


**VILLAGE OF LOMBARD**  
**REQUEST FOR BOARD OF TRUSTEES ACTION**  
**For Inclusion on Board Agenda**  
**Bids and Proposals**

TO : President and Village Board of Trustees  
FROM : Scott Niehaus, Village Manager  
DATE : November 21, 2014                      Agenda Date: December 4, 2014  
TITLE : Multi-Space Parking Pay Station Proposal  
SUBMITTED BY: Carl Goldsmith, Director of Public Works 

**RESULTS:**

Date Bids Were Published: N/A                      Bidding Closed: November 21, 2014  
Total Number of Bids Received: 1  
Total Number of Bidders Meeting Specifications: 1  
Bid Security Required:                      \_\_\_\_\_ Yes                      X No  
Performance Bond Required:                      \_\_\_\_\_ Yes                      X No  
Were Any Bids Withdrawn:                      \_\_\_\_\_ Yes                      X No  
Explanation:  
Waiver of Bids Requested?                      X Yes                      \_\_\_\_\_ No  
If yes, explain: **The Village solicited proposals from firms meeting the specifications established for the Multi-Space Pay Stations.**  
Award Recommended to Lowest Responsible Bidder?                      \_\_\_\_\_ Yes                      X No  
If no, explain: **Village staff is recommending acceptance of a proposal that is in compliance with the specifications.**

**FISCAL IMPACT:**

Engineer's estimate/budget estimate: \$60,000  
Contract Award: \$36,090  
Account # 530.810.110.75770

**BACKGROUND/RECOMMENDATION:**

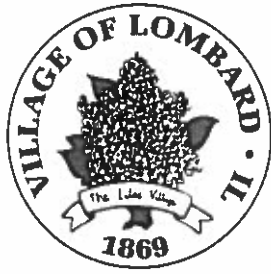
In an effort to improve collections and customer interaction for the Village of Lombard commuter parking facilities, the Staff recommends that the Village Board of Trustees accept a proposal from Total Parking Solutions, Inc. of Downers Grove, Illinois in the amount of \$36,090 for the purchase and installation of three (3) Cale CWT pay stations.

Has Recommended Bidder Worked for Village Previously                      \_\_\_\_\_ Yes                      X No  
If yes, was quality of work acceptable                      \_\_\_\_\_ Yes                      \_\_\_\_\_ No  
Was item bid in accordance with Public Act 85-1295?                      \_\_\_\_\_ Yes                      X No  
Waiver of bids - Public Act 85-1295 does not apply                      X Yes

**REVIEW** (as needed):

Village Attorney XX \_\_\_\_\_ Date \_\_\_\_\_  
Finance Director XX \_\_\_\_\_ Date \_\_\_\_\_  
Village Manager XX \_\_\_\_\_ Date \_\_\_\_\_

**NOTE: All materials must be submitted to and approved by the Village Manager's Office by 4:30 pm, Wednesday, prior to the Board Agenda distribution.**



November 21, 2014

TO: Village President and Board of Trustees

THROUGH: Scott Niehaus, Village Manager

FROM: Carl Goldsmith, Director of Public Works *CG*

SUBJECT: Multi-Space Parking Pay Station Bid

**Background**

As part of the Village's effort to develop sustainable long-term maintenance program for the Village's commuter parking facilities, the Village Board directed staff to solicit pricing for the installation of electronic pay stations for the commuter parking facilities. The multi-space parking pay stations would replace the existing pay boxes that are in need of repair and significant maintenance. The desire was to transition to a system that minimizes the level of staff time for the enforcement of parking regulations and improves the level of service provided to the commuters using the Village facilities. The improvement to the level of service will come in the form of expanded methods of payment and more accuracy to the system, which will reduce the tickets generated in error due deficiencies with the existing meter boxes.

