



## **PROFESSIONAL SERVICES AGREEMENT**

### **PSA 2/23/2024**

The City of Kirkland, Washington, a municipal corporation ("City") and Arcadis, A California Partnership, whose address is 801 Second Ave, Suite 1000, Seattle, WA 98104 ("Consultant"), agree and contract as follows.

In consideration of the mutual benefits and conditions set forth below, the parties agree as follows:

#### **I. SERVICES BY CONSULTANT**

- A. The Consultant agrees to perform the services described in Attachment A to this Agreement, which attachment is incorporated herein by reference. Ongoing service level agreement is defined in Attachment B.
- B. All services and duties shall be conducted and performed diligently, completely and in accordance with professional standards of conduct and performance.

#### **II. COMPENSATION**

- A. The total compensation to be paid to Consultant for these services shall not exceed \$ 92,000, as detailed in Attachment C.
- B. Payment to Consultant by the City in accordance with the payment ceiling specified above shall be the total compensation for all services performed under this Agreement and supporting documents hereto as well as all subcontractors' fees and expenses, supervision, labor, supplies, materials, equipment or the use thereof, reimbursable expenses, and other necessary incidentals.
- C. The Consultant shall be paid on the basis of invoices submitted. Invoicing will be on the basis of percentage complete or on the basis of time, whichever is applicable in accordance with the terms of this Agreement.
- D. The City shall have the right to withhold payment to Consultant for any services not completed in a satisfactory manner until such time as Consultant modifies such services to the satisfaction of the City.
- E. Unless otherwise specified in this Agreement, any payment shall be considered timely if a warrant is mailed or is available within 45 days of the date of actual receipt by the City of an invoice conforming in all respects to the terms of this Agreement.

#### **III. TERMINATION OF AGREEMENT**

The City or the Consultant may terminate or suspend this Agreement at any time, with or without cause, by giving ten (10) days' notice to the other in writing. In the event of termination, all finished or unfinished reports, or other material prepared by the Consultant pursuant to this Agreement, shall be provided to the City. In the event the City terminates prior to completion without cause, consultant may complete such analyses and records as may be necessary to place its files in order. Consultant shall be entitled to receive just and equitable compensation for any satisfactory services completed on the project prior to the date of termination, not to exceed the payment ceiling set forth above.

#### **IV. OWNERSHIP OF WORK PRODUCT**

- A. Ownership of the originals of any reports, data, studies, surveys, charts, maps, drawings, specifications, figures, photographs, memoranda, and any other documents which are developed, compiled or produced as a result of this Agreement, whether or not completed, shall be vested in the City. Any reuse of these materials by the City for projects or purposes other than those which fall within the scope of this Agreement or the project to which it relates, without written concurrence by the Consultant will be at the sole risk of the City.

Subject to paragraph IV A above, the Consultant owns all right, title, and interest in and to (i) the services provided under Attachment A of this Agreement including all improvements, enhancements or modifications thereto, (ii) any software, applications, or other technology developed in connection with the services and related support and (iii) all registered and unregistered rights granted, applied for, or otherwise now or hereafter in existence, under or related to any patent, copyright, trademark, trade secret, know-how, process, database protection, or other intellectual property provided to the City in connection with the foregoing (the "Consultant IP"). For the avoidance of doubt, Consultant IP does not include the City's data.

- B. The City acknowledges the Consultant's plans and specifications as instruments of professional service. Nevertheless, the plans and specifications prepared under this Agreement shall become the property of the City upon completion of the services. The City agrees to hold harmless and indemnify consultant against all claims made against Consultant for damage or injury, including defense costs, arising out of any reuse of such plans and specifications by any third party without the written authorization of the Consultant.
- C. Methodology, materials, software, logic, and systems developed by the Consultant for the City on a bespoke basis under this Agreement are the property of the Consultant and the City, and may be used as either the consultant or the City sees fit, including the right to revise or publish the same without limitation.
- D. The Consultant at such times and in such forms as the City may require, shall furnish to the City such statements, records, reports, data, and information as the City may request pertaining to matters covered by this Agreement. All of the reports, information, data, and other related materials, prepared or assembled by the Consultant under this Agreement and any information relating to personal, medical, and financial data will be treated as confidential only as allowed by Washington State laws regarding disclosure of public information, Chapter 42.56 RCW

Subject to limitations imposed by law, the Consultant shall at any time during normal business hours and as often as the City may deem necessary, make available for examination all of its records and data with respect to all matters covered, directly or indirectly, by this Agreement and shall permit the City or its designated authorized representative to audit and inspect other data relating to all matters covered by this Agreement. The City shall receive a copy of all audit reports made by the agency or firm as to the Consultant's activities. The City may, at its discretion, conduct an audit, at its expense, using its own or outside auditors, of the Consultant's activities which relate, directly or indirectly, to the Agreement.

