

Appendix H

Statement of Work Coin and Data Collection Services and Associated Support

Table of Contents

Table of Terms and Abbreviations.....	4
1. Administration.....	7
A. Administrative Staffing.....	7
B. Coin and Data Collection, Coin Delivery and Support Services.....	8
C. Facility.....	8
D. Hours of Operations.....	9
E. Telecommunication Equipment.....	10
F. Uniforms.....	10
G. Prevailing Wage Ordinance.....	11
H. Reporting.....	11
I. Training.....	13
2. Coin Collection Services.....	14
A. Staffing Requirements.....	14
B. Routes and Schedules.....	15
C. Equipment.....	16
D. Reporting.....	19
3. Coin Delivery Services.....	20
A. Staffing Requirements.....	20
B. Schedules.....	20
C. Equipment.....	21
D. Reporting.....	21
4. Data Collection Services.....	22
A. Meter Condition Report.....	22
B. Occupancy.....	23
C. Inventory (Parking Spaces, Parklets).....	24
D. Overhead & meter signage, curb regulations.....	24
5. Support Services.....	25
A. General Description.....	25
B. Qualified DBA /IT Support.....	25
C. Revenue Reconciliation (coin, smart card, credit card and pay-by-phone).....	26
D. Realtime Meter Transaction Variances.....	26
E. Electronic Lock Software.....	27
F. Nexgen Collection Keys.....	27
G. Parking Ambassadors.....	28
6. Qualified Parking Consultants.....	28

7. Procurement Services 29

A. Parking Meter Support Equipment..... 29

B. Meter Smart Card..... 29

Table of Terms and Abbreviations

Term or Abbreviation	Description
Business Intelligence (BI)	Business Intelligence (BI) comprises the strategies and technologies used by enterprises for the data analysis of business information. BI technologies provide historical, current, and predictive views of business operations. Common functions of business Intelligence technologies include reporting, online analytical processing, analytics, dashboard development, data mining, process mining, complex event processing, business performance management, benchmarking, text mining, predictive analytics, and prescriptive analytics.
Business Day	Monday through Friday, excluding holidays.
Business Hours	Monday through Friday, 8 a.m. to 5 p.m.
Cashbox	Coin depository within multi-space meter
CBA	Collective Bargaining Agreement
Coin Canister	The canister in the single-space meter vault to which coins are deposited by the meter user
Collection Crew Shift	A four (4) hour work shift for meter coin collectors
Collection Route	A series of parking meters that are generally grouped by geographic locations, hours of operation and meter rates
Collection Sub-route	Smaller portion of collection route
Collection Vault	Canister used by collection staff to deposit coins from the coin canister
Collection Vault Head	Upper part of the collection vault with coin canister receptacle
Contractor	[The Proposer who is awarded the contract]
CSV	Comma separated values file
Cummins-Allison/Jet Sorter	Coin sorting and counting hardware/software
Data Collection Crew	One driver and one or two parking meter collector
Day	A calendar day
Fiscal Year	July 1 – June 30
FTP	File transfer protocol
IPS	Single-space meter manufacturer
IPS MMS	IPS Meter management system
ISO	International Standards Organization
J.J. MacKay	Meter Manufacturer

Term or Abbreviation	Description
KPI	Key Performance Indicators (e.g., collection route revenue, meter and pay station revenue, frequency of collections, collection area coverage, skipped meters)
LAN	A local area network (LAN) is a computer network that interconnects computers in a limited area
Level Two Support Technician	Technicians and support analysts certified by technology providers to be a liaison between vendor and SFMTA
Maintenance App	An application developed for SFMTA meter shop. Maintenance application contains multiple modules including maintenance, data and coin collection, meter condition reporting
Medeco	Manufacturer of electromechanical locks
Medeco Nexgen End of Cable	Legacy Medeco system that allows establishing a relation between collection subroute and collection vault number. For example, collection subroute 101.3 is collected by using collection vault number 122
MMS	Meter Management Software
MS SQL	Microsoft SQL Relational Database
MST	Money Systems Technology Inc., manufacturer of the coin sorter
Multi-Space Meters Collection Crew	One driver and one parking meter collector
Nexgen Key	Medeco Electronic Key
Nexgen Lock	Not Integrated Medeco Electromechanical Lock
NFC Sensor	Near Field Communication Sensor
Non-Productive Time	The driving time between routes and walking time on blocks that have few or no meters
OBIEE	Oracle Business Intelligence Enterprise Edition Plus, also termed as the OBI EE Plus, is Oracle Corporation's set of business intelligence tools consisting of former Siebel Systems business intelligence and Hyperion Solutions business intelligence offerings
Pay Station	Multi-space parking meter
PMD	Parking Meter District (e.g., Civic Center, Hayes Valley, SOMA, Fisherman Wharf, Fillmore, Outer Sunset)
Port Parking System	Parking Meters and Pay Stations that the SFMTA manages on behalf of the Port of San Francisco
Power BI	Power BI is a business analytics service by Microsoft. It is part of the Microsoft Power Platform
SFMTA	San Francisco Municipal Transportation Agency

Term or Abbreviation	Description
SFTP	Secured File Transfer Protocol (encrypted data transfer)
SFMTA Data Warehouse	SFMTA Data Warehouse (DW) is a database used for reporting and analysis of parking related data. The data stored in the warehouse is uploaded from the IPS, Mackay, Pay-by-Phone, Conduent and other parking operational systems used by SFMTA.
SFMTA Meter Repair Shop	SFMTA meter maintenance headquarters, located at 1508 Bancroft St, San Francisco
SFMTA Server Room	SFMTA's primary information systems site
Single-Space Meters Collection Crew	One driver and two parking meter collectors
SOP	Standard Operating Procedure
SOW	The Statement of Work contained in this Appendix H describing the Services Contractor shall perform.
SQL	Structured Query Language
WAN	A wide area network (WAN) is a telecommunication network that covers a broad area
XML	Extensible Markup Language (XML) is a set of rules for encoding documents in machine-readable form

