

APPENDIX A-SCOPE OF WORK

TABLE OF CONTENTS

I.	DEFINITIONS.....	9
1.1	Abandoned Vehicle Tracking System	9
1.2	Administrative Adjudication Program	9
1.3	Administrative Hearing.....	9
1.4	Administrative Review	9
1.5	Agreement.....	9
1.6	Automated Telephone Answering System, ATAS.....	9
1.7	Business Day	9
1.8	Boot Hearing	9
1.9	California Vehicle Code, CVC.....	9
1.10	Citation	9
1.11	Citation Processing Fee	10
1.12	Citation Processing Services And Citation Management System, CPSCMS.....	10
1.13	City.....	10
1.14	Complainant.....	10
1.15	Contract.....	10
1.16	Contractor	10
1.17	Customer.....	10
1.18	Data Center	10
1.19	Data Warehouse.....	10
1.20	De Novo Hearing.....	10
1.21	Department of Motor Vehicles, DMV	10
1.22	Department of Parking and Traffic, DPT.....	10
1.23	Disposition	11
1.24	Effective Date	11

1.25	Enforcement, Enforcement Division, Parking Enforcement Division.....	11
1.26	Error Correction.....	11
1.27	Fee	11
1.28	Field Maintenance Requests	11
1.29	Fine.....	11
1.30	Fleet and Government Vehicle System, FGVS.....	11
1.31	Handheld-Ticket Writing and Reporting System	11
1.32	Handheld(s), Handheld Unit:.....	11
1.33	Hearing Division.....	12
1.34	Hearing Examiner.....	12
1.35	Hearing Processing System	12
1.36	Hearing Request.....	12
1.37	Image Management System, IMS.....	12
1.38	Installment or Volunteering In-Lieu of Payment Tracking System, IPCSP.....	12
1.39	Interactive Voice Response, IVR	12
1.40	Miscellaneous Collections.....	12
1.41	Mobile License Plate Recognition, MLPR.....	12
1.42	Network Operations Center, NOC	12
1.43	Notice of Delinquent Parking Violation, NDPV.....	12
1.44	Officer Management System, OMS.....	12
1.45	Out-Of-State Collections	13
1.46	Parking Control Officer	13
1.47	Parking Citation and RPP Division.....	13
1.48	Parking Citation Processing System.....	13
1.49	Performance Bond	13
1.50	Protest	13
1.51	Protestor	13

1.52	Public Information Website, PIW	13
1.53	Registered Owner.....	13
1.54	Residential Permit Parking, RPP	13
1.55	Residential Permit Processing System, RPPS.....	14
1.56	San Francisco Department of Public Health, SFDPH	14
1.57	San Francisco Municipal Transportation Agency, SFMTA.....	14
1.58	San Francisco Police Department, SFPD.....	14
1.59	San Francisco Traffic Code.....	14
1.60	Scofflaw.....	14
1.61	Special Collection Fee.....	14
1.62	Special Collection System, SCS.....	14
1.63	Squad	14
1.64	Tow Hearing.....	14
1.65	Tow Noticing System, TNS.....	14
1.66	Transit Fare Evasion Processing System	14
1.67	Vehicle Identification Number, VIN	14
1.68	Vehicle License Number, VLN	14
1.69	Wide Area Network, WAN	15
II.	HANDHELD-TICKET WRITING AND REPORTING SYSTEM (HWRS).....	16
A.	Payments for Existing Handheld Units.....	16
B.	HWRS Workstation Access Requirements.....	16
C.	Handheld Equipment Functionality.....	16
D.	Handheld Equipment Replacement Schedule	17
E.	Processing System Requirements.....	18
F.	HWRS-PCPS Connectivity	18
G.	Data Transfer.....	18
H.	Data Security.....	19

I.	Field Maintenance Requests	19
J.	Support and Maintenance.....	19
1.	Software Maintenance	19
2.	Equipment Maintenance	19
3.	Technical Support.....	19
III.	OFFICER MANAGEMENT SYSTEM (OMS).....	21
A.	Tracking of activities performed by PCOs.....	21
B.	Requirements For OMS System.....	21
1.	Online Maintenance.....	21
2.	Tracking at Supervisor Level.....	21
3.	Management Reporting of Activities.....	21
4.	Statistical Reports on Productivity Online	22
IV.	PARKING CITATION PROCESSING SYSTEM (PCPS).....	23
A.	PCPS functionality.....	23
B.	PCPS Software and Support.....	23
1.	Application Software	23
2.	PCPS Support	24
C.	PCPS Requirements	24
1.	Data Searching	24
2.	Data Storage Management.....	25
3.	Electronic Archiving.....	25
4.	Document Storage and Retrieval.....	25
5.	Copies of Parking Citations	26
6.	Records Destruction.....	26
7.	Back-up for PCPS Software.....	26
8.	Production Control.....	26
i.	Management Reports.....	27
B.	Interface with Handheld Writer Reporting System (HWRS).....	28
C.	New Citation Processing.....	29
D.	Handwritten Citation Processing	29
E.	DMV Data Integration	31
1.	Name and Address Processing	31
2.	Registration Hold Interface.....	32
3.	DMV Payment Transfer Update	32
4.	Registered Owner Reconciliation	32
5.	Status of Protested Citations.....	33
6.	Temporary Citation Record.....	33
7.	Data Correction.....	33
8.	Fleet and Government Vehicle Citations	33
F.	Citation Inquiry	35