Consultant will provide all original operation and maintenance manuals, along with all warranties, from the manufacturer for any equipment or items installed or supplied to the City as part of this contracted project.

The Consultant shall maintain accounts and records, including personnel, property, financial, and programmatic records, which sufficiently and properly reflect all direct and indirect costs of any nature expended and services performed pursuant to this Agreement. The Consultant shall also maintain such other records as may be deemed necessary by the City to ensure proper accounting of all funds contributed by the City to the performance of this Agreement.

The foregoing records shall be maintained for a period of seven years after termination of this Agreement unless permission to destroy them is granted by the Office of the Archivist in accordance with RCW Chapter 40.14 and by the City.

## **V. GENERAL ADMINISTRATION AND MANAGEMENT**

The Public Works Department for the City of Kirkland shall review and approve the Consultant's invoices to the City under this Agreement, shall have primary responsibility for overseeing and approving services to be performed by the Consultant, and shall coordinate all communications with the Consultant from the City.

## **VI. COMPLETION DATE**

The estimated completion date for the Consultant's performance of the services for implementation in the first year specified in Section I is February 28, 2025. Ongoing annual maintenance and subscription of software completion date is February 28, 2027. Software maintenance and subscription will automatically be renewed annually unless the City or the Consultant decides to cancel the contract.

Consultant will diligently proceed with the services contracted for, but consultant shall not be held responsible for delays occasioned by factors beyond its control which could not reasonably have been foreseen at the time of the execution of this Agreement. If such a delay arises, Consultant shall forthwith notify the City.

## **VII. SUCCESSORS AND ASSIGNS**

The Consultant shall not assign, transfer, convey, pledge, or otherwise dispose of this Agreement or any part of this Agreement without prior written consent of the City.

## **VIII. NONDISCRIMINATION**

Consultant shall, in employment made possible or resulting from this Agreement, ensure that there shall be no unlawful discrimination against any employee or applicant for employment in violation of RCW 49.60.180, as currently written or hereafter amended, or other applicable law prohibiting discrimination, unless based upon a bona fide occupational qualification as provided in RCW 49.60.180 or as otherwise permitted by other applicable law. Further, no person shall be denied or subjected to discrimination in receipt of the benefit of any services or activities made possible by or resulting from this Agreement in violation of RCW 49.60.215 or other applicable law prohibiting discrimination.

## **IX. HOLD HARMLESS/INDEMNIFICATION**

To the greatest extent allowed by law the Contractor shall defend, indemnify and hold the City, its officers, officials, employees and volunteers harmless from any and all claims, injuries, damages, losses or suits including attorney fees, arising out of or in connection with performance of this Agreement, except for injuries and damages caused by the sole negligence of the City.

Should a court of competent jurisdiction determine that this Agreement is subject to RCW 4.24.115, then, in the event of liability for damages arising out of bodily injury to persons or damages to property caused by or resulting from the concurrent negligence of the Contractor and the City, its officers, officials, employees, and volunteers, the Contractor's liability hereunder shall be only to the extent of the Contractor's negligence. It is further specifically and expressly understood that the indemnification provided herein constitutes the Contractor's waiver of immunity under Industrial Insurance, Title 51 RCW, solely for the purpose of this indemnification. This waiver has been mutually negotiated by the parties. The provisions of this section shall survive the expiration or termination of this Agreement.

## **X. LIABILITY INSURANCE COVERAGE**

The Consultant shall procure and maintain for the duration of the Agreement, insurance against claims for injuries to persons or damage to property which may arise from or in connection with the performance of the work hereunder by the Consultant, its agents, representatives, or employees. A failure to obtain and maintain such insurance or to file required certificates and endorsements shall be a material breach of this Agreement.

Consultant's maintenance of insurance as required by the agreement shall not be construed to limit the liability of the Consultant to the coverage provided by such insurance, or otherwise limit the City's recourse to any remedy available at law or in equity.