At the August 15, 2014 Board of Trustees meeting, the Village awarded a contract to VenTek International for the purchase and installation of three (3) automated pay stations. The contract was in the amount of \$27,908.00. Based upon the vendor's inability to meet the terms and conditions of the contract, the Village cancelled the contract with VenTek International on November 20, 2013.

With the work anticipated on the Metra Underpass project, staff determined that the best course of action was to coordinate the installation of the pay stations with the commuter station improvements, as well as the expansion of the Hammerschmidt Parking Lot. Both projects will come online in spring/summer.

Staff developed specifications for contract PF 14-01, which were sent to three (3) vendors that met the Village specifications. The specifications further required that the stations be able to accept paper currency, coins, credit cards, parking payment cards and be compatible with pay-by-smart phone options. The stations are required to be vandal proof, capable of communicating to each other and the Village in real-time, provide separated payment collection and programming areas within the pay stations, be able to be programmed remotely and meet all current security requirements for financial transactions.

The Village prepared the specifications to provide for three (3) units to be delivered and installed by the contractor. While each unit is capable of processing 1,000's of transactions, the decision to purchase three was based upon the desire to minimize wait time for those using the pay stations. Based upon feedback from several communities and vendors, the typical installation is based upon 75-100 spaces per pay station. Three stations will allow the Village to expand the number of spaces participating in the daily fee program in the event that the Village chooses to convert permit spaces or add spaces to the commuter program.

Two (2) pay stations will be located along Parkside Avenue and Michael McGuire Drive in close proximity to the commuter station to provide easy use by commuters. The third station will be placed west of the expanded Hammerschmidt Parking Lot. Staff will ensure that the selected locations are compatible with the planned UPRR Underpass Project.

The Village solicited proposals from three (3) vendors for the multi-space pay stations. Proposals were due on November 21, 2014 by 10:00 am. The Village received one (1) proposal. The results are summarized below:

	<b>Total Parking Solutions, Inc.</b> 2721 Curtiss Street Downers Grove, IL	<b>Automated Parking Technologies, LLC</b> 500 W. 18 <sup>th</sup> Street, Suite 301 Chicago, IL	<b>IPS Group, Inc.</b> 5601 Oberlin Drive, Suite 100 San Diego, CA
<b>Proposal</b>	\$36,090	N/A	N/A

The Village has reviewed the proposal submitted by Total Parking Solutions, Inc. and finds it be in compliance with the specifications. The Village has checked references provided by the vendor and is satisfied with their capabilities.

Based upon a lead time of six to eight weeks, it is anticipated that the Village will transition to the multi-space payment stations effective April 1, 2015. Upon approval by the Village Board of Trustees, staff will begin to develop a public relations campaign to educate the commuter parking users of the changes and system operations. Additionally, staff will ensure that Village representatives are on-site at each pay station during peak commuting hours to assist with the transactions and minimize the confusion with the new system.

**Recommendation**

Staff recommends that the Village Board of Trustees accept a proposal from Total Parking Solutions, Inc. of Downers Grove, Illinois in the amount of \$36,090 for the purchase and installation of three (3) CALE CWT pay stations.





Total Parking Solutions, Inc.

- Locally owned & operated parking equipment service & sales since 2005
- Over 50 years industry experience providing value added services
- Faithfully servicing over 60 municipalities and public institutions
- Exclusive partner of Cale America serving IL, MI, WI
- Specializing in multi-space meter technology for on & off street applications (Pay & Display, Pay by Space, Pay by Plate)
- Proven integration with 3<sup>rd</sup> party technology providers (i.e. pay by phone, LPR, enforcement & citation management, & street sensors)
- Customer relationships built to last through continued proactive communication



*“Proven Parking Technology to Drive you into the Future”*

Contact Us:

2721 Curtiss Street, Downers Grove, IL

630-241-1984

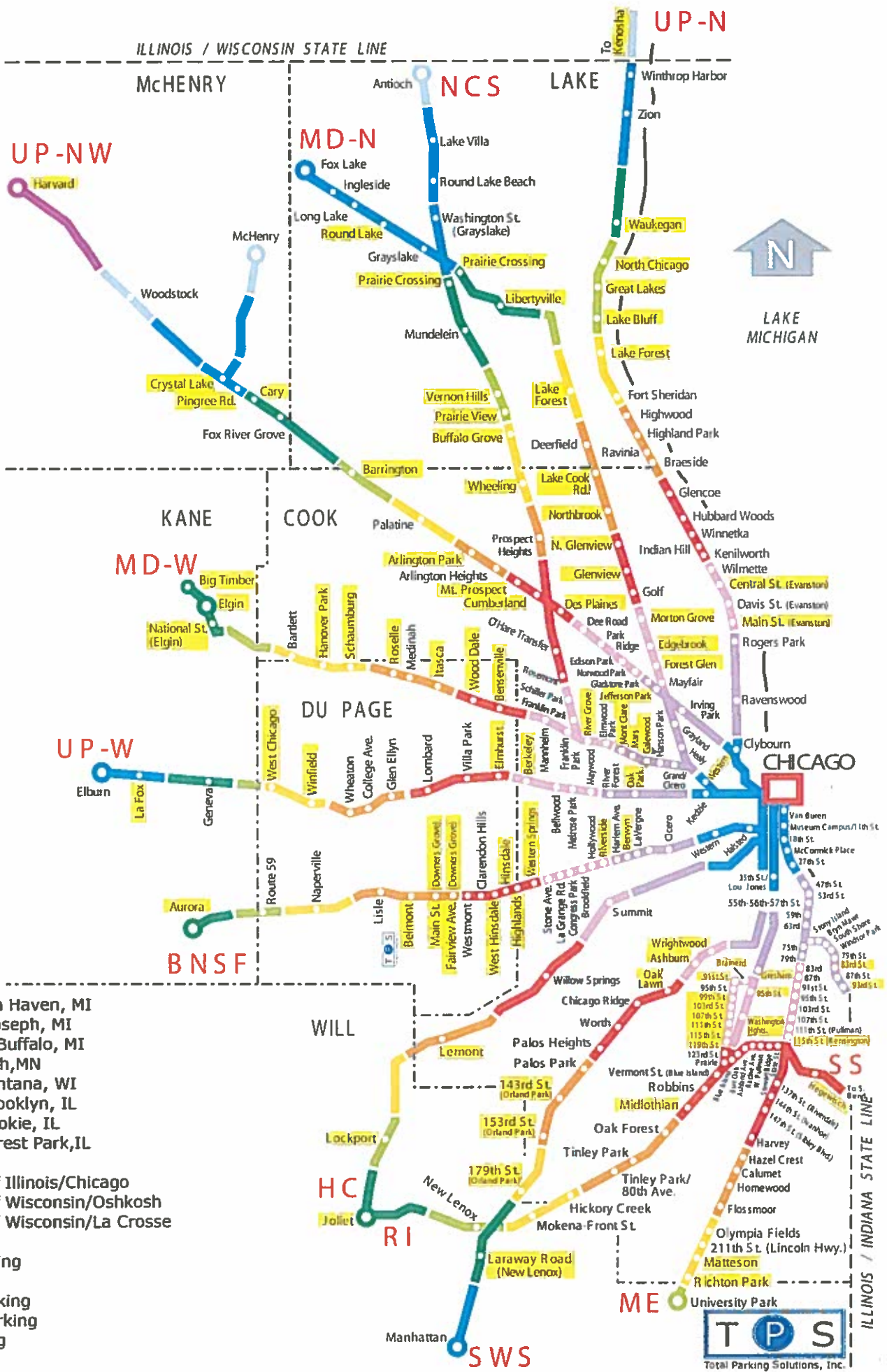
630-241-1985 (fax)

[www.totalparking.net](http://www.totalparking.net)

[sales@totalparking.net](mailto:sales@totalparking.net)



Total Parking Solutions, Inc.