1.	Citation Display.....	36
2.	Citation Detail.....	36
3.	Additional Citation Remarks.....	37
4.	Citation Recovery.....	38
5.	VLN/VIN Detail.....	38
G.	Customized Information.....	39
H.	Cashiering Support.....	40
I.	Payment Processing.....	42
1.	Processing Control Requirements.....	42
2.	Processing of Funds.....	42
a.	Lockbox Payment Processing.....	42
b.	Payment Posting.....	43
c.	Data Accuracy.....	43
3.	Mail Pick-up.....	43
4.	Audit Trail.....	43
5.	Accountability.....	43
6.	System Availability.....	43
J.	Financial Adjustments.....	44
K.	Administrative Review and Adjudication Procedures.....	45
1.	Administrative Review.....	45
2.	Administrative Hearings.....	46
3.	De Novo Hearings.....	48
4.	SFMTA Tow Hearings.....	48
5.	Impound and Boot Hearings.....	48
L.	Additional Support Systems.....	48
1.	Abandoned Vehicle Tracking System (AVTS).....	48
a.	General Functioning:.....	49
i.	Abandoned Vehicle Complaint.....	49
b.	AVTS Reporting Requirements.....	50
2.	Residential Parking Permit System (RPPS).....	51
3.	Image Management System (IMS).....	53
4.	Automated Telephone Answering System (ATAS).....	53
5.	Pay-By-Web System (PWS).....	54
6.	Pay-By-Phone System.....	55
7.	Parking Information Website (PIW) Maintenance.....	55
8.	Tow Noticing System (TNS).....	56
9.	Installment Payment and Community Service In Lieu of Payment Program (IPCSP).....	56
10.	Parking Meter Tracking System (PMTS).....	57
11.	Transit Fare Evasion Processing System (TFEPS).....	57
V.	SPECIAL COLLECTIONS SYSTEM (SCS).....	59
A.	General Requirements.....	59
B.	Collection Procedures.....	59
C.	Out-Of-State Collections.....	60

D. Miscellaneous Collections.....	60
E. Support Services	61
F. Customer Services Inquiries	61
G. Special Collections Administrative Reviews and Hearings.....	62
H. Purge of Records.....	62
I. Special Collection Fee (SCF).....	62
J. Notices and Reports.....	63
VI. GENERAL CMSCPS SYSTEM REQUIREMENTS.....	65
A. Network Requirements	65
B. Wide Area Network (WAN) and Local Area Network (LAN) Requirements.....	66
C. Hardware Requirements.....	66
1. Workstation Response Time	66
2. Backup Connection	66
3. Error Corrections	66
4. Workstation Components and Locations.....	66
D. CPSCMS System Support Functions.....	68
1. Technical Support.....	68
a. General Requirements	68
b. Backup Support.....	69
2. Maintenance	70
3. Training and Manuals	70
a. Training.....	70
b. Manuals and Documentation	70
c. Forms.....	71
4. Management Reporting.....	71
5. Data Maintenance and Retrieval.....	71
6. Testing.....	71
7. Flexibility of New Applications	71
8. Staffing Plan	72
9. Programming and Consulting.....	72
E. Audits; Inspection of Records.....	73
1. Annual Audits:	73
2. Records	73
3. Financial Reconciliation:.....	73
4. SFMTA's Right to Inspect and Copy.....	74
5. Operations and Performance Audits.....	74
6. Findings of Nonperformance.	74
F. Security.....	74
1. CMSCPS Security.....	75
2. Physical Security	75