### **A. Minimum Scope of Insurance**

Consultant shall obtain insurance of the types described below:

1. RESERVED.
2. Commercial General Liability insurance shall be as least as broad as ISO occurrence form CG 00 01 and shall cover liability arising from premises, operations, stop-gap independent contractors and personal injury and advertising injury. The City shall be named as an additional insured under the Consultant's Commercial General Liability insurance policy with respect to the work performed for the City using an additional insured endorsement at least as broad as ISO CG 20 26.
3. Workers' Compensation coverage as required by the Industrial Insurance laws of the State of Washington.
4. Professional Liability insurance appropriate to the Consultant's profession.
5. Network Security (Cyber) and Privacy Insurance shall include, but not be limited to, coverage, including defense, for the following losses or services:

Liability arising from theft, dissemination, and/or use of City confidential and personally identifiable information, including but not limited to, any information about an individual maintained by or on behalf of the City, including (i) any information that can be used to distinguish or trace an individual's identity, such as name, social security number, date and place of birth, mother's maiden name, or biometric records; and (ii) any other information that is linked or linkable to an individual, such as medical, educational, financial, and employment information regardless of how or where the information is stored or transmitted.

Network security liability arising from (i) the unauthorized access to, use of, or tampering with computer systems, including hacker attacks; or (ii) the inability of an authorized Third Party to gain access to supplier systems and/or City Data, including denial of service, unless caused by a mechanical or electrical failure; (iii) introduction of any unauthorized software computer code or virus causing damage to the City or any other Third Party Data.

Lawfully insurable fines and penalties resulting or allegedly resulting from a Data breach.

Event management services and first-party loss expenses for a Data breach response including crisis management services, credit monitoring for individuals, public relations, legal service advice, notification of affected parties, independent information security forensics firm, and costs to re-secure, re-create and restore Data or systems.

For purposes of this insurance subsection, the terms Third Party and Data are defined in Section XI.

#### **B. Minimum Amounts of Insurance**

Consultant shall maintain the following insurance limits:

1. Automobile Liability insurance with a minimum combined single limit for bodily injury and property damage of \$1,000,000 per accident.
2. Commercial General Liability insurance shall be written with limits no less than \$1,000,000 each occurrence, \$2,000,000 general aggregate.
3. Professional Liability insurance shall be written with limits no less than \$1,000,000 per claim and \$1,000,000 policy aggregate limit.
4. Network Security (Cyber) and Privacy Insurance shall be written with limits no less than \$1,000,000 per claim, \$2,000,000 policy aggregate for network security and privacy coverage, \$100,000 per claim for regulatory action (fines and penalties), and \$100,000 per claim for event management services

#### **C. Other Insurance Provisions**

The insurance policies are to contain, or be endorsed to contain, the following provisions for Automobile Liability and Commercial General Liability insurance:

1. The Consultant's insurance coverage shall be primary insurance as respects the City. Any insurance, self-insurance, or self-insured pool coverage maintained by the City shall be excess of the Consultant's insurance and shall not contribute with it.
2. The Consultant shall provide the City and all Additional Insureds for this services with written notice of any policy cancellation, within two business days of their receipt of such notice.

**D. Acceptability of Insurers**

Insurance is to be placed with insurers with a current A.M. Best rating of not less than A:VII.

**E. Verification of Coverage**

Consultant shall furnish the City with original certificates and a copy of the amendatory endorsements, including but not necessarily limited to the additional insured endorsement, evidencing the insurance requirements of the Consultant before commencement of the services.

**F. Failure to Maintain Insurance**

Failure on the part of the Consultant to maintain the insurance as required shall constitute a material breach of agreement, upon which the City may, after giving five business days' notice to the Consultant to correct the breach, immediately terminate the agreement or, at its discretion, procure or renew such insurance and pay any and all premiums in connection therewith, with any sums so expended to be repaid to the City on demand, or at the sole discretion of the City, offset against funds due the Consultant from the City.

**G. City Full Availability of Consultant Limits**

If the Consultant maintains higher insurance limits than the minimums shown above, the City shall be insured for the full available limits of Commercial General and Excess or Umbrella liability maintained by the Consultant, irrespective of whether such limits maintained by the Consultant are greater than those required by this agreement or whether any certificate of insurance furnished to the City evidences limits of liability lower than those maintained by the Consultant.

**XI. SAFEGUARDING OF PERSONAL INFORMATION**

**A. Definitions.** The following definitions shall have the assigned meaning for this section.

1. **"Data"** means all information, whether in oral or written (including electronic) form, created by or in any way originating with City and End Users, and all information that is the output of any computer processing, or other electronic manipulation, of any information that was created by or in any way originating with City and End Users, in the course of using and configuring the Services provided under this Agreement as described in Attachment A, and includes City Data, End User Data, and Personal Information.
2. **"Data Compromise"** means any actual or reasonably suspected unauthorized access to or acquisition of computerized Data that compromises

the security, confidentiality, or integrity of the Data, or the ability of City to access the Data.