1. Administration

A. Administrative Staffing

- 1) Contractor shall provide the following (full time) administrative staffing:
 - a. Contract Manager who works full time for SFMTA and does not work for other clients. Contract Manager is responsible for to managing coin and data collection as well as other Services covered by this SOW.
 - b. Coin and Data Collections Manager who works full time for SFMTA and does not work for other clients. Coin and Data Collections Manager is responsible for managing coin and data collection as well as other Services covered by this SOW.
 - c. Office Manager who works full time for SFMTA and does not work for other clients. Office Manager is responsible for managing coin and data collection office, performs various administrative duties, as well as supports Contractors' employees performing Services covered under the Agreement resulted from this SOW.
 - d. Analyst who works full time for SFMTA and does not work for other clients. Analyst is responsible for various analytical tasks in connection with Services and tasks performed under the Agreement resulted from this SOW.
 - e. Senior Executive (e.g., Regional Manager) who dedicates at least 10% of their time working for SFMTA providing corporate support for Coin and Data Collection line workers, supervisors, office staff and management.
- 2) The **Contract Manager** shall have the overall responsibility for delivering all the Services to the City.
- 3) The **Coin and Data Collections Manager** shall have general oversight of all Contractor's employees working on parking meter and data collections shifts. The Collections and Data Manager shall ensure that all crews complete their daily assignments following established collection schedule (existing schedule is attached in **Attachment 1**). The Coin and Data Collections Manager shall monitor all the daily activities and track such problems as broken meters, faulty keys, locks, and/or any other collection equipment problems that might arise
- 4) The **Office Manager** shall support the delivery of all Services by organizing office operations and procedures, preparing payroll, controlling correspondence, designing filing systems, reviewing, and approving supply requisitions, assigning and monitoring clerical functions and prepare SFMTA and PORT invoices and supporting documents.
- 5) The **Analyst** shall provide an analysis of meter transaction variances, conduct daily coin reconciliation, analyze collection schedule effectiveness, and perform monitoring of various collection KPIs. Analyst position shall be responsible for providing monthly

revenue and reconciliation reporting utilizing BI tool (e.g., Power BI, OBIEE) and other analytical duties as assigned.

- 6) The **Senior Executive** shall provide and executive oversight and support of Contractor's Services performance; ensure that the Contract Manager and staff have all the resources needed to deliver the Services to SFMTA, and provides overall guidance, training, and support for management staff. The Senior Executive shall participate in monthly meetings with SFMTA to address Services delivery quality, timeliness, and Contract requirements.

B. Coin and Data Collection, Coin Delivery and Support Services

- 1) Contractor shall provide coin, data collection and support services the SFMTA's parking meter program as described in this Appendix H (SOW) Sections 2,3, 4 and 5. Coin collection shall include both single and multi-space meters. Data collection shall include but not be limited to meter condition, occupancy, inventory, parklets, construction sites, signage, and curb regulations. Coin delivery services shall include delivering collected meter coins to SFMTA counting facility located in the basement of 1 South Van Ness building. Support services shall include providing IT support for relevant to coin and data collection parking systems, revenue reconciliation, meter transaction variance analysis, electronic lock software, Nexgen collection key management, and parking ambassadorship.
- 2) Contractor shall ensure that all collection routes are covered according to the collection schedule approved by the SFMTA. Crew leaders shall transport their collection crew, collection equipment, collected coins and data safely to and from their designated routes and sub-routes each collection day. Crew leaders shall be responsible for securing all collections equipment and vehicles. Crew leaders shall also document the equipment used during the collection day. Field supervisors shall ensure that all collection crews are aware and knowledgeable of the routes assigned for collection and that each collector collects the route in sequence and completely.
- 3) Contractor shall provide support (via mobile phone and in person) to collection crews in the field to address any problems that arise in performing the Services in the field. The On-Street Supervisor shall monitor all Crew Leaders and collectors to ensure that they are following approved policies and procedures.

C. Facility

- 1) Contractor shall provide a coin and data collections facility (Collections Facility) that has 24-hour security and is available to accept and process collection vaults during any scheduled collection day. Security should at a minimum include the following: video surveillance (inside and outside of the facility), burglary alarm, and secure programmable building access. SFMTA shall have the access to the life feed and 3

months' worth of recording history.

- 2) The Collections Facility shall be located in San Francisco, Daly City, or South San Francisco and be available for access to SFMTA's employees.
- 3) The Collections Facility shall have, at a minimum, a land line telephone, document scanner and printer, fax machine, computer network with high-speed internet access (both LAN and Wi-Fi).
- 4) The Collections Facility shall meet all applicable OSHA rules/standards and have restrooms, locker rooms and a designated break area that is segregated from secured areas of the facility. The SFMTA reserves the right to inspect Contractor's facilities used in the performance of the Services, to confirm that such facilities are sufficient for the purposes described in the Agreement.
- 5) The SFMTA reserves the right to direct Contractor to perform the Services in SFMTA-owned or leased property at any time during the Agreement. Should this occur, SFMTA and Contractor will negotiate a schedule and costs for the move and reduction of Contract Amount for the rent of the unused facilities.
- 6) All visitors entering the Collections Facility. Lists of visitors should be kept and stored in an electronic format for the term of the Agreement.
- 7) SFMTA shall have the option to request Contractor to provide, as part of its facility setup, a heavily secured money room or a safe capable of storing up to twenty collection canisters and up to a hundred cashboxes.

D. Hours of Operations

- 1) Contractor shall provide adequate administrative and support staff in its coin and data collection facility to support various coin and data collection Services.
 - a. Coin collections hours: 5:30AM to 2PM, M-F.
 - b. Coin delivery to SFMTA hours: 10:30AM to 11:00 AM and 2PM to 2:30PM, M-F.
 - c. Data collections hours (when scheduled): 7AM to 10PM, M-F with occasional work on Saturdays and Sundays.
 - d. Administrative coverage: 8AM to 5M, M-F.

Contractor shall perform meter collections daily, Monday through Friday with exceptions of SFMTA's observed holidays. However, the SFMTA reserves the right on 72-hours' notice to require the Contractor to collect coin, data or perform other related tasks on SFMTA-observed meter holidays and weekends.