G.	Disaster Recovery	76
1.	Data Backup, Off-site Storage and Recovery	76
2.	Maintenance, Repair and Restore Processes	77
3.	Alternate Processing Arrangements	77
4.	Periodic Testing of Emergency Procedures	77
5.	Contractor's Remote Facility	77
H.	Exit Clause.....	78
VII.	SERVICE ENHANCEMENTS	79
A.	Marketing And Revenue Generation Program (MRGP).....	79
B.	Electronic Residential Parking Permits.....	79
C.	Electronic Boot Removal System.....	79
D.	Paint Shop and Regulatory Sign Inventory System.....	80
E.	Additional Equipment Options.....	80
1.	Addition of at least 80 Handheld Units for Transit Violation Enforcement.....	80
2.	Cameras and processing for Sweepers and Buses.....	81
3.	Kiosks in City Offices	81
4.	Additional Scanners.....	82
F.	Point of Sale.....	82
G.	OMS Data Entry	82
H.	Taxi Permits	82
VIII.	NOTICES AND CORRESPONDENCE	83
IX.	PERFORMANCE REQUIREMENTS AND CONTRACT LIQUIDATED DAMAGES	85
A.	Handheld Ticket Writing and Reporting System (HWRS).....	85
B.	Officer Management System.....	85
C.	Parking Citation Processing System (PCPS).....	86
D.	Maintenance of Records.....	87
1.	Audit Trail	87
2.	Back-up Software.....	87
E.	Payment Processing.....	87
1.	Processing of Funds	87
2.	Lockbox Payment Processing	87
F.	Reconciliation of Monies	87

G.	Data Collection.....	87
1.	Status of Protested Citations.....	87
2.	Data Accuracy.....	88
3.	Error Correction.....	88
H.	Additional Systems within the PCPS.....	88
1.	Abandoned Vehicle Tracking System (AVTS).....	88
2.	Image Management System (IMS).....	88
3.	Automated Telephone Answering System (ATAS).....	88
4.	Pay-by-Web System (PWS).....	89
5.	Pay-by-Phone System (PPS).....	89
6.	Parking Information Website (PIW).....	89
I.	Hardware and CMSCPS Requirements.....	89
1.	Workstation Operational Performance.....	89
2.	Transition to Web-based Applications.....	89
3.	Backup Connection.....	89
3.	Technical Support through Contractor's Network Operations Center.....	89
J.	Training.....	89
K.	Special Collections.....	90
L.	Noticing.....	90

I. DEFINITIONS

1.1 Abandoned Vehicle Tracking System

An automated system utilizing Handheld ticket writers that tracks abandoned vehicle complaints and reports on the status, history and follow-up actions required to resolve abandoned vehicle complaints, as further described in Section IV.L.1 herein.

1.2 Administrative Adjudication Program

The City's program for administrative consideration of a Protest, including Administrative Review and Administrative Hearings, as further described in Section IV.K herein.

1.3 Administrative Hearing

A hearing mandated by California Vehicle Code §§ 40215(b)-(c), 22852, 22651.7, or Division 10, Part 11, Chapter 8 of the Public Utilities Code (§§ 99580 *et seq.*), or any other applicable law or regulation which is conducted by the Hearing Division for the administrative adjudication of a Protest, as further described in Section IV.K.2 herein. Administrative Hearing is the second level of review for a Citation Protest, following Administrative Review.

1.4 Administrative Review

An initial review of a parking Citation or Notice of Delinquent Parking Violation by the Citation Division following receipt of a Protest as mandated by California Vehicle Code § 40215(a) and as further described in Section IV.K.1 herein.

1.5 Agreement

The Contract to be entered into by the SFMTA and the Contractor for Citation Processing Services and a Citation Management System pursuant to the Request for Proposals, issued on December 6, 2006.

1.6 Automated Telephone Answering System, ATAS

A telephone help line to make information on Citation processing procedures, parking permits and other parking related matters available to the public.

1.7 Business Day

Monday, Tuesday, Wednesday, Thursday and Friday, excluding holidays.

1.8 Boot Hearing

A hearing mandated by CVC § 22651.7.

1.9 California Vehicle Code, CVC

The compilation of laws enacted by the California state legislature pertaining to the use and operation of vehicles.

1.10 Citation

A notice of violation issued to a person or a vehicle by a Parking Control Officer employed by the SFMTA's Parking and Traffic division, an employee of the San Francisco Police Department, or an authorized employee of another agency for which SFMTA has entered into agreements to process Citations for infractions or misdemeanor violations of the laws and regulations governing parking and/or stopping a vehicle or for transit fare evasion or transit passenger misconduct, as codified in the California Vehicle Code, the California Public Utilities Code, the San Francisco Traffic Code or other applicable law or regulation. "Citation" shall not include a moving violation as defined in the California Vehicle Code.

1.11 Citation Processing Fee

The amount described in Appendix as written in Appendix B hereto, owed by City to Contractor for each Citation updated to by the CPSCMS.

1.12 Citation Processing Services And Citation Management System, CPSCMS

The combined equipment, software and hardware by which the City processes and manages the data and tasks generated by Citation issuance and processing.

1.13 City

The City and County of San Francisco, acting by and through the San Francisco Municipal Transportation Agency ("SFMTA").