3. **"End User"** means the individuals (including, but not limited to employees, authorized agents, students and volunteers of City; Third Party consultants, auditors and other independent contractors performing services for City; any governmental, accrediting or regulatory bodies lawfully requesting or requiring access to any Services; customers of City provided services; and any external users collaborating with City) authorized by City to access and use the Services provided by Contractor under this Agreement.
  4. **"Third Party"** means persons, corporations and entities other than Consultant, or any of their employees, contractors or agents.
- B. The Consultant shall not use or disclose Personal Information, as defined in RCW 19.255.010, in any manner that would constitute a violation of federal law or applicable provisions of Washington State law. Consultant agrees to comply with all federal and state laws and regulations, as currently enacted or revised, regarding Data security and electronic Data interchange of Personal Information.

The Consultant shall implement appropriate measures to ensure its directors, officers, employees, subcontractors or agents use Personal Information solely for the purposes of accomplishing the services set forth in the Agreement.

The Consultant shall protect Personal Information collected, used, or acquired in connection with the Agreement, against unauthorized use, disclosure, modification or loss.

The Consultant and its sub-consultants and agents agree not to release, divulge, publish, transfer, sell or otherwise make Personal Information known to unauthorized persons without the express, prior written consent of the City or as otherwise authorized by law.

The Consultant agrees to implement physical, electronic, and managerial policies, procedures, and safeguards to prevent unauthorized access, use, or disclosure of Personal Information.

The Consultant shall make the Personal Information available to amend as directed by the City and incorporate any amendments into all the copies maintained by the Consultant or its subcontractors and agents. Consultant shall certify its destruction as required by the Records Retention Regulations per Washington Administrative Code (AWC) Chapter 44-14, WAC 44-14-03005 and the Consultant shall retain no copies. If Consultant and City mutually determine that return or destruction is not feasible, the Consultant shall not use the Personal Information in a manner other than those permitted or authorized by state and federal laws.

The Consultant shall notify the City in writing immediately upon becoming aware of any unauthorized access, use, or disclosure of Personal Information. Consultant shall take necessary steps to mitigate any harmful effects of such use or disclosure. Consultant is financially responsible for notification of any unauthorized access, use or disclosure. The details of the notification must be approved by the City. Any breach of this clause may result in immediate termination of the Agreement by the City and the demand for return of all Personal Information.

Consultant agrees that prior to the Effective Date of this Agreement, Consultant will, at its expense, conduct or have conducted within the last 12 months, the following, and thereafter, Consultant will at its expense conduct or have

conducted the following at least once per year, and immediately after any actual or reasonably suspected Data Compromise:

- Whichever is applicable, a PCI, SOC 2 or other mutually agreed upon audit of Consultant's security policies, procedures and controls;
- A vulnerability scan, performed by a Third Party scanner, of Consultant's systems and facilities that are used in any way to deliver services under this Agreement as described in Attachment A; and,
- A formal penetration test, performed by a process and qualified personnel, of Contractor's systems and facilities that are used in any way to deliver services under this Agreement as described in Attachment A.

The same will be evidenced by providing the City a copy of the Successful Audit Letter and a Scope of Audit Document (outlining what is included in the audit). Audit Report will not include "private" information, defined as proprietary environment/infrastructure detail not specific to systems that process or transmit City Data.

Consultant to comply with PII (Personally Identifiable Information) or SPI (Sensitive Personal Information) by signing **Attachment D** 'IT Cloud Vendor Security Agreement' agreeing to follow security best practices.

## **XII. COMPLIANCE WITH LAWS/BUSINESS LICENSE**

The Consultant shall comply with all applicable State, Federal, and City laws, ordinances, regulations, and codes. Consultant must obtain a City of Kirkland business license or otherwise comply with Kirkland Municipal Code Chapter 7.02.

## **XIII. FUTURE SUPPORT**

The City makes no commitment and assumes no obligations for the support of Consultant activities except as set forth in this Agreement.

## **XIV. INDEPENDENT CONTRACTOR**

Consultant is and shall be at all times during the term of this Agreement an independent contractor and not an employee of the City. Consultant agrees that he or she is solely responsible for the payment of taxes applicable to the services performed under this Agreement and agrees to comply with all federal, state, and local laws regarding the reporting of taxes, maintenance of insurance and records, and all other requirements and obligations imposed on him or her as a result of his or her status as an independent contractor. Consultant is responsible for providing the office space and clerical support necessary for the performance of services under this Agreement. The City shall not be responsible for withholding or otherwise deducting federal income tax or social security or for contributing to the state industrial insurance of unemployment compensation programs or otherwise assuming the duties of an employer with respect to the Consultant or any employee of Consultant.

## **XV. EXTENT OF AGREEMENT/MODIFICATION**

This Agreement, together with all attachments and addenda, represents the final and completely integrated Agreement between the parties regarding its subject matter



and supersedes all prior negotiations, representations, or agreements, either written or oral. This Agreement may be amended only by written instrument properly signed by both parties.