City of South Haven, MI  
 City of St. Joseph, MI  
 City of New Buffalo, MI  
 City of Duluth, MN  
 Village of Fontana, WI  
 Village of Brooklyn, IL  
 Village of Skokie, IL  
 Village of Forest Park, IL

University of Illinois/Chicago  
 University of Wisconsin/Oshkosh  
 University of Wisconsin/La Crosse

Central Parking  
 ABM Parking  
 Imperial Parking  
 Sunshine Parking  
 State Parking  
 Ohio Parking







# CWT Pay by Plate



**CALE  
AMERICA**

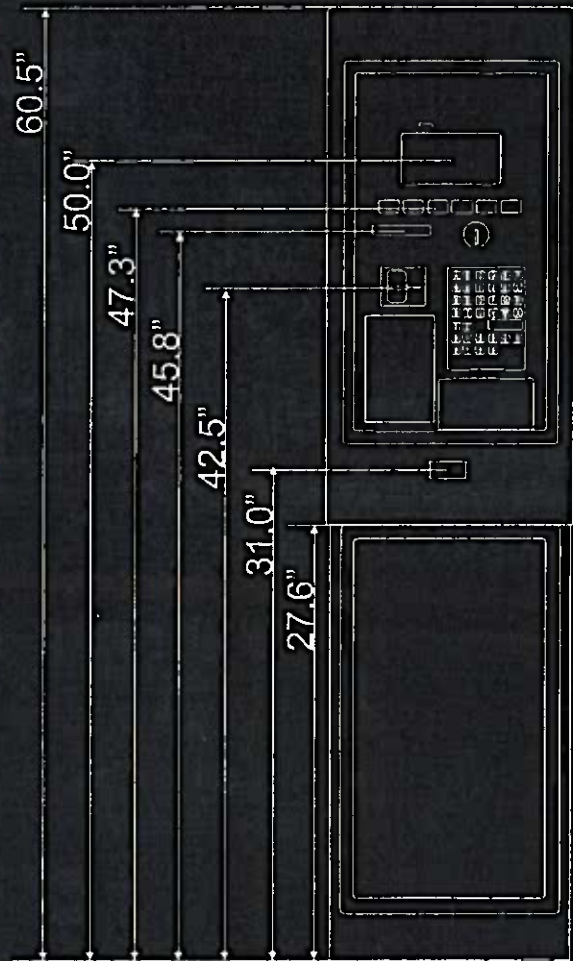
The Most Successful  
Pay By Plate Meter  
In The World

- Enforcement Applications: Pay by Plate, Pay and Display or Pay by Space
- Meets Current ADA and PCI Compliance Guidelines
- Stainless Steel Construction
- Solar or AC Powered
- Programmable LCD Display 3" X 6"
- Access to Cale Help Desk, Open 7 Day per Week
- Payment Options: Coins, Debit/Credit Cards, Contactless Payment
- 3G Wireless Communications
- 100% Web-based Back-Office Reporting
- Maintenance Tracking with Automatic Tech. Ticket Generation
- Electronic Locks for Entire Meter (Optional)
- Customizable Graphics
- Creative Finance or Rental Options Available



**ADA  
COMPLIANT**





# CWT SPECIFICATIONS

## Cabinet and Pedestal

Dimensions (H x W x D) 60.5" x 16" x 11.8"  
 Construction LDX Stainless Steel and Aluminum  
 Weight 165-187lbs  
 Paint Powder Coated with Anti-Graffiti Paint  
 Compliance EN12414

## Electrical Data

Solar Operation 12V, 10 W  
 Power (Optional) 230 V 115 V  
 Consumption  
 Mains 0.2 A 0.4 A  
 Operation  
 One Heater 0.5 A 1 A  
 Two Heaters 1 A 2 A  
 Battery Operation 12 V DC

## Environmental Conditions

Operating Temperature \* -31° to 158° F  
 Heating High Efficiency Heater with Thermostat  
 \*Relative Humidity up to 97%