E. Telecommunication Equipment

- 1) Contractor shall provide smart phone devices for each coin and data collection employee while on duty. The employee must securely attach the communication device to their work belt. All communication devices shall be equipped with a GPS tracking system and be accessible from the Contractor's and SFMTA offices. Contractor and designated SFMTA personnel shall track all coin and data collection employees in real time while they are performing collection activities.
- 2) All collection crews shall be equipped and accessible at all times by direct communication. Contractor collection employees are strictly prohibited from using any personal communication devices (e.g., cell phones) while performing collection duties unless prior authorization has been given by the Contractor and SFMTA.
- 3) Each two years of the Agreement (starting 60 days from NTP), Contractor shall supply Meter Shop employees (managers, supervisors, parking meter repairers) with 35 web-enabled smart phones, at no charge to SFMTA. Phone plans shall include unlimited domestic data, talk and text functions. Each phone shall be equipped with a hands-free device, NFC sensor, durable holster.

F. Uniforms

- 1) Contractor shall provide uniforms for all of its employees providing the Services. Uniforms may be purchased or rented through professional Services. Each employee shall be provided with at least five sets of uniform per year.
- 2) Uniforms shall include pants, shirts, jackets, hats, beanie, black boots, rain gear, and safety class 2 vest.
- 3) The Uniforms shall be of a standard guard style. All collections personnel shall wear their uniforms at all times while on duty. Uniforms are to have the Contractor's corporate name on the front of the shirts, on hats, and on the back of safety vests provided. Safety vests must be worn on the outside of the uniform, jacket etc. by collections staff at all times.
- 4) Contractor shall provide each collector with a photo identification badge with the employee's name and the Contractor's name that shall be worn while on duty. The I.D. badge shall not be stored in a pant or jacket pocket; but shall be visibly displayed.
- 5) Contractor shall provide all collectors with equipment necessary to physically secure collection keys, collection cards and other relevant equipment to their person
- 6) Uniforms and equipment provided by the Contractor are subject to approval by the SFMTA. SFMTA reserves the right to make random unannounced inspections of uniforms worn by collections personnel.

G. Prevailing Wage Ordinance

San Francisco Administrative Code (uncodified) Section 21C.7 (attached here as Attachment 2) requires Contractor to pay prevailing wages to certain classes of employees who perform coin collection services. That Ordinance also requires Contractor to retain persons employed in those classes by the prior coin collections contractor, and also provide transitional employment for terminated employees. Contractor. The requirement to pay prevailing wages includes wage rates for overtime and holiday work and fringe benefits as paid for similar work performed in the City. Refer to "Prevailing Wage Ordinance, File Number 160593", Attachment 2 to this RFP.

The incumbent is subject to a Collective Bargaining Agreement (see Attachment 12).

H. Reporting

- 1) Contractor shall provide the reports described in this SOW, Section 1.H.3 using Microsoft Office, Power BI, OBIEE, or a BI tool of Contractor's choice. Current samples of these reports are provided in Attachments 3 to 7 to this SOW.
- 2) Contractor shall submit all meter collection revenue reports in Excel format unless SFMTA approves a request from a Contractor to submit in alternate format.
- 3) Contractor shall provide to the SFMTA following reports.

a) *Daily Meter Condition Report (Attachment 3)*

Contractor shall provide real-time tracking via Maintenance App for all disabled, broken, or missing meters or pay stations encountered while performing collection duties. *If Contractor discovers a vandalized or broken parking meter hardware, it shall immediately report the issue to the Meter Shop.*

Meter Condition Report produced based on Maintenance App data shall, at a minimum, contain the following common meter faults:

- a. Out of order
- b. Key slot jammed
- c. Low battery
- d. Vandalized meter
- e. Broken coin canister
- f. Loose pole
- g. Bent pole
- h. Pole / No meter
- i. No pole / No meter
- j. Vault Lock Won't Open (Green light)

- k. Electronic lock is not properly assigned
- l. No communication
- m. Spinner 180
- n. Spinner 360
- o. Construction zone
- p. No reset
- q. Blank Screen
- r. Bad Collection Card
- s. Collection Lock Won't Open – Red Light
- t. Signage

b) *Missing or Damaged Equipment Report (email statement, no set format)*

Contractor shall report to SFMTA all missing or damaged equipment before 5 PM on the day Contractor discovers it. Each report shall include the location, equipment ID number, type of equipment, the date and time the equipment was discovered to be damaged, a description of the damaged or lost equipment, and a short description of how the equipment became damaged or went missing.

c) *Daily Session Variance Report Analysis (Attachment 4)*

Contractor shall provide a "Session Variance Analysis" analysis following the format set out in Attachment 4 to Appendix H (SOW), that compares real-time revenue transactions with database rates and calculates the variance between applied rates and scheduled rates. Contractor's staff shall review the report and produce a daily analysis in summary format for SFMTA staff to review. See Attachment 4 to this Appendix H (SOW). Provided analysis shall determine what caused daily transaction variance between published meter rates and actual rates charged by meter hardware or pay-by-phone application at the time of the transaction.

d) *Weekly Revenue Variance Report (Attachment 5)*

Contractor shall produce a "Weekly Revenue Variance Report" that compares a total sum of real-time revenue transactions received in SFMTA database with meter vendors' database totals. See Attachment 5 to this Appendix H (SOW). Provided analysis shall determine what caused a variance between total weekly revenue reported by meter or pay-by-phone vendors and SFMTA database total.

e) *Weekly Skipped Meters Report (Attachment 6)*

Contractor shall analyze daily electronic lock collection reports and determine which meters were not collected as part of the daily collection assignments. Meters that are not collected shall be referenced against meter condition report (Section 1.H.3.a to this SOW). All instances where meter was not collected without recorded reason shall be investigated and explained in the

report. A weekly "skipped meters report" shall be submitted to SFMTA along with appropriate explanations and a plan of corrective actions on Monday of every work week.

f) *Monthly Revenue Reports (Attachment 7)*

Contractor shall submit the following monthly revenue reports in both hard copy and electronic formats:

- a. Coin revenue by meter analysis – this report lists average meter coin revenue based on collection route. The report also must contain the collection route inventory number, collection days, collection frequency and route geographical location.
- b. Average revenue by type (with high and low points)
- c. Fiscal Year Revenue by Month by Type
- d. Multi-space revenue by type
- e. Single-space revenue by type
- f. Fiscal year revenue total
- g. Active meter inventory counts for the collection area(s) covered by the report (e.g., Collection Subroute 101.1 – 75 active meter spaces)

- 4) The SFMTA reserves the right to add or modify report requirements.
- 5) SFMTA requires Contractor to conduct regular monthly meetings to evaluate report deliverables. Contractor's Contract Manager, Coin and Data Collection Manager and Analyst shall attend these meetings. Additional meetings may be scheduled as SFMTA may require

I. Training

- 1) Contractor shall provide training specific to the tasks performed by assigned personnel for both line staff and supervisors throughout the term of the Agreement. Training shall cover the task and personnel requirements described in this SOW as well as the Contractor's own procedures.
- 2) Each staff person shall sign a certificate that attests to their participation in training in their designated function area. This document shall be kept by the Contractor and made available by request to the SFMTA.
- 3) Contractor shall provide all safety training required under federal, state and local law, which shall be conducted, as required, at Contractor's expense.
- 4) Contractor shall offer "Smith System" driving training <https://www.drivedifferent.com/> or its equivalent for all drivers on annual basis at no additional cost to SFMTA. Driver certifications shall be kept by the Contractor and

made available by request to the SFMTA. Attaining "Smith System" driving certification is a prerequisite of becoming a driver.

- 5) SFMTA may direct Contract to provide additional training as necessary to ensure Contractor's staff are fully trained and informed of Services requirements.

2. Coin Collection Services

A. Staffing Requirements

- 1) For each work shift, Contractor shall provide the following coin collection staffing for each single space or multi space collection crew:
 - a. Single-space coin collector and/or Multi-space coin collector (depending on assignment)
 - b. Crew leader
 - c. Collection Supervisor (may be assigned to multiple crews)
- 2) The Single-Space collections crews shall consist of crew leader and two collectors. All crew members perform meter collections. The number of collections by each crew member will be based on collections frequencies, route and sub-route structure, and the geography of City streets.
- 3) The Multi-space collections crews shall consist of a crew leader and one collector. Both crew members shall be present at each pay station while performing multi-space meter collections. The number of collections by each crew member will be based on collections frequencies, route and sub-route structure, and the geography of City streets.
- 4) Contractor shall ensure that all routes are collected according to the collection schedule provided by the SFMTA. Crew leaders shall transport their collection crew, collection equipment, collected coins and data safely to and from their designated routes and sub-routes each collection day. Crew leaders shall be responsible for securing all collections equipment and vehicles. Crew leaders shall also document the equipment used during the collection day.
- 5) Contractor shall provide at least three collection field supervisors. Field supervisors shall ensure that all collection crews are aware and knowledgeable of the routes assigned for collection and that each collector collects the route in sequence and completely.
- 6) Contractor shall provide mobile support to all of the collection crews in the field in case they encounter mechanical, technical or any other problem that interferes with collection activities. Field supervisor shall monitor all crew leaders and collectors to ensure that they are following approved policies and procedures.

- 7) The Coin and Data Manager shall be responsible for oversight of all of the Contractor's employees that are engaged in the Services.
- 8) The Coin and Data Collections Manager shall ensure that all crews complete their daily assignments following the Contractor's Standard Operating Procedures.
- 9) Contractor shall monitor all daily activities and track such problems as broken meters, faulty keys, locks, and/or any other equipment problems.

B. Routes and Schedules

- 1) The SFMTA will provide the list of collection routes/sub-routes and the current frequency of collections to the Contractor in this SOW, Attachment 1.
- 2) Contractor shall learn and understand h SFMTA collection routes/subroute and collection schedule no later than 30 Days from NTP.
- 3) The SFMTA reserves the right to change the routes, route schedule and collection frequency as may be required to respond to meter installations and removals, rate changes, meter pilot programs, security concerns, or when additional or fewer collections are required.
- 4) Based on Attachments 1 and 10 (meter inventory) to this SOW, Contractor shall develop and submit its proposed parking meter collection plan that includes plans for future upgrades of SFMTA parking meters, pay stations and other on-street equipment where at least half of current parking spaces will be managed by multi-space pay stations. Not that current collection schedule is based on 85% of metered spaces being managed by single space meters. The proposed collection schedule must prevent the meters or pay stations vaults to become overfilled. Contractor shall incorporate the following parameters into its proposed collection plan:
 - i. Collection work shall be set at a frequency such that the coin canister inside single space meter will not be heavier than an average of 1.5 pounds (approximately \$20 in coin).
 - ii. Contractor shall collect the cash from a PlayStation when cashbox amounts reach between \$75 and \$100 dollars.
 - iii. Collection work shall be designed so that the number of collection crew shifts required to collect the assigned meters is distributed as evenly as possible across all five working days of the week.
 - iv. The collection plan shall address how the different parking meter rates and payment methods affect the frequency of collection.
 - v. The collection plan shall minimize the amount of Non-Productive Time.
 - vi. Contractor may elect to combine single- and multi-space collection routes for enhanced revenue tracking.

- vii. Contractor shall perform meter collections every business day, Monday through Friday.
- viii. The proposed collection plan shall assume that parking spaces are split 50/50 between single and multi-space meter hardware (i.e., ~ 2,500 pay stations and 12,000 single space meters).
- ix. The proposed collection plan shall include multiple schedule options in accordance with these variables:
 - a. All Single space meters are collected at least once per week;
 - b. All single space meters are collected at least once every two weeks;
 - c. All pay stations are collected every three weeks;
 - d. All pay stations are collected every four weeks;
 - e. Pay stations are collected on demand when cashbox totals reach between \$75 and \$100 in coins.