**XVI. ADDITIONAL WORK**

The City may desire to have the Consultant perform work or render services in connection with the project other than provided for by the express intent of this Agreement. Any such work or services shall be considered as additional work, subject to Agreement by the parties, which Agreement shall be considered supplemental to this Agreement. This Agreement may be amended only by written instrument properly signed by both parties.

**XVII. NON-ENDORSEMENT**

As a result of the selection of a consultant to supply services to the City, the consultant agrees to make no reference to the City in any literature, promotional material, brochures, sales presentation or the like without the express written consent of the City.

**XVIII. NON-COLLUSION**

By signature below, the Consultant acknowledges that the person, firm, association, co-partnership or corporation herein named, has not either directly or indirectly entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in the preparation or submission of a proposal to the City for consideration in the award of a contract on the specifications contained in this Agreement.

**XIX. WAIVER**

Waiver by the City of any breach of any term or condition of this Agreement shall not be construed as a waiver of any other breach.

**XX. ASSIGNMENT AND SUBCONTRACT**

The Consultant shall not assign or subcontract any portion of the services contemplated by this Agreement without the prior written consent of the City.

**XXI. DEBARMENT**

Recipient certifies that it is not suspended, debarred, proposed for debarment, declared ineligible or otherwise excluded from contracting with the federal government, or from receiving contracts paid for with federal funds.

**XXII. SEVERABILITY**

Any provision or part of the Agreement held to be void or unenforceable under any law or regulation shall be deemed stricken. Unless such stricken provision goes to the essence of the consideration bargained for by a party, all remaining provisions shall continue to be valid and binding upon the parties, and the parties agree that the Agreement shall be reformed to replace such stricken provision or part thereof with a valid and enforceable provision that comes as close as possible to expressing the intention of the stricken provision.

### XXIII. GOVERNING LAW AND VENUE

This Agreement shall be interpreted in accordance with the laws of the State of Washington. The Superior Court of King County, Washington, shall have exclusive jurisdiction and venue over any legal action arising under this Agreement.

### XXIV. DISPUTE RESOLUTION

All claims, counterclaims, disputes, and other matters in question between City and Consultant arising out of or relating to this Agreement shall be referred to the City Manager or a designee for determination, together with all pertinent facts, documents, data, contentions, and other information. The City Manager or designee shall consult with Consultant's representative and make a determination within thirty (30) calendar days of such referral. No civil action on any claim, counterclaim, or dispute may be commenced until thirty (30) days following such determination.

### XXV. EFFECTIVE DATE

This Agreement shall be deemed effective on the last date signed below.

IN WITNESS WHEREOF, the parties hereto have executed this Agreement on the dates written below:

CONSULTANT:

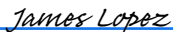
Signature: 

Printed Name: Peter Richards

Title: CurbiQ Product Director

Date: Feb 28, 2024

CITY OF KIRKLAND:

Signature:   
James Lopez (Mar 12, 2024 09:12 PDT)

Printed Name: James Lopez  
(Type City Staff Name)

Title: Deputy City Manager

Date: Mar 12, 2024

CONSULTANT:

Signature: 

Printed Name: Larry Baldwin

Title: Global Director - Transportation Software Products

Date: Feb 28, 2024



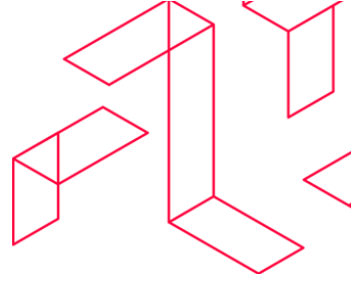
Attachment A - Scope of Work

# City of Kirkland: Smart Parking Technology Implementation

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Arcadis & CurbIQ Implementation Plan



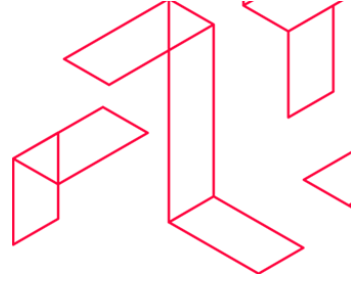


## Work Plan Overview

This document outlines the Statement of Work that will be completed to fulfill the requirements of the City of Kirkland's Smart Parking Solution. This includes all tasks and timelines for the two phases of the project, as well as details related to ongoing support and maintenance on the Smart Parking Solution has been implemented. Each task includes a description, associated deliverables, and timelines.