1.14 Complainant

A person or entity contesting a Citation, the towing or immobilization of a vehicle for which they are not responsible.

1.15 Contract

The Contract to be entered into by the SFMTA and the Contractor for Citation Processing Services and a Citation Management System pursuant to the Request for Proposals, issued on December 6, 2006.

1.16 Contractor

PRWT Services, Inc., with whom the city has an existing Contract for CPSCMS products and services.

1.17 Customer

A member of the public who interacts with Contractor's CPSCMS system in person, via internet, mail or telephone because of a Citation, a Protest, a Complaint, a notice, a parking permit or an administrative or judicial Hearing Request.

1.18 Data Center

The ACS's central computer facility located in Terrytown, N.Y. that houses hardware and software components for processing and transmitting information from and to the PCPS and between the PCPS and other components of Contractor system.

1.19 Data Warehouse

The ad-hoc tool that allows for customization of reports that are requested by SFMTA for special requests.

1.20 De Novo Hearing

A hearing conducted by the Superior Court, mandated by California Vehicle Code § 40230, after a timely appeal by a Protestor whose Protest has been denied by a Hearing Examiner pursuant to Vehicle Code § 40215(b) or California Public Utilities Code § 99852. De Novo Hearing is the third level of review for Citation Protests following Administrative Review and Administrative Hearing.

1.21 Department of Motor Vehicles, DMV

The agency established to regulate the use and operation of motor vehicles and personal identification.

1.22 Department of Parking and Traffic, DPT

The San Francisco Department of Parking and Traffic, a division of the SFMTA.

1.23 Disposition

The decision reached regarding a Protest following Administrative Review, Administrative Hearing or a DeNovo Hearing on a Protest.

1.24 Effective Date

The date on which the Controller has certified to the availability of funds and Contractor has been notified in writing.

1.25 Enforcement, Enforcement Division, Parking Enforcement Division

The division of SFMTA responsible for the issuance and enforcement of Citations, with its offices at 505 - 7th Street, 10th and Bryant Streets and 2323 Cesar Chavez Street as of the Effective Date of the Agreement.

1.26 Error Correction

An emergency action taken to fix hardware, including the processor(s), PCs or printers, or software anomalies having a negative impact on the operation or use of the CPSCMS.

1.27 Fee

SFMTA permit fees and any applicable monetary assessments for Citations and Citation processing that are added to Fine amounts, such as late payment fees, returned check fees, administrative fees, court filing fees and any Fine enhancements that are authorized by law.

1.28 Field Maintenance Requests

Maintenance requests for specific meters, signs and curb painting, further described in Section II.I herein, which are entered into Handheld Units by PCOs in the field and then uploaded to the PCPS for automatic transmission to an online printer as an e-mail message or to a specified facsimile machine.

1.29 Fine

The initial amount of money charged for violation of law.

1.30 Fleet and Government Vehicle System, FGVS

The system described in Section IV.E.8 herein that tracks vehicles assigned to a company or governmental agency and generates billings for Fines and Fees to the vehicle fleet owner.

1.31 Handheld-Ticket Writing and Reporting System

The component of the CPSCMS described in Section II herein that collects, stores, processes and retrieves information collected through Handheld Units for issuance of Citations.

1.32 Handheld(s), Handheld Unit:

As of the Effective Date of the Agreement, SFMTA's inventory of current inventory of Itronix Q-200 Handheld Ticket Writing Units, and Exttech Model S3750THS printers and accessories.

1.33 Hearing Division

The division of SFMTA whose function it is to conduct Administrative Hearings for vehicle owners, drivers or their authorized agents on contested parking Citations and on towed or booted vehicles as mandated by California Vehicle Code §§ 40215, 22852 and 22651.7, and for individuals protesting transit fare evasion and other transit passenger conduct violations as set forth in Division 10, Part 11, Chapter 8 of the Public Utilities Code (§§ 99580 *et seq.*).

1.34 Hearing Examiner

An individual authorized to conduct Administrative Hearings pursuant to California Vehicle Code §§ 40215, 22852, 22651.7 and Division 10, Part 11, Chapter 8 of the Public Utilities Code (§§ 99580 *et seq.*).

1.35 Hearing Processing System

The rules and procedures for tracking Administrative Hearings pursuant to California Vehicle Code § 40215.

1.36 Hearing Request

A request for an Administrative Hearing for a contested Citation.

1.37 Image Management System, IMS

The module attached to the PCPS that captures, store and retrieves all images.

1.38 Installment or Volunteering In-Lieu of Payment Tracking System, IPCSP

The system that monitors Customers who have elected and been approved for the program that permits the payment of outstanding Citations through City-designated volunteer programs, or timed partial payments.