C. Equipment

- 1) Contractor shall take possession of the following collection equipment from LAZ, the SFMTA's incumbent service provider. Complete inventory of the collection equipment will be provided to the highest ranked Proposer upon Contract award.
 - a) Electronic collection keys (Nexgen)
 - b) Nexgen scheduling hardware and software
 - c) Collection vaults and collection vault heads with locks
 - d) Collection carts
 - e) "Out of service" bags, locks, and keys
 - f) Security seals
 - g) High security Medeco locks (used for collection vaults, carts, and vehicles)
 - h) Spare cashboxes
- 2) Contractor shall have the responsibility for the maintenance and care of equipment provided by the SFMTA.
- 3) Contractor shall provide key chains, belt loops and other collection-related equipment as necessary. During the term of the Agreement, Contractor shall provide proper security seals at its own expense. Security seals need to be barcoded and logged.
- 4) Contractor shall maintain a complete and orderly inventory list of all the equipment utilized for coin collection Services (both its own and provided by the SFMTA).
- 5) Contractor shall conduct monthly inspections of all the collection carts, canisters, and related parts, inside and outside, for broken welds, cracks, dents, and other problems that may endanger the integrity of the canister, canister vault head, and collection cart.

- 6) Contractor shall conduct monthly inspections of coin canister receptacle (receiver) on the lid of the collection canister. In addition, Contractor shall inspect the rubber boot on the bottom of the inside of the coin canister receptacle. Contractor shall immediately report any broken Equipment to SFMTA via email.
- 7) Contractor shall conduct daily inspections of coin canisters and cashboxes to ensure that the vault doors are working properly, close and lock correctly, and are not otherwise compromised. At the end of every Business Day, the Contractor shall record the number of the seals used on every collection vault and input the seal numbers in the asset management system. If Contractor discovers that a seal is missing, it must notify the SFMTA's representative immediately and conduct a proper investigation of the incident. Contract Manager shall submit the report to SFMTA within five Business Days of the incident.
- 8) Contractor shall provide the following collection keys controls:
 - a. Maintain electronic collection keys and related collection equipment in possession of its staff for the duration of the contract term. The Contractor may not duplicate any keys.
 - b. Report any key or lock failures to SFMTA staff.
 - c. Store key hardware in secured, locked room.
 - d. In case of missing collection key equipment, Contractor shall conduct a full investigation and provide the SFMTA with a written report within five Business Days of the incident.
 - e. Report lost or broken collection equipment to the SFMTA on the same day of the incident.
- 9) Electronic meter locks
SFMTA's current parking meter technology utilizes electronic locks. SFMTA will provide Contractor with the appropriate system accesses and equipment to conduct meter collections. At the beginning of every collection day collectors will be issued a Nexgen collection key. Contractor shall schedule collection work utilizing Medeco Nexgen software for all collection shifts separately. For example, should three collections shifts be scheduled for any given day, three separate scheduling tasks shall be performed. SFMTA reserves the right to take over scheduling duties
 - a. Contractor's collection employees shall sign for collection keys before each day's collection and return them after completing their regular collection activities. Once the handheld devices are issued, the Contractor shall store them in a secure lockbox fastened to the inside of the collection's vehicle.
 - b. Contractor shall be responsible for security of the electronic collection keys while collecting parking meters. When not in use, the keys shall be stored in locked storage area in Contractor's vehicle or offices.
 - c. Contractor shall provide 24-hour video surveillance of key storage at the Coin and Data Collection facility.

10) Vehicles

Contractor shall provide at least nine vehicles (five box trucks, four transit connects and one sedan) to perform the Services, (which includes a replacement box van or similar vehicle in case an assigned vehicle breaks down) Contractor will be responsible for ensuring that its vehicles remain in good working condition and that they have procedures in place to procure or lease additional vehicles, if necessary, to complete daily collection Services. All collection vehicles shall have standard safety equipment, including but not limited to spare tires, flares, and cones.

SFMTA reserves the right to inspect a collection vehicle with or without prior notice during normal operations hours. Vehicles used in the performance of the Agreement must be approved by the SFMTA prior to use.

11) Contractor shall include, at a minimum, the following features for both single-space and multi-space collection vehicles:

- a. Vehicle security system to ensure that collection trucks can be recovered if stolen.
- b. An interior panel or cage on walls and bulkhead separating the driver compartment from the vault storage area.
- c. Identification on the exterior of the vehicle, with message content and dimensions approved by the SFMTA.
- d. All doors shall lock automatically when closed and are to be equipped with an alarm system and an anti-theft device that disengages the ignition system.
- e. The rear and side doors shall be equipped with Medeco Padlock 54-7100 series and the Master Lock 15KA or functional equivalent. Any other locks utilized by Contractor must be approved by the SFMTA prior to use.
- f. Only equipment authorized by the SFMTA for the collection of parking meters and required safety equipment may be carried in the cab or the back of the vehicle(s) at any time.
- g. The vehicle(s) used to transport the Collectors shall contain no tools, except for a jack and wrench to change the vehicles' tires.
- h. All items and materials the SFMTA issues to Contractor that are necessary to complete the collection of that day's schedule, such as route/key lists, shall be kept in a secure box. This box shall be securely fastened (e.g., bolted) to the vehicle. Access to this box shall be supervised by crew leader and/or collection supervisor.
- i. Vehicles shall be outfitted with a GPS tracking system. Both the Contractor and SFMTA shall monitor vehicle movements, route history, current and average speeds.
- j. The anti-theft alarm shall be activated any time the vehicle is unoccupied.
- k. Contractor shall outfit the vehicles with motion-activated wireless

surveillance cameras in the collection vehicle boxes inside the rear of the vehicle.

- I. Contractor shall equip the vehicles with a digital video recorder device that operates on a continuous loop for at least three days, and that can be used for audit, training or review of a specific incident that requires further study by Contractor or the SFMTA. Video recorder equipment shall be installed on the dashboard and in the storage areas of the vehicles.
- 12) In the addition to the vehicle equipment described in Section 2.C.11 of this SOW, Contractor shall provide a single-space meters collection vehicle with the following specific features:
- a. An ability to transport at least four people.
 - b. A lift gate to load and off load collection canisters.
 - c. An ability to transfer at least 20 collection vaults, three collection carts and other relevant collection equipment.
 - d. Height not exceeding 9 feet and 4 inches.
 - e. Cargo hold shall have a method to anchor canisters to the inside of vehicles to prevent damage.
 - f. Gross Vehicle Weight (GVW) capacity to handle a minimum payload of 3,000 lbs.
 - g. Area to store collection vaults, carts and filled canisters, shall only be accessible through the rear door.
- 13) In the addition to the vehicle equipment described in Section 2.C.11 of this SOW, Contractor shall provide a multi-space meters collection vehicle with the following specific features:
- a. Vehicles used to collect multi-space pay stations shall be designed to facilitate this collection activity and shall have a secured storage area for pay station cashboxes.
 - b. Storage capacity shall accommodate at least 50 pay station vaults.
 - c. An ability to store pay station cashboxes in compartments accessible through rear and sides of the vehicle.
 - d. Height not exceeding 9 feet and 4 inches.

