Statement of Work

Marquette Downtown Development Authority
March 23rd, 2020

Disclaimer

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Project Overview

Passport will transition the Marquette Downtown Development Authority ("DDA") from their legacy permitting solution to Passport's Digital Permits Product.

During this project, Passport will perform architecture, design, implementation, and information transfer services for the project.

Statement of Work

Configurations

Gateway and Merchant Processing

Passport will provide Gateway and Merchant Processing services directly to the DDA, eliminating the need for an external provider.

The DDA will be responsible for paying all gateway and merchant processing fees.

Funds will be remitted to the DDA, less the gateway, merchant processing, and Passport fees, on a monthly basis after the close of a month.

Digital Permits Product

Legacy Provider Permit Data Import

Passport understands that the DDA would like to import its existing active permit data into Passport's system for the system transition.

As such, Passport will provide the DDA with its template permit data import format file so that the DDA is able to provide Passport with the permit data to be imported

All imported permits will be assigned a Link Code. The Link Codes allow new Passport permit customer accounts to be linked to their digital permits that have been imported or issued through the back-office system. The Link Code allows the customer to pull in their imported permit into the customer's account.

Link Codes will be provided to the permit holder via a physical mailing.

Operator Management Back-Office Portal

Passport will provide the DDA with direct access to its back-office portal, Operator Management ("OpsMan"), that allows permit system administrators to manage their entire permit system, including the approval queue, waitlists, and reports. The back office portal also allows administrators to manage customer accounts and issue permits.

Manage Permits
Manage permits functions as a search user interface to quickly search for a specific permit and then take an action:

Core functionality includes:
- Viewing a permit's status and general details
- View and add notes to a permit
- View the historical actions taken on a permit
- View the user associated with the permit
- View the payment history of the permit
- Email or print previous receipts
- Edit unrestricted Permit details
- Update the status of a permit: disable or cancel
- Renew and apply payments to permits

- ■ Passport does not accept in-person credit card payments.
  - ● All in-person credit card payments need to be done online through the portal or manually logged in OpsMan Web after being processed through an external system.
- ■ Passport will not integrate with a cash draw or check reader
  - ● Any cash payments will need to be manually logged in OpsMan Web after being processed through an external system.
  - ● Any check payments will need to be manually logged in OpsMan Web after being processed through an external system.

Issue Permits

Issue permits functions as a quick action drawer user interface to manually issue permits through the back-office system.

Core functionality Includes:
- ● Waitlist / limit information
- ● Eligibility requirement and document submission override

Approval Queue

The approval queue functions as a single first in, first out list with searching capabilities. Individual applications can be inspected via a drawer user interface within the same page. Relevant Search and Filtering capability is also provided.

The approval queue can be filtered for specific permit types.

Approving or rejecting a permit application can be completed from the inspection view, progressively over the list order or in bulk from the main list view.

Core functionality includes:
- ● Inspect, approve or reject applications

Reporting

Reports are made available within the DDA portal. All reports are presented as a list with the ability to filter for reports. The digital permits product has three core reports available:

- ● Exportable permit payment and refund report
  - ○ All cashflow shown in one report.

- - Allows filtering by date range
- Exportable permit zone report
  - Allows filtering by zone, status, and/or date range.
- Exportable permit detail report
  - Allows filtering by type, cycle, status, and/or date range.

End-User Customer Portal

Passport will provide the DDA with a web-based portal that is publicly accessible and allows permit applicants/holders to apply, purchase, and manage their permit(s).

Customization with DDA Branding

The permit portal will be accessible online at a white-labeled domain name determined by Passport with feedback provided by the DDA. The permit portal provides the following branding capabilities:

- DDA's logo - no color adjustments can be accomodated.
  - The DDA must provide JPEG (or similar format) of their logo.
- One primary and secondary color should be defined by DDA
- URL
  - The URL for end-user customer portal will be <subdomain>permits.rmcpay.com

Portal Functionality

The following functionality will be available to the end-users through the customer portal:

- View available permit types
- View waitlist position
- Complete an online application to apply for the permits
  - Upload supporting collateral to meet permit qualification requirements (i.e. Proof of Residency, vehicle registration, etc.)
- Shopping cart style checkout for purchasing multiple permit payments.
- Add / remove debit or credit cards
- Auto-renewals
- FAQ's

Application Workflow

Permit applications functions as a stepped, progressive series of data collection covering all information required of the applicant. The workflow allows open selection and application for any permit type.