1.39 Interactive Voice Response, IVR

A voice activated interface with the ticket processing system.

1.40 Miscellaneous Collections

The system for monitoring and tracking collection efforts for certain enumerated categories of hard-to-collect Fines and Fees that may be assigned to Special Collections by the SFMTA, as further described in Section V.C herein. Contractor is entitled to a Special Collection Fee for any Citation that is assigned to Miscellaneous Collections.

1.41 Mobile License Plate Recognition, MLPR

The equipment and services that enable Enforcement staff to remotely scan vehicle license information from Enforcement Division vehicles in order to identify licenses with five (5) or more delinquent Citations (Scofflaws), who may be subject to booting and towing.

1.42 Network Operations Center, NOC

Central point of contact for all system users 24 hours a day, seven (7) days a week accessed by a toll-free number. NOC is staffed from 5: a.m. until 7 p.m. local San Francisco time..

1.43 Notice of Delinquent Parking Violation, NDPV

The notice sent out by the Citation issuing agency in accordance with procedures and requirements for notices of delinquent violations specified in California Vehicle Code §§ 40206 through 40211.

1.44 Officer Management System, OMS

The component of the CPSCMS that enables the Enforcement Division to review data collected by the HWRS for effective management of personnel and to review Citation issuance data, as further described in Section III herein.

1.45 Out-Of-State Collections

The elements of the CPSCMS utilized in processing of Citations issued to vehicles registered outside of the State of California, as described in Section V.B herein. Contractor is entitled to a Special Collections Fee for Citations subject to Out-of-State Collections.

1.46 Parking Control Officer

An employee of the Department of Parking and Traffic's Enforcement Division authorized to issue parking Citations and enforce traffic regulations in San Francisco.

1.47 Parking Citation and RPP Division

The division of SFMTA which collects money for parking Citations and which issues parking permits.

1.48 Parking Citation Processing System

The component of the CPSCMS that manages the data entry for, processing and adjudication of Citations, including the Residential Permit Processing System, as further described in Section IV herein.

1.49 Performance Bond

The financial instrument which Contractor is required to maintain to guarantee the performance of Contractor's obligations under the Agreement, as further described in Section 61 of the Agreement. The Performance Bond and all replacement Performance Bonds provided by Contractor during the term of the Agreement shall be attached hereto as Appendix C and are hereby incorporated by reference as though fully set forth herein.

1.50 Protest

The formal challenge of a Citation, a Notice of Delinquent Parking Violation, or the towing or immobilization of a vehicle by means of any applicable procedural requirements established by law, regulation, Contract or SFMTA policy.

1.51 Protestor

A person who files a Protest.

1.52 Public Information Website, PIW

The destination on the internet that provides Customers with information regarding parking and Citations in San Francisco.

1.53 Registered Owner

The person or business that has legal ownership and responsibility for a vehicle as established by the official records of the California Department of Motor Vehicles or other state vehicle registry.

1.54 Residential Permit Parking, RPP

The program established pursuant to Article 15 of the San Francisco Traffic Code which allows residents of certain areas to obtain permits exempting the residents' vehicles from parking time restrictions.

1.55 Residential Permit Processing System, RPPS

A system that allows the City to issue and track different types of parking permits issued to residents.

1.56 San Francisco Department of Public Health, SFDPH

The Department of Public Health of the City and County of San Francisco, acting by or through its Director.

1.57 San Francisco Municipal Transportation Agency, SFMTA

The entity by that name that was established by San Francisco Charter Article 8A.

1.58 San Francisco Police Department, SFPD

The police department of the City and County of San Francisco, acting by or through its Chief of Police.

1.59 San Francisco Traffic Code

The compilation of ordinances pertaining to traffic rules and regulations which is part of the San Francisco Municipal Code.

1.60 Scofflaw

A vehicle in violation of California Vehicle Code §§ 22651(i) or 22651(o) because it has five (5) or more delinquent Citations or has been out of registration for more than six (6) months.

1.61 Special Collection Fee

The amount described in Appendix B hereto, owed by City to Contractor for Citations assigned to the Special Collection System by SFMTA, expressed as a percentage of revenue collected by Contractor.

1.62 Special Collection System, SCS

The system that provides monitoring and tracking software, hardware, training and technical support for Out-of-State and Miscellaneous Collections..

1.63 Squad

A unit of Parking Control Officers, police officers, or transit fare inspectors.

1.64 Tow Hearing

A hearing mandated by California Vehicle Code § 22852.

1.65 Tow Noticing System, TNS

A system utilized to look up Registered Owner information and then to mail out notices of storage from a list provided by the City's Towing Contractor.