D. Reporting

Contractor shall issue two following reports to SFMTA each Business Day via email. The Reports shall be issued no later than next Business Days after an actual collection has occurred.

- 1) Daily Revenue Collection Report (Attachment 9)
This report is generated to show daily revenue amounts (by meter type), collection

crews' statistics and collection routes covered.

- 2) Daily Collection Assignments Completed by Crew Leaders
All the Crew Leaders' daily assignments shall be combined together and scanned as one document. This document shall be saved in PDF format

Contractor shall provide the SFMTA additional reports as directed by the SFMTA. Contractor shall submit said reports daily using the format specified in Attachments 3 to 7.

3. Coin Delivery Services

Contractor shall provide coin delivery Services to SFMTA's designated facility. Contractor shall coordinate delivery of collection canisters and cashboxes to SFMTA coin room where the coin will be counted and prepped into coin bags for armored carrier pickup and delivery to the SFMTA's banking institution for deposit. Once the coin is counted, Contractor's personnel shall retrieve and return the empty canisters and cashboxes to the coin and data collection facility. Currently, coins are delivered to SFMTA twice per day. SFMTA may amend current coin delivery procedures during the Agreement term, which Contractor shall immediately implement. The SFMTA may require a Contractor to store second shift coin canisters and cashboxes in the Collection Facility's safe room or coin safe for a next day delivery.

A. Staffing Requirements

- 1) Contractor shall maintain a staff of three full time coin room operators responsible for the receipt, delivery and care of coin canisters and cashboxes.
- 2) Coin room operators shall perform the following duties
 - Safely handle all of the coin room equipment at all times
 - Provide weekly inspections and maintenance (if needed) of all collection carts and coin canisters
 - Conduct monthly coin room asset verifications (e.g., cashboxes, coin canisters, carts, seals)
- 3) Contractor shall provide a delivery crew who will drive the vehicle back and forth from coin and data collection facility to the SFMTA coin room. Coin delivery service shall ensure a dual custody procedure whereby a secondary staff member accompanies the driver and assists in transferring the canisters to SFMTA staff. Current process consists of a delivery of single-space coin canisters twice a day (at the end of the first and second shifts; multi-space cashboxes shall be delivered at the end of the shift they are collected). SFMTA reserves the right to adjust and change coin delivery schedule.

B. Schedules

- 1) Contractor shall provide coin delivery Services Monday through Friday during the following hours: 10:30AM to 11:00 AM and 2PM to 2:30PM.
- 2) SFMTA reserves the right to adjust coin delivery schedules with 24 hours notification.
- 3) Contractor shall supervise coin deliveries to SFMTA and ensures staff safety at all times by implementing appropriate security procedures and protocols, including but not limited real time vehicle tracking.
- 4) Contractor shall immediately notify SFMTA coin room staff in case of delivery delays, interruptions or other issues impacting agreed upon schedules.

C. Equipment

- 1) Contractor shall provide inventory software and five scanners to maintain asset inventory of coin canisters, cashboxes, collection carts, security seals, coin canister's pad locks and inventory handhelds.
- 2) Contractor shall provide digital floor scales capable of weighting up to 1,000 lbs. The scales shall produce a weight receipt that can be printed as a sticker.
- 3) Contractor shall provide portable digital scales (e.g., to weight coin canisters and cashboxes) capable of weighting up to 300 lbs. The scales shall produce a weight receipt that can be printed as a sticker.
- 4) Weight receipts shall show the crew and vault number entries, and
- 5) Contractor shall provide a computer terminal and laser printer to print the weight receipts.

D. Reporting

Contractor shall follow the direction of SFMTA coin room and Meter Shop supervisors and staff to ensure safety and security in coin delivery process, accurate asset handoffs and verifications, and clear and respectful communication. Additionally, management team shall communicate daily with SFMTA IT Helpdesk at ITSupport@sfmta.com to ensure a consistent data flow to the SFMTA parking data warehouse for a coin reconciliation purposes.

- 1) Contractor shall scan each coin canister/cashbox barcodes in/out, inspect canister and seals, place crew tag on each vault.
- 2) For any used coin canister/cashbox Contractor shall record a gross weight.
- 3) Contractor shall verify all coin canister/cashbox changing hands, both parties sign off

on canisters received or returned by SFMTA.

- 4) Contractor shall record and remove crew tags (and replace worn crew tags), inspect canisters, place new bottom seal on each canister, record empty canister weights and scan canisters into The inventory system.
- 5) Contractor shall receive and deliver junk coin from SFMTA coin room to SFMTA Meter Shop as well as coin collection vaults used for meter maintenance work from Meter Shop to the SFMTA coin room each Friday.
- 6) Contractor shall prepare daily yellow (canister vault door) and white seals (coin receptacle cap) issuance form.
- 7) Contractor shall assign applicable multi-space cashboxes to pay stations in The inventory system.
- 8) Contractor shall check in/out multi-space cashboxes used in each day collection process.
- 9) Contractor shall maintain and replace, if necessary, coin canisters bar codes and numbers.

4. Data Collection Services

Data collection shall include but not be limited to meter condition, occupancy, inventory, parklets, construction sites, meter overhead and meter pole signage, curb paint conditions and regulations. Contractor shall perform data collection tasks on schedule provided in writing by SFMTA. Some data collection tasks will be project based and require adding part time staff. Some task will be conducted on regular basis and some on request. SFMTA may request Contractor to have the same crew performing multiple data collection tasks (i.e., meter condition report and inventory or inventory and occupancy).