- ○ All applications are started by selecting a permit type.

Core functionality includes:

- Ad hoc custom fields for required vehicle or permit holder / applicant information
- Requirement validation on input fields
- Proof of Eligibility document upload

Manage Permit

Core functionality includes:

- Permit details: view general details and call to act to manually renew if eligible
- Permit holder Information: view / edit all fields related to the permit holder
- Vehicle Holder Information: view / edit all fields related to a vehicle, add and remove vehicles, if allowed.
- Payment History: view all previous payments and refunds toward the individual permit as well as downloading payment receipts.

System Training

Once a majority of the project milestones have been completed and the target launch date is confirmed, Passport will work with the DDA to set-up the remote web-based training plan. Passport will assist the DDA with determining who should be involved in the training sessions and when they should occur from a scheduling perspective around the target go-live date.
Passport will host a 1-hour training session with any DDA employees who will interact with the new Passport Parking system. Passport recommends that all parking staff, anyone responsible for the adjudication of parking citations, DDA accountants, and enforcement managers be present for training. Passport will work with the DDA if additional training sessions are required.

All training is done via a "Train the Trainer" method, equipping each person present with the tools and knowledge to train their teams now and in the future.

Custom Integrations and Configurations

United Public Safety Enforcement Integration

Passport will work with the DDA's enforcement solution vendor, United Public Safety ("UPS"), to confirm that the existing API integration is properly displaying the Passport digital permit records for the purpose of monitoring and enforcement permits through UPS. UPS is currently utilizing this Monitoring API to monitor and enforce Passport Parking mobile payment sessions.

Waitlist Management

Passport will configure for the DDA the ability for customers to enroll in a waitlist when permits are no longer available for purchase. Back office users will be able to award permit purchase eligibility to customers on the waitlist.

Permit Approval Queue

Passport will configure the permit approval queue to provide necessary information for the DDA's back office users to review and approve permit applications prior to a permit being purchased by the applicant. The applicant must submit a copy of a valid driver's license, and the application PDF.

Permit Auto-renew Process

Passport will configure for the DDA the ability for customers to provide credit card payment information through a card on file process. The monthly permit series will auto-renew using the provided payment information provided by the customer.

Assumptions & Notes

While performing these services, Passport will rely upon the concerted engagement, direction, authorization, approvals or other information provided by the DDA's primary stakeholder and technical teams.

The DDA's Project Manager and respective team will be responsible for contributing to and reviewing Weekly Status Reports and reporting Project issues.

Additional DDA responsibilities include:
- Providing operational information in a timely manner.
- Providing a list of stakeholders for preliminary implementation
- Making a good faith effort to facilitate the continued progress of the implementation.
- Perform user acceptance testing to confirm the accuracy of configured attributes in the system
- Provide written approval on each aspect of the system

Deliverables or activities not specifically identified as in scope throughout this document are by definition out of scope, unless accompanied by an approved Scope Change Order.

Project Change Control

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

Process

- A Passport representative will complete a Scoping Change Order form describing the exchange to be evaluated.
- Passport will perform an impact assessment (cost, schedule, risk, etc) and provide a recommendation for how to achieve the DDA's objectives in the context of the latest information.
- The DDA will decide whether or not to proceed with Passport's recommendation or to suggest an alternative approach.
- If the Change Request is approved by the DDA and returned back upon full execution, then the Change Request document will be incorporated as part of the Statement of Work.

Timeline Effects

- Upon approval by all parties, the impact assessment associated with such change request shall augment any prior commitments or estimates of timeline and pricing in this Statement

of Work, which shall no longer apply. Passport will use commercially reasonable efforts to maintain the timeline and cost associated with this Statement of Work, augmented by any and all Change Request(s) approved by all parties.

Acceptance

Please indicate your acceptance of this Statement of Work by signing below. Both Parties must approve any changes to this Statement of Work in writing. These changes may result in additional costs.

Marquette Downtown Development Authority, MI

Authorized Name: Rebecca Salmon

Title: Executive Director

Signature: *Rebecca Salmon*
DocuSigned by:
12426452EEAE467...

Date: 3/25/2020

Passport Labs, Inc.

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Authorized Name: Khristian Gutierrez

Title: CRO

Signature: *Khristian Gutierrez*
DocuSigned by:
BEC9AB44C242477...

Date: 3/25/2020