1.66 Transit Fare Evasion Processing System

A system for tracking and processing Citations issued to individuals who receive Citations for failing to show proof of payment while riding the City's public transit systems and for transit passenger misconduct in violation of Division 10, Part 11, Chapter 8 of the California Public Utilities Code (§§ 99580 *et seq.*).

1.67 Vehicle Identification Number, VIN

A universal letter and numbering protocol designed to uniquely identify a particular vehicle, as set forth in California Vehicle Code § 671.

1.68 Vehicle License Number, VLN

The series of letters and/or numbers found on a vehicle's license plate(s) issued by a state governmental entity that uniquely identifies a particular vehicle.

1.69 Wide Area Network, WAN

A computer network that links offices through the City's' Department of Telecommunications and Information Services.

II. HANDHELD-TICKET WRITING AND REPORTING SYSTEM (HWRS)

Contractor shall operate and maintain the SFMTA's HWRS with all current features as a fully integrated element of the existing Parking Citation Processing System (PCPS). Contractor shall provide at least the following hardware, software, equipment, supplies and services making up the HWRS at no expense to SFMTA beyond the Citation Processing Fees:

A. Payments for Existing Handheld Units.

Contractor shall assume all payments listed in **Appendix D** that post-date the Effective Date of this Agreement, through June, 2010.

B. HWRS Workstation Access Requirements

Contractor shall ensure that information stored and maintained in the HWRS will be accessible from workstations attached to the SFMTA WAN. Workstations shall meet all SFMTA specifications to the satisfaction of the SFMTA as referenced in Section VI.C of this Appendix A.

C. Handheld Equipment Functionality.

Contractor shall provide maintenance support for Handheld Units with the features, functionality, supplies and services listed below:

1. The ability to generate, review and print paper Citations with standardized fields such as time, date, PCO name and badge number, unique Citation number and issuing agency filled in automatically, and the ability for the PCO to manually enter other data from look-up lists and drop down menus to the greatest extent possible to enhance speed and accuracy of data entry.
2. The ability to capture PCO comments either by manual entry or selection from a list of standard comments.
3. Citation paper stock and envelopes for PCO use -- electronic Citations only.
 - a. Tickets will be pre-printed, on polytherm stock, the weight and size of which is dependent on bank lockbox specifications for payment processing and printer requirements.
 - b. Envelopes supplied by Contractor will be as follows: white, plain, 3-5/8" X 8-5/8", 17 Lbs./M, printed on both sides, with colored boxes with payment information (subject to change based on size of ticket forms when Handhelds are upgraded or replaced in 2010).
 - c. The number of Citations and envelopes paid for by Contractor will be limited to 115% of the number of Citations issued at the end of each Fiscal year. Tickets and envelopes ordered in excess of 115% of the number of Citations processed to the PCPS will be reimbursed to Contractor at cost.
4. The ability to identify vehicles' RPP status, the VLN associated with an RPP number, arrest warrants issued for a registered owner associated with a VLN (when provided to PRWT), and vehicles that are Scofflaws and/or reported as stolen by VLN and VIN look-up through a Handheld Unit.
5. The software capacity to store photographic images and associate each image with a Citation. Option available with purchase of new or replacement Handhelds upon request from SFMTA. 50MB of storage is the maximum that current Handhelds with a 64MB storage card can hold; capacity may be greater based on the type of Handheld Unit selected in 2010.

6. The PCO shall have the option to enter a personal identification number (PIN) and password for the operation of the Handheld Unit, and storage of the active PIN as part of the data records captured by the Handheld Unit.
7. Storage of and access to all data and images captured or entered into a Handheld Unit associated with a Citation.
8. The ability to review Citations issued during the active login session.
9. The capture of PCO tasks and time spent entered into Handheld Units by PCOs.
10. Automatic update of Handheld with administrator changes to lists and tables while Handheld is in its docking cradle, including Scofflaws, stolen vehicles, warrants, RPPs and other data as may be specified by SFMTA.
11. Pre-defined rules to control flow of data entry screens for context-sensitive menus and the integrity of data which shall be modified by Contractor upon SFMTA request.