## Operation

Function Buttons 4 Software Controlled Buttons Below Display  
 Separate Accept and Reject Buttons  
 Alpha Numeric Keyboard with up to 48 Buttons

## Display

Graphical, Monochrome, 6.6"  
 Supports Various Alphabets  
 Storage up to 4GB

## Near Field Communication

NFC Contactless Card or RFID Tag for Electronic Lock and Access and Call Online Permit Account Service

## Card Payment

Magnetic Insertion Reader for Track 2 with Various Online Processing Services

## Contactless

More DES FireShield Card Support  
 Also used for Electronic Lock access and Call Online Permit Account Service

## Coin System

Coin Verifier Industry Standard for up to 16 Coins/Tokens,  
 3 switch Controlled, Reprogrammable Tolerance Ranges  
 Coin Slot Protection Mechanical Coin Slot Shutter with Inductive Loop  
 Escrow Volume 0.35L, 1 liter  
 Coin Box Volume 4.6L 15.5 fl oz with Presence Sensor  
 SW Controlled Overflow Protection  
 Closed Cash Collection System Supported

## Coin Vault Locks

Coin Vault Door Abloy Exec.  
 6mm (0.24") Hardened Steel, 4 Way and 6 Points,  
 Drilling-Protector Locking Latches  
 Supported  
 4mm (0.16") Sheet Metal with Side  
 Drilling Protection

## Audioticket

Coin Vault  
 Printer  
 Type Thermolectric  
 Capacity Up to 4,500 per Roll  
 Characters Proportional Font, up to 25 characters/line  
 Paper Cutter Complete Cutting Take  
 Ticket Sensor Standard  
 Grabbles Supported  
 Orientation Landscape and Portrait  
 Paper Supply 57mm (2.24") from Roll  
 Black Mark Supported  
 Ticket Length 75-150mm (2.95-5.90")  
 Paper Thickness 55-110g/m  
 Paper Loading Automatic

## Communication

3G GPRS, LAN, Wi-Fi Supported  
 Type of Data Transactions, Blacklists, Tariffs, Parameters,  
 Statistics, SW, OS, Firmware Alarms, Etc.

## Miscellaneous

Mounting Frame The CWT Compact is Compatible with Base  
 Anchors Supplied by Cale and Various Terminal  
 Suppliers  
 Electronic Locks Patented Coile Technology with Central  
 Administration and Both Electronic and Mechanical  
 Opening Mechanisms  
 Supported  
 Buzzer Multi Language Audio Support with Pre-Recorded  
 Audio Messages or Sounds for Press of Button, Panels, Popups etc.  
 Supported  
 LED Light Supported  
 Vibration Detector Supported  
 Central Administration Software Cale WebOffice

For more information, please contact the Sales Team at  
 (813)405-3800 or sales@caleamerica.com  
 Cale America Inc.  
 13808 Monroes Business Park



**CALE**  
 AMERICA



# CALE WEBOFFICE



## Total parking control with Cale WebOffice

Cale WebOffice (CWO) is a web-based Software as a Service (SaaS) solution for managing Cale payment terminals. CWO lets you monitor, program and control Cale terminals from your web browser which makes it quick and easy to transfer information over the Internet. CWO allows you to cut costs by maximising operational efficiency and service. At the same time, it provides very flexible and user-friendly management of parking systems. All you need is an Internet connection.



**CALE**



## Easy operation direct from your desk

CWO puts you in control by providing information, reports and statistics directly and securely via a standard Internet browser. As the application is web-based, a computer with access to the Internet is all that is required; no special software needs to be installed. Since each user logs in to the system with their own unique username and password, members of the parking management team can be assigned with varying appropriate levels of access within the system.



CWO supports several languages and can be adapted to support new language requests.

## Total monitoring of all terminals

The terminal status page provides an immediate overview of any action that needs to be taken to maintain the full availability of your terminals. Combine this with the terminal map feature and you will be able to plan where to send your maintenance personnel.