## Project Timeline

Task	Deliverables	Start Date	Delivery Date
Project Kick-Off	Meeting minutes summarizing discussion.	2024/03/04	
Scope Data Collection Metrics and Coverage	One Draft and One Final (as needed) Technical Memorandum outlining the data collection plan to create the digital asset inventory. This will include what attributes and assets will be included in the inventory, what existing datasets will be used to create the inventory and which ones need to be verified on site, and what data format will be used.	2024/03/11	2024/03/29
Digitize and Format Existing Data	Standardized data in format approved by the City for all relevant existing datasets, to be used in for data verification on site and in the Digital Asset Inventory.	2024/04/25	2024/04/19
On Site Data Collection	Raw survey data for all on site project area assets, along with associated images and attributes completed.  Existing data with all asset types verified on site with photos.	2024/06/03	2024/06/28
Digital Asset Inventory Creation	A final digital asset inventory in a format decided upon with the City.  Access to the CurbIQ platform with the entire asset inventory uploaded for up to 5 different users. Note at this stage, only access to the visualization map of all assets will be provided.	2024/04/01	2024/04/30
Parking Demand	CurbIQ will aggregate demand data from all sources to present supply & demand data in an easy-to-	2024/03/04	2024/04/26



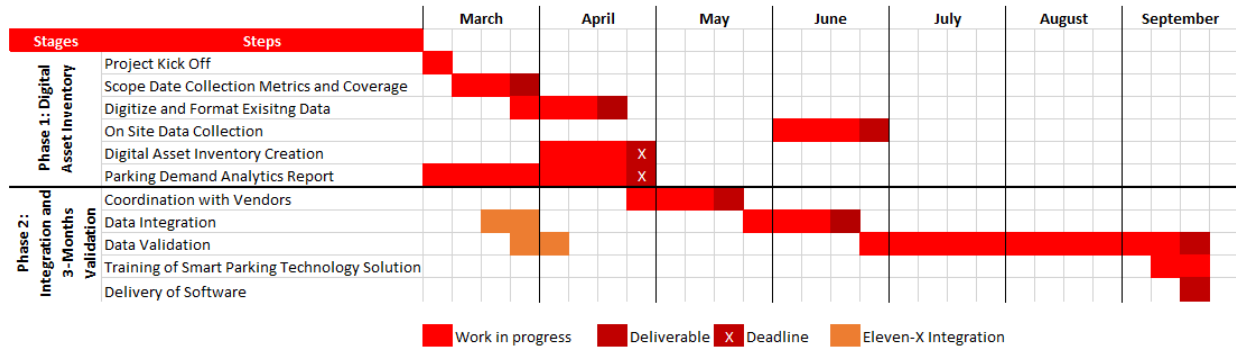
Analytics Report	read format for use by City of Kirkland staff in council presentations and discussions.		
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Coordination With Vendors	<p>One Draft and One Final (as needed) Technical Memorandum outlining the data integration and validation plan outlining all data integration and validation steps that will be completed.</p> <ul style="list-style-type: none"> <li>This will also include the communications network visualizing how all integrations are connected to the CurbIQ platform.</li> </ul>	2024/04/22	2024/05/24
Data Integration	All demand data connected with the digital asset inventory and shown on the CurbIQ Platform. At this point, access will still be limited to the visualization map until data validation is completed.	2024/05/27	2024/06/21
Data Validation	One Draft and One Final (as needed) Technical Memorandum documenting all the data validation work and verifying completion.	2024/06/24	2024/09/20
Delivery of Smart Parking Technology Solution	Access to the entire Smart Parking Technology solution via the CurbIQ platform for up to 5 different users. Additional user access can be discussed as needed with the City.	2024/09/20	

Maintenance, Support, and Security	CurbIQ will provide continued support to the City.	On-Going



## Gantt Chart



Note this Gantt Chart does not include details on the Parking Demand Analytics Report task.

## Project Schedule and Implementation Plan

This form outlines the Statement of Work that will be completed by **the Solutions team** (i.e. Arcadis and CurbIQ staff). This includes all tasks and timelines for the two phases of the project, as well as details related to ongoing support and maintenance on the Smart Parking Solution has been implemented.

### Phase 1: Digital Asset Inventory

The first phase of this project involves the creation of a digital asset inventory of all parking in the project area. The solution outlined below involves making the most of any existing data before collecting any outstanding information on site.

#### Project Kick Off

To begin the project, a kickoff meeting will occur to meet all project leads, staff, and stakeholders, as well as any third-party staff the Solutions Team will need to work with to implement the Smart Parking solution. This meeting will also be used to clarify any items on the proposal to ensure all parties are on the same page.