A. Meter Condition Report

- 1) Contractor shall collect meter condition data (report details are listed in Section 1.A.3.a of this SOW) while collecting single and multi-space meter hardware.
- 2) Per SFMTA direction, Contractor shall provide meter condition data collections for spaces excluded from coin collection during any given week. Staffing requirements for meter conditions data collections outside of regular collection schedule shall be approved by SFMTA prior to each week collection.
- 3) Contractor shall record collected meter condition data by using Maintenance Application.

- 4) Contractor shall submit Meter Condition Report to SFMTA no later than 12noon the following Business Day.
- 5) Contractor shall immediately notify SFMTA staff should any kind of public hazard be discovered during collection Services. An example of public hazard can be a meter pole or meter housing blocking a sidewalk or lying on the ground.
- 6) Contractor shall utilize two or three-person crews for meter condition data collections.

B. Occupancy

- 1) Per SFMTA's direction, Contractor shall conduct manual and automatic occupancy surveys. Manual surveys shall be conducted by foot with recording the data by using specially provided occupancy application. Automatic occupancy surveys shall be provided by utilizing one LPR equipped vehicle.
- 2) SFMTA will provide LPR hardware, installation, and maintenance service. Contractor shall establish automatic occupancy survey crew (staff and vehicle) 120 days from SFMTA written request.
- 3) For automatic occupancy survey work, Contractor shall provide a vehicle with seating for at least four staff. The vehicle shall utilize hybrid or fully electric engine.
- 4) Contractor shall manage daily workload and deploy occupancy survey crews in accordance with instructions from SFMTA staff.
- 5) Contractor shall manage occupancy crews daily and weekly schedules in accordance with general direction of survey areas provided by SFMTA staff. Contractor shall supervise and adequately staff scheduled occupancy crews.
- 6) SFMTA may direct Contractor to collect occupancy data during any day of the week.
- 7) Contractor shall provide a data feed to SFMTA data warehouse based on parking occupancy recorded by Genetec LPR Output report (Attachment 11). Data feed requirements and format are presented in Attachment 8 to this SOW. SFMTA will provide a reference table between "block_face_id" and city's street and block.
- 8) Contractor shall provide (at a minimum) the following occupancy dashboards, based on parking occupancy data represented in Attachment 8 with filters for street and block and PMD:
 - a. Daily occupancy (weekdays vs. weekends)
 - b. Weekly occupancy (weekdays vs. weekends)
 - c. Monthly occupancy (weekdays vs. weekends)

- 9) Contractor shall use GIS shape file polygons of metered blocks provided by SFMTA. Contractor shall modify provided polygons to account for GPS accuracy spread (i.e., to accommodate for readings outside of regular block face. For example, sidewalks, buildings, intersections). Contractor shall make such modified shape file geographies available for SFMTA import.
- 10) Contractor shall provide quarterly verifications/audits of LPR reads and GPS accuracy.
- 11) Per SFMTA request, Contractor shall research and create custom GIS collection area shape file (polygon) map of various geographical attributes (i.e., collection route/Subroute, PMR route, street and block, blockface).
- 12) Contractor shall calibrate LPR occupancy counts in accordance with either visual observations or camera recording.

C. Inventory (Parking Spaces, Parklets)

- 1) Per SFMTA's direction, Contractor shall conduct parking spaces and parklets surveys. Surveys shall be conducted by foot with recording the data by using specially provided Maintenance Application. Inventory and parklets data collections are project based and shall be conducted by utilizing regular collection and/or supervisory vehicles.
- 2) Contractor shall manage daily workload and deploy inventory survey crews in accordance with provided instructions/schedule from SFMTA staff.
- 3) Contractor shall staff and supervise scheduled crews.
- 4) Data collection shall be scheduled during weekdays. Collection times shall correspond to Contractor's business hours.

D. Overhead & meter signage, curb regulations

- 1) Per SFMTA's direction, Contractor shall conduct meter signage and curb regulations surveys. Surveys shall be conducted by foot with recording the data by using specially provided Maintenance Application.
- 2) Contractor shall manage assigned workload and deploy survey crews in accordance with instructions from SFMTA staff.
- 3) Contractor shall staff and supervise scheduled crews.
- 4) Data collection shall be scheduled during weekdays. Collection times shall correspond to Contractor's business hours.

E. Other tasks data collection tasks

- 1) Per SFMTA's direction, Contractor shall conduct data collection tasks not defined in this SOW. Surveys can be conducted in person by walking assigned routes or using a collection or an LPR equipped vehicle.
- 2) Data collections are project based and shall be adequately managed and supervised by Contractor's staff.
- 3) Data collection can be scheduled during weekdays or weekends.
- 4) SFMTA will advise Contractor one calendar week prior to requested data collection duties.

5. Support Services

A. General Description

Contractor shall provide IT and parking consultant support services for coin and data collections, off-street and on-street parking operations and management, occupancy, signage, business intelligence tools and best practices research and studies. As part of the "Support Service Management Fee" (see Appendix G, Cost Proposal), Contractor shall provide up to 840 hours a year of database administration (DBA) and IT related support: 240 hours are to be provided at the beginning of each Fiscal Year and 50 hours every month thereafter. SFMTA will advise Contractor on which project to apply dedicated DBA hours. The SFMTA may transfer up to 300 unused hours from a previous contract year to the subsequent contract year. However, all hours shall expire at the end of the Agreement. Provided resources shall be approved by SFMTA staff.

B. Qualified DBA /IT Support

The DBA/IT support Services shall include, but not be limited to, the following:

- 1) Supporting SFMTA Maintenance Application.
- 2) Supporting SFMTA data warehouse (BI, database, middleware, front end).
- 3) Supporting SFMTA coin counting operations.
- 4) Performing re-organizations, as required, assisting in performance tuning, and ensuring maximum uptime of various SFMTA parking applications.
- 5) Enforcing and maintaining database constraints to ensure the integrity of the database.
- 6) Assisting SFMTA in administering database objects, including tables, clusters, indexes, views, sequences, packages, and procedures.
- 7) Assisting with impact analysis of all changes made to the database objects.
- 8) Managing sharing of resources amongst SFMTA applications.