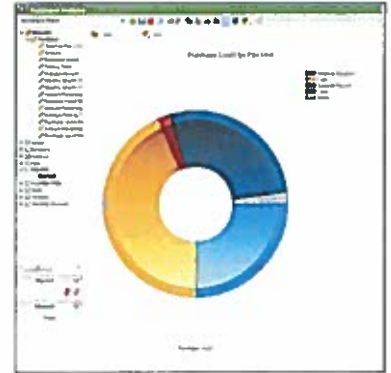
Information such as collection status, revenues, number of tickets sold is clearly displayed in CWO and can be used as the basis for making decisions to ensure that the necessary action is taken to optimise your parking operations.

Information is transmitted automatically between the terminals and CWO, meaning that all users always have up-to-date information about the parking operations.



## Simple, clear statistics

CWO offers many administrative and financial advantages. The analysis tool allows you to generate graphs and reports for a specific terminal or terminal group regarding for example number of issued tickets, revenue and time of ticket sales information. Apart from predefined reports, the analysis tool also allows you to create custom-built reports based on the data you are interested in. Reports can be printed or exported to Excel.



## CWO warns you in good time

Ensuring that there is always optimum availability of terminals within large parking operations can be a difficult challenge. Maintenance requests are often reported by the parking attendants patrolling the streets or by drivers when they cannot pay for their parking. CWO works proactively with automatic alarms processing to not only maximise profit but also terminal availability, which is much appreciated by motorists.

Cale terminals send both warnings and critical alarms to CWO for immediate follow-up and future event statistics. If, for example, a terminal is low on tickets, the terminal sends a warning message to CWO, which stores the message and automatically forwards it to an on-duty service technician by e-mail or text message\*. The warning received allows the technician to plan when to replenish tickets.

The handling of alarms by Cale terminals, combined with the processing within CWO, means that any faults that may occur will have a minimal effect on income or availability.

All events and purchases are also reported and can be analysed in CWO. The combination of detailed event and purchase information provides a good base for quick investigation of penalty charge notice claims.



\* The text message function requires a separate third party subscription.

## Systems configuration

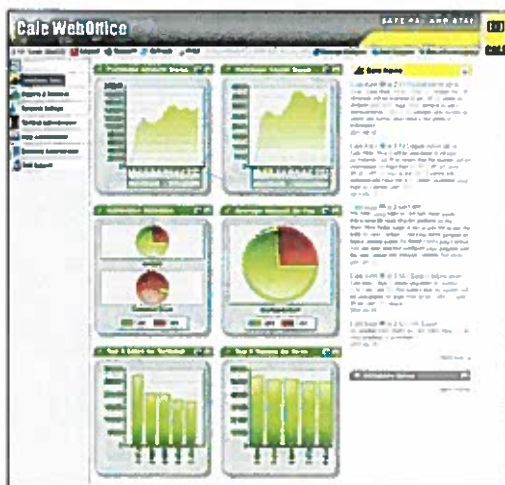
CWO can be used to program, update and reconfigure terminals. The terminals can be divided into different nodes (e.g. sections of a city) so that an update only affects terminals within that node if requested. This is particularly beneficial for larger parking operations with various terminals, tariffs and hours of operation. Also, if a new terminal is added to a node, that terminal can inherit the settings of the already existing terminals in that node.

## Add the features you want

To enhance user experience, CWO offers the possibility of adding extra licences to the basic configuration. The idea is that you only pay for the features you need. Available licences include:

- **Terminal Map** - Gives you a great overview of your terminals and their status.
- **Online Permit Account** - An innovative way of permit handling for residents.
- **Software Packages** - Lets you update terminal software remotely.
- **Data Export** - Exports data from CWO to another system.
- **Online Purchase Transfer** - Sends purchase data in real-time to a third party system.
- **Terminal Access** - Controls who has access to the terminals (both physical and in CWO).
- **Pay by Space** - Enables Pay by Space functionality and statistics related to it.