#### Scope Data Collection Metrics and Coverage

To make sure the digital asset inventory contains all information the City is looking for, the Solutions team will work with the City to identify all relevant attributes and metrics to capture. A common list of attributes can be provided to the City to work through and decide what they want to include. This is anything from attribute types like space length, max stay, angled parking, and parking rates, to asset features like parking meters, pay stations, and fire hydrants. This exercise will also involve clearly defining the study area and what granularity of data should be captured within this area.

Another component of this task will be to identify any existing data that already exists for the area and looking to see if it can be used to help create (or supplement) the digital asset inventory. From



past projects, the Team has used a variety of datasets to help create a complete asset inventory, from parking meter and parking signage datasets, to maps of permit zones or parking rates. These datasets can also be verified onsite to make sure they are accurate.

Lastly, standards will be decided on with the City on how to store all the data. The Team has worked with several common data standards in the past, our team recommends using CDS but ultimately a format can be decided upon with the City to best suit their needs.

All this information will be used to put together a formal data collection plan and course of action.

### *Deliverable*

- One Draft and One Final (as needed) Technical Memorandum outlining the data collection plan to create the digital asset inventory. This will include what attributes and assets will be included in the inventory, what existing datasets will be used to create the inventory and which ones need to be verified on site, and what data format will be used.

## **Digitize and Format Existing Data**

Now that all the existing datasets have been identified, the Team will use CurbIQ's Open Data Automation (ODA) processes to format this data for use in on-site verification and for the final asset inventory. For example, any of the data on the City's [public maps](#) can be pulled onto the CurbIQ platform.

### *Deliverable*

- Standardized data in format approved by the City for all relevant existing datasets, to be used in for data verification on site and in the Digital Asset Inventory

## **On Site Data Collection**

With existing datasets prepared, on site data collection can proceed. For the size of project area and data needed to be collected, CurbIQ's Curb Level Surveying (CLS) is most applicable. CLS takes advantage of open-source measurement and capture tools (for this project - Esri's Field Maps App) to collect curb and parking asset & regulation data with very high positional precision. CurbIQ's processing scripts from ODA then automatically convert collected data and imagery into a parking and curbside digital inventory. Because this data collection occurs right on site at the given assets, any and all desired asset types and attributes can be collected. This includes typical parking data mentioned above, but also additional assets such as painted curbs, bike racks, traffic poles, ramps, or curb cuts.

Local Arcadis staff will be used for surveying the project area. The staff will be trained on the software prior to the project to help with consistent, accurate data collection. Because of the relatively small project area (only 8 miles of streets and some parking lots), data collection can be completed within a couple days, with any additional surveying happening after the initial collected data is reviewed. This is also the time any existing data can be verified on site.



Some additional notes on this data collection method are outlined below:

- The collection of any custom attributes or asset types can be configured as needed for the project.
- An image is taken with every asset captured to help with data classification and cleaning.
- Geo accuracy of the assets collected are based on the phone's GPS. Based on the area being surveyed, 90%+ of assets should be accurately located within 3 feet.
- Several metrics can be verified on site for existing data including whether the asset still exists, if its location is correct, or the status of the given asset. All of these values are customizable.
- This process is easily scalable, and the project area can be expanded should the City require more coverage.

#### *Deliverable*

- Raw survey data for all on site project area assets, along with associated images and attributes completed.
- Existing data with all asset types verified on site with photos.

### **Digital Asset Inventory Creation**

The second step in CLS is to process and standardize all the raw survey data collected. A major step of this process is dealing with custom new asset types and completing a final quality control on the data.

The final data will represent the Digital Asset Inventory for the City of Kirkland. This data will be provided in the format requested by the City, but also uploaded to the CurbIQ platform. Credentials will be provided to the CurbIQ platform for up to 5 users, additional access can be provided upon request.

#### *Deliverable*

- A final digital asset inventory in a format decided upon with the City.
- Access to the CurbIQ platform with the entire asset inventory uploaded for up to 5 different users. Note at this stage, only access to the visualization map of all assets will be provided.

### **Phase 2: Integration and 3-Months Validation**

To help streamline work and get the final Smart Parking Solution to the City for as much as the three-year contract as possible, data integrations and validations will begin before Phase 1 is complete. This Phase outlines coordinating with vendors, data integration, data validation, and final delivery of software.

#### **Coordination With Vendors**

The Team will work with the City to get contacts for all relevant vendors that will have their data integrated with the Smart Parking Solution. Once contacts are provided, the Team will meet with each vendor to go over the technical details of their data and how it can be pulled onto the CurbIQ platform.