D. Handheld Equipment Replacement Schedule

1. In Fall 2009, SFMTA will determine which Handheld models and printers it wishes to use to replace the current Handhelds. Contractor shall replace SFMTA's current inventory of 265 Handheld Units printers by July 2010 with new Handheld Units and printers, provided the schedule and outlined below is followed. Contractor shall provide at its own expense the 265 Handheld Units, printers and other necessary equipment as requested by SFMTA. The per-unit cost to Contractor shall not exceed \$5,500.00.
2. Contractor shall provide new employee and refresher training and reference manuals for PCOs and SFMTA trainers on any replacement Handheld Units.
3. No later than thirty (30) days after SFMTA chooses desired Handheld manufacturers, Contractor shall provide a testing plan for at least five (5) Handheld Units and printers per manufacturer chosen by SFMTA.
4. No later than sixty (60) days after SFMTA approves a testing plan for proposed replacement Handheld Units, Contractor shall provide Handheld equipment as requested and approved by SFMTA for testing, and shall install such test equipment at location(s) designated by the SFMTA.
5. Contractor shall cooperate in conducting the pilot test of proposed replacement Handheld Units, including training and support sufficient to enable Enforcement Division personnel to use and evaluate the proposed replacement Handhelds.
6. Within 15 days of SFMTA approval of the pilot test, Contractor shall place orders for the approved equipment and shall guarantee the delivery of at least sixty (60) Units within ninety (90) days of the order.
7. Following the pilot test, Contractor shall provide project management and procurement of new Handhelds and printers to replace current Handhelds and printers, including software, maintenance plan and wireless printing capacity, by no later than ninety (90) days from SFMTA's approval of proposed replacement Handheld Units and printers including all integration tasks necessary for full functionality of the replacement Handhelds and printers.

E. Processing System Requirements.

Contractor shall provide data processing capacity for the HWRS with the following features, functionality, supplies and services at each Enforcement Division location at no expense to SFMTA beyond Citation Processing Fees:

1. Support for all performance standards described in Section IX of this Appendix A.
2. SQL or ODBC compliant relational database with a graphical user interface.
3. Two-way electronic transfer of Citation data, images and PCO tasks between the HWRS and the PCPS via Ethernet docking cradles with a high-speed, universal communication protocol with the capacity to update all docked Handheld Units simultaneously in a manner that eliminates the need for physical counting, batching and delivery of data.
4. Management and maintenance of the HWRS. Contractor may upgrade the HWRS or its component parts with SFMTA's prior written approval of any proposed replacement systems or components.
5. Comprehensive reference materials for use of SFMTA personnel in the full use of the HWRS and any elements of the HRWS that are replaced during the term of this Agreement. Materials shall include instructions for maintenance, the use of hardware and software components of the HWRS, and ongoing HWRS support.
6. The generation of reports from data collected by Handheld Units.
7. Uninterrupted access to HWRS by authorized users designated by SFMTA to verify transaction status, generate reports, maintain master files and manage equipment status.
8. Software that will enable the Handhelds to automatically update the current Citation violation code, with corresponding description, to a new numbering system, upon request of the SFMTA, and receipt of the new violation codes from the SFMTA.

F. HWRS-PCPS Connectivity

Contractor must ensure that the HWRS is fully integrated with the PCPS. Transfer of data between the two systems must use a high-speed communications link that will protect the security of the data. The downloading process from the Handheld Units to the PCPS must be fully automated and shall not require manual intervention. Contractor must ensure integration between the HWRS and PCPS is operational 97% of the time within a given calendar month.

G. Data Transfer

Contractor must ensure the integrity of all data transmission, including but not limited to reconciliation of the number of Citations transmitted to the PCPS with the number received and processed from the Handheld Unit, and an audit procedure to monitor accurate transmission of transaction records accepted by the PCPS back to the HWRS.

Data transfer between the PCPS and HWRS must include VLNs or VINs of vehicles eligible for booting or towing and stolen vehicles. The HWRS must merge and post such VLNs and vehicle status as eligible for booting, towing or identified as stolen into appropriate, designated tables programmed into the software of the Handheld Units.

Contractor shall document procedures for data transmission and reconciliation.

H. Data Security

Contractor must ensure that data exchange between the HWRS and PCPS be securely transferred using an isolated internet connection to an internal private network that is secured by multiple firewalls and intrusion detection software. Contractor must restrict access to the network to authorized users at their level of authorization, and only authorized IP addresses shall be allowed to exchange data with the PCPS.

Multiple layers of security shall allow access to authorized users by function and responsibility, including multiple levels of security access to the central base station server database. Profiles shall be set up by user type (Trainee, User, Supervisor, and Administrator) and access shall be set automatically when a security level is assigned. Users shall be able to view reports and modify data only to the extent authorized by their assigned security level. A supervisor shall be able to view reports but shall have limited access to data tables and the ability to modify data only as authorized. An administrator shall be able to access all tables and view and modify tables. User security levels shall be established by SFMTA and implemented by Contractor. User access shall be capable of being modified or revoked immediately upon SFMTA request.

Access to Citation issuance authority on a Handheld Unit shall be controlled with a User ID, PIN or password login process, validated against a table on the database master file. Data shall be stored securely on the Handheld until transferred to the Data Center.