A brochure is available for each licence, describing it in more detail. CWO is constantly evolving and new licences will be added in the future.



## Secure and smart solutions

CWO has a high level of security built into it. The administrator can assign different access levels and privileges to users. For example, one person can be allowed to deal with the alarm function, another can only change terminal groups and a third can be allowed to analyse reports and statistics.



Security is the highest priority when implementing and using CWO. Protecting information from being accessed by unauthorised parties is one of the key elements that the system is based on.

The access levels can also be used to control the physical access to terminals equipped with the patented e-lock solution from Cale. By assigning different privileges to different user roles, you can control access to terminals down to the hour. All access attempts are registered so you can monitor who has been accessing the terminal.

CWO has built-in elements ensuring that the confidentiality and security of customer information is protected:

- **Ownership of data**

Only the customer has access to data from the customer's terminals. The data is completely owned by the customer and is securely stored in the CWO database.

- **Secure log-in**

The login procedure requires a unique username and password which gives the users access to functions according to assigned user privileges.

- **Data encryption**

All data transferred between the user's computer and CWO is encrypted with strong SSL (128-bit). This means that third parties cannot monitor transferred data.

- **Backup routines**

CWO contains valuable customer data that is backed up in a secure manner.



## Integration with third-party systems

One of the great advantages of CWO is that it can be integrated with third-party for a complete parking solution. CWO supports the sending and receiving of information from other systems. Combining information from several systems really is the future of any successful parking operation.

Cale has numerous examples of successful integrations where information from CWO has been used to help operators achieve improvements in enforcement, control and ticketing.



## The Software as a Service solution

One of the growing trends in today's IT services is the Software as a Service (SaaS) solution in which a service provider offers an online application. There are numerous advantages in using SaaS services as part of an IT strategy. The CWO SaaS solution offers many advantages compared to traditional application deployment:

- No assistance is required from application specialists, which minimises overhead costs and makes it easy to estimate and budget the CWO subscription services.
- New applications and functions are launched centrally without requiring any customer resources for installation, upgrades, configuration and troubleshooting.
- The customer doesn't need to invest in expensive equipment.

CWO has a scalable architecture that delivers a reliable service starting from day one, and continues to maintain the same performance as your service demand and operation size increase.

*Some of the features described may be optional. Due to continual product development, specifications are subject to change without notice.*



**CALE  
AMERICA**

CALE AMERICA INC.  
13808 MONROES BUSINESS PARK  
TAMPA, FL 33635  
PHONE: 813.405.3900  
FAX: 813.405.3909  
WWW.CALEAMERICA.COM  
SALES@CALEAMERICA.COM



# Your new parking payment technology is already in your customer's pocket.

## Payment Options

Passport's Mobile Pay service blends state-of-the-art technology with a complete suite of mobile payment options to offer the **quickest and most intuitive mobile parking payment service** on the market. By providing a mobile pay service that allows customers to pay for parking in under 2 minutes, you'll see higher utilization rates, which means more money for you. Mobile payment options include:

<b>Pay by App</b>	Available for download on iOS and Android devices, the PassportParking app is the most popular Mobile Pay option
<b>Pay by Web</b>	PassportParking's Mobile Web gives users all the features of the mobile app through any web browser on any device.
<b>Pay by Voice</b>	No need for a smart phone! With Pay by Voice and Pay by Text options, Passport Mobile Pay provides greater accessibility to users.
<b>Pay by Text</b>	

Not only is Passport's service easy to use, but is incredibly convenient for parking customers. Your customers can extend their time remotely, either through the app, phone, or text. That means they no longer have to return to the meter to add more time!

Passport's Mobile Pay service is not only easy and convenient for the customer, but also generates higher revenues for you. With Mobile Pay, customers no longer think about how much cash they have, but how much time they need. This change in purchasing behavior leads to customers purchasing longer parking sessions to ensure they have enough time.