- 9) Aiding in setting up appropriate BI reporting structure, dashboards, and analysis.

The DBA staff shall work closely with SFMTA IT Helpdesk.

C. Revenue Reconciliation (coin, smart card, credit card and pay-by-phone)

Contractor shall perform reconciliation services described in this section on a daily basis. If any variances greater than one percent (other standard the SFMTA directs), the variances shall be investigated, documented, and submitted to SFMTA within 72 hours after actual collection has occurred. SFMTA reserves the right to adjust threshold parameter that triggers variance investigation.

- 1) Contractor shall review variances between electronic and actual coin counts (by collection subroute for single-space and by pay station for multi-space) utilizing an appropriate report from OBIEE or equivalent system. All the variances between electronic records (for single-space and multi-space meters) and coin sorter machine counts more 1% shall be researched and documented via email to SFMTA staff.
- 2) The SFMTA reserves the right to modify current reconciliation processes and methods depending on changes in meter technology and/or coin sorting technology, the addition of other types of parking meters, or other modifications affecting parking meter hardware/software systems.
- 3) When collecting multi-space pay stations, Contractor shall remove audit receipt from the pay station printer receptacle. The printed receipt will contain coin audit data since the last collection. This receipt shall be attached to the cashbox and submitted to the coin delivery staff at the end of the shift.
- 4) Contractor shall reconcile pay-by-phone, credit, and smart card total revenue between SFMTA data warehouse and all applicable vendor applications on a weekly and monthly basis by Jurisdiction. Contractor shall submit the results of the reconciliation to the SFMTA (weekly report on the same date of the report, monthly reconciliation – during a second week of the following month).

D. Realtime Meter Transaction Variances

Contractor staff shall review an automated variance report based on real-time revenue feed in the form shown in Attachment 4 to this SOW. This report compares rates charged at the meter vs. rates published in SFMTA database. Contractor shall research and explain the reason for all variances that exceed 10 percent from accepted SFMTA variance in a daily report emailed to Daryl Robinson at daryl.robinson@sfmta.com. SFMTA reserves the right to adjust variance threshold and request all variances to be researched, explained, and documented.

E. Electronic Lock Software

- 1) Medeco currently provides software to support SFMTA electronic meter vault locks (both for single and multi-space meter hardware). Contractor shall support and manage Medeco lock software and setup. This includes but not limited to lock numbers, meter and pay station inventory, collection route and sub-route naming, designation and grouping of collection routes, user list and permissions, report setup and execution, skipped meters analysis.
- 2) Per SFMTA's direction, in accordance with approved collection plan, Contractor shall schedule collection work utilizing Medeco Nexgen software for all collection shifts separately. For example, should three collections shifts be scheduled for any given day, three separate scheduling tasks shall be performed. SFMTA reserves the right to take over scheduling duties.
- 3) Contractor shall upload collected data after each shift, unless authorized otherwise by SFMTA staff.
- 4) Contractor shall work on obtaining a "power user" or other advanced certifications from Medeco for staff utilizing electronic lock software. All obtained staff certifications shall be submitted to SFMTA no later than 180 days from NTP.
- 5) Contractor shall serve as liaison between authorized SFMTA staff and Medeco support staff should there be any difficulties in using electronic lock software or system performance challenges and/or failures.

F. Nexgen Collection Keys

- 1) Medeco currently provides Nexgen collection keys to support SFMTA electronic meter vault locks (both for single and multi-space meter hardware).
- 2) Contractor shall procure (if requested by SFMTA) and maintain Nexgen collection keys assigned to Contractor's coin collection and SFMTA meter maintenance operations. SFMTA will transition its current collection keys (60 units) from LAZ (the SFMTA's current service provider) to Contractor. Should Contractor be required to procure new Nexgen collection keys, it will pass the cost to SFMTA via monthly invoice with markup not to exceed 4.99 percent.
- 3) Contractor shall conduct daily inspections of all Nexgen collection keys.
- 4) Contractor shall conduct weekly maintenance and contact pin replacements (if needed). An inspection and maintenance log shall be maintained and made available to SFMTA staff on monthly basis.

- 5) Contractor shall manage warranty and RMA arrangements for Nexgen collection keys.
- 6) Contractor shall ensure that proper IT infrastructure is established in its coin and data collection facility and SFMTA Meter Shop to charge and schedule Nexgen collection keys.
- 7) Contractor shall ensure that Nexgen collection keys are properly maintained by coin collection crews. Should the key be lost or damaged, Contractor shall immediately report to SFMTA Meter Shop staff and fully compensate SFMTA during following month's billing cycle.

G. Parking Ambassadors

- 1) Per SFMTA's direction, Contractor shall provide parking ambassadorship Services. This may include but not be limited to way finding, new meter technology overview, meter payment assistance.
- 2) Parking ambassadorship Services shall be conducted in person by walking assigned routes or using a collection or an LPR equipped vehicle.
- 3) Parking ambassadorship Services are project based and shall be adequately managed and supervised by Contractor's staff.
- 4) Parking ambassadorship Services can be scheduled during weekdays or weekends.
- 5) SFMTA will advise Contractor 72 hours prior to requested ambassadors' duties.
- 6) Parking ambassadorships Services may be scheduled anytime between 9am and 8pm.

6. Qualified Parking Consultants

Contractor shall, upon SFMTA's request, provide parking related as-needed consultant Services. Scope and duration of the consultant services related to the Services. The additional Services shall be described in a contract modification.

7. Procurement Services

A. Parking Meter Support Equipment

Upon request from SFMTA, Contractor shall purchase meter technology equipment and products related to the Services. The SFMTA will reimburse the Contractor for the direct costs of the purchase plus an administrative fee of 4.99% of the total cost of the purchase. Where applicable, the SFMTA shall reimburse the Contractor for sales taxes paid. Purchase of equipment will be accomplished by a contract modification.

B. Meter Smart Card

On annual basis Contractor shall procure meter smart cards by engaging a smart card manufacturer specified by SFMTA. Smart cards must be delivered via secured delivery service (e.g., Brinks) to designated SFMTA's facility and insured for the value of the shipment. Contractor shall apply administrative fee of 4.99% to smart card procurement.