranty, IPS will pay the shipping costs to return the equipment to IPS' location and the cost to ship it back to the CITY. If the equipment is not under warranty, the CITY will have to pay to ship the equipment (both ways).
- **Live Chat Capabilities (Enforcement):** The Enforcement Management System features Live Chat in addition to service by phone.
- **User Manuals and Training Materials:** The DMS and EMS provide online help tools including product manuals, FAQs, "how-to" training videos, and more. These tools are accessible online for authorized CITY users.
- **Technical Resources:** As both the designer and manufacturer of its smart parking technology, IPS will designate technical resources including a team of hardware/software engineers, database administrators, and web/data-integration engineers for additional support.
- **Personalized Follow-Up Meetings:** Once implementation is complete, a conference call between the CITY and the IPS Project Team will be held to discuss the wrap-up of the implementation and ensure all project criteria have been met and accepted by the CITY. IPS Account Managers will host periodic check-in meetings can to discuss progress or additional concerns as needed.