## Features unique to Passport Mobile Pay include:



**Electronic Validation**



**One-touch login with Facebook**



**Zone Cash System**



**Multiple Language Capability**



**Private Label Mobile Pay Suite**



## Electronic Merchant Validation

Passport's Mobile Pay service is the **only mobile pay service to offer electronic merchant validation** and **at no cost to the operator**. Our system allows local merchants the ability to offer discounted parking to customers visiting their business - increasing foot traffic for the merchant and occupancy for you. When a customer uses a validation code provided by the merchant, the discounted amount would then be transferred from the merchant's secure prepaid account to you. Once the discounts start, it's only a matter of time before word spreads and more people are drawn to the operator's facilities.

## Operations Management Dashboard

At the center of the operator's mobile payment experience is the Operations Management (OpsMan) dashboard, which provides the operator with complete control and detailed analytics of their mobile payments. This allows you to not only increase revenues, but also lower costs with improved operational efficiency through real-time monitoring and reduced maintenance, such as less coin collection, service, vandalism, and theft.

The OpsMan console allows operators to:

- ➔ **View parking sessions and respective expiration times**
- ➔ **Create and update daily rates**
- ➔ **Add temporary rates for special events**
- ➔ **Analyze utilization and turnover**
- ➔ **Set-up users with varying degrees of access**



OpsMan's real-time reporting and analytics **improves operational efficiencies for the operator through clarity and transparency** into all of your parking transactions. Operators can view all transactions as they happen as well as instantly generate reports and export them to Excel spreadsheets for additional analysis and internal reporting requirements. With these reports, there's no more going with just a gut feeling. Operators can easily drill down into specific transactions or space utilization over time to **make relevant financial and operational decisions**.

As with any software, it's only as good as how easily you can access it. The OpsMan console is completely cloud-based, meaning **you can access it anytime, anywhere from any computer with an internet connection**. Our cloud architecture is based on some of the most reliable in the industry with a 99.9% uptime.

## Fully Integrated and Secure Platform

At Passport, we're not ones to take our ball and go home. We'd rather play nice with others on the playground. That's why all our software and hardware architecture is open, enabling seamless integrations with other products and services. This means that **Passport can be integrated with any existing infrastructure**. Our hardware technology partners include:



At Passport, we take our security seriously. We maintain **Payment Card Industry Data Security Standard (PCI-DSS) Service Level 1** through quarterly audits performed by an independent third-party organization.

**RESOLUTION**  
**R\_\_\_\_\_14**

**A RESOLUTION AUTHORIZING THE SIGNATURE OF**  
**THE VILLAGE MANAGER ON AN AGREEMENT**

**WHEREAS**, the Corporate Authorities of the Village of Lombard have received a proposal from Total Parking Solutions, Inc. for the purchase and installation of three (3) multi-space pay stations as attached hereto and marked Exhibit "A"; and

**WHEREAS**, the Corporate Authorities deem it to be in the best interest of the Village of Lombard to approve such agreement.

NOW, THEREFORE, BE IT RESOLVED BY THE PRESIDENT AND BOARD OF TRUSTEES OF THE VILLAGE OF LOMBARD, DU PAGE COUNTY, ILLINOIS as follows:

**SECTION 1:** That the Village Manager be and hereby is authorized to sign on behalf of the Village of Lombard said agreement as attached hereto.

Adopted this \_\_\_\_\_ day of \_\_\_\_\_, 2014.

Ayes: \_\_\_\_\_

Nays: \_\_\_\_\_

Absent: \_\_\_\_\_

Approved this \_\_\_\_\_ day of \_\_\_\_\_, 2014.

\_\_\_\_\_  
**Keith T. Giagnorio**  
**Village President**

ATTEST:

\_\_\_\_\_  
**Sharon Kuderna**  
**Village Clerk**

APPROVAL AS TO FORM:

\_\_\_\_\_  
**Thomas P. Bayer**  
**Village Attorney**