I. Field Maintenance Requests

The HWRS shall provide PCOs the ability to use the Handheld Units to submit Field Maintenance Requests for specific meters, signs and curb painting. Field Maintenance Requests shall be transmitted electronically directly to the PCPS and/or as otherwise directed by the SFMTA. HWRS Field Maintenance Requests system shall be capable of confirming that the Field Maintenance Request was received and shall be able to resend the message when required.

Within 90 days of receipt of specifications from SFMTA's Enforcement Division, Contractor shall provide a schedule for implementation of the Field Maintenance Request component, which shall be subject to SFMTA approval. Contractor shall provide the system within 180 days of SFMTA's acceptance of the implementation plan.

J. Support and Maintenance

Contractor shall at all times provide support services as follows:

1. Software Maintenance

Contractor shall provide software upgrades to HWRS components that it makes available to its other clients, and shall document all such upgrades. Software upgrades to Handheld Units shall be uploaded to Handhelds while docked.

2. Equipment Maintenance

Contractor shall assign any manufacturer warranties to SFMTA. Equipment maintenance and repair that falls outside the warranties shall be paid for by the SFMTA.

3. Technical Support

Contractor shall provide on-site consulting support from Contractor's project team assigned to the SFMTA as described elsewhere in this Agreement, and shall also provide toll-free telephone support 24 hours per day, 7 days per week.

III. OFFICER MANAGEMENT SYSTEM (OMS)

Contractor shall provide a comprehensive OMS that provides the SFMTA with the ability to monitor PCO activity and to create next-day ad hoc management reports. Contractor must ensure that the OMS is integrated with the HWRS to receive data from cradled Handheld Units, and that the OMS is capable of incorporating data manually entered into the PCPS within one (1) Business Day of input.

Contractor shall provide the following functionality, features and services through the OMS:

A. Tracking of activities performed by PCOs

1. Work Detail and Type of Assignment (e.g. Parking Enforcement, Traffic Management, Dispatch, Other Non-Field Tasks, Administrative Tasks, Driveway Complaints, Residential Permit Parking, Commute Tow, General Enforcement, Abandoned Vehicle)
2. Work/Non-Work Status (e.g. Sick Leave, Vacation, Training, Light Duty, Breaks, Lunch, Fueling, Travel Time, Roll Call, Debriefing)
3. Supervisor/PCO designation; the system must allow for PCOs to report to more than one supervisor in a day.
4. Location of Citation issued

B. Requirements For OMS System

1. Online Maintenance

Within 90 days of SFMTA's written approval of specifications, Contractor shall provide online maintenance of a complete catalog of parking enforcement supervisory assignments of PCOs, which shall be available at the time entered. Contractor's system must allow the SFMTA to enter changes in personnel and assignments, including temporary assignments.

2. Tracking at Supervisor Level

Contractor shall ensure that OMS system enables SFMTA management to:

- a. Track activities performed by a PCO within an assigned shift;
- b. Review PCO activities throughout the course of his or her shift;
- c. To create ad hoc reports in order to obtain specific statistical information or trends.

3. Management Reporting of Activities

Contractor shall ensure that the OMS performs the following functions:

- a. Provide the ability to report by sorting on any data category that is captured by the Handheld or by manual entry;
- b. Accommodate and document real-time adjustments to assignments at the PCO badge number and supervisor level, and reflect assignments of one PCO to more than one supervisor and/or one supervisor to multiple assignments or work details.
- c. Group activities by type, to reflect percentage of workday spent on a particular Type of Assignment, location, Work Detail, or Work/Non-Work Status, by PCO badge number and at the supervisor level, so that all available hours worked during each 24 hour period if entered into the OMS can be accounted for and documented seven days per week, including weekends and holidays.
- d. Document overtime hours worked by badge number and at the supervisor level, and describe work detail, type of assignment, and non-work status.
- e. Assist management of the Enforcement Division to evaluate day-to-day activity assignments and patrol strategies.

- f. Allow for table updates and audits for quality of data at the time entered.
- g. Display all information for every parking Citation issued during any time range specified by the SFMTA.
- h. Allow user-friendly retrieval of the records of all employees who issue parking Citations. Record retrieval must be capable of being initiated by entering the issuer's I.D., his or her supervisor's name, or by entering a specific date or date range.
- i. Generate both regularly scheduled and on-demand reports that show the amount of time for each PCO badge number for the various assignments or activities within a supervisor's area of responsibility or assignment.

4. Statistical Reports on Productivity Online

Contractor shall ensure the OMS provides SFMTA with operational online, real-time reports of PCO activities by PCO, location, Unit assignment and enforcement area. Citywide statistics must be available for any specified time period. Contractor's system shall provide the following management and operational reports:

- a. PCO activity summary
- b. PCO activity detail and
- c. Summary productivity reports

The SFMTA reserves the rights to modify the report list, and will notify Contractor of any modifications