Details on push/pull APIs, frequency of data updates, any caveats, and any other relevant information will be discussed. The Team has a series of set questions and info they would typically need to complete a connection. The City is welcome to join these meetings but are not required to. This information will then be used to put together a data integration and validation technical memo which will document in detail how the Team will complete data connections with all vendors. The City will then be able to review this document and provide any feedback as needed.

### *Deliverable*

- One Draft and One Final (as needed) Technical Memorandum outlining the data integration and validation plan outlining all data integration and validation steps that will be completed.
  - o This will also include the communications network visualizing how all integrations are connected to the CurbIQ platform.

## **Data Integration**

Once the work plan is finalized, data integration can begin. The Team will complete the process with each vendor. These steps are outlined below but will be adjusted as needed depending on any caveats or extra steps needed with specific vendors.

1. Align demand data sources with the equivalent parking assets in the digital inventory. Create a 1:1 matching dictionary to make sure these assets are all aligned.
2. Add the demand data feed into CurbIQ's master database. This often involves a conversion API where the Team takes the vendor API and converts it to a standardized format that is the same for all demand data sources.
3. Begin to have data populate the CurbIQ database.
4. Push the latest demand data onto the CurbIQ platform, both the real time information on the visualization map and the aggregated historical data on the analytics dashboards.
5. Complete a thorough QC to make sure data is being sorted and displayed properly. This is separate from the data validation steps outlined below.

### *Deliverable*

- All demand data connected with the digital asset inventory and shown on the CurbIQ Platform. At this point, access will still be limited to the visualization map until data validation is completed.

## **Data Validation**

Once all data integrations are complete, data validation can begin. The Team has a standardized process of data validation that has been utilized across multiple projects and proven to be effective at making sure final data is accurate. These steps will be refined in the work plan approved by the City, but steps are outlined below:

1. On a weekly basis, choose 10+ random times to compare demand data from various sources.
2. For each time, pull the numbers that were displayed on the real time visualization map, the analytics dashboards, and all the different vendor data sources.



3. Compare the numbers from the CurbIQ platform to the vendor sources and make sure they match. Make sure that assets that contain multiple demand sources have their total demand values represented properly in the CurbIQ platform.
4. Any discrepancies in the data will be reported and reviewed to rectify the issues.
5. All data pulled and results found to be documented in the data validation documentation.

#### *Deliverable*

- One Draft and One Final (as needed) Technical Memorandum documenting all the data validation work and verifying completion.

### **Training of Smart Parking Technology Solution**

Three separate training sessions will be coordinated with the City, with the first session focusing on a general overview of the platform, and the other two sessions for any Q&A once staff have had a chance to access the platform.

Extensive user guides will also be provided and our team is ready to support City staff to make the most of the platform. Training also doesn't end here, as part of the subscription to the CurbIQ platform, new staff can be trained and any questions on the platform can be answered by the Team.

#### *Deliverable*

- Three 1-hour sessions overviewing the Smart Parking Technology Solution
- User guides in PDF format for the Smart Parking Technology Solution

### **Delivery of Smart Parking Technology Solution**

With all data integrations and validation complete, the Smart Parking Technology Solution will be ready to be deployed to the City. Credentials will have already been provided for the visualization map, but access will be expanded to the entire CurbIQ platform, with details on all the tools outlined below.

#### *Deliverable*

- Access to the entire Smart Parking Technology solution via the CurbIQ platform for up to 5 different users. Additional user access can be discussed as needed with the City.

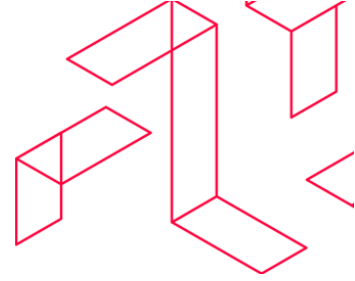
### **Smart Parking Technology Solution Subscription**

For the remainder of the contract, the City will have full access to the Smart Parking Technology Solution provided via the CurbIQ platform. A summary of all the platform's main modules are outlined below.

### **CurbIQ Platform Details**

#### *Data Visualization*

The CurbIQ platform provides a dynamic map-based visualization tool that allows municipalities and institutions to easily navigate and view their existing parking and curbside regulations in a user-friendly interface. City of Kikland staff can view any regulations that apply on any curb segment along



with other key information such as the price of parking, maximum duration, and what time the restriction will change. Information is not limited to parking – transportation infrastructure, assets, and mobility options can also be displayed. The map also displays real time data from all connected demand sources to visualize parking availability.

This map will be accessible by staff as part of the CurbIQ platform but a public facing version will also be made available to share with residents. The public map is designed with accessibility in mind, and can be used to help provide convenient, cost-effective, and equitable information and access to parking for residents and visitors alike. Putting on a sustainability lens, users can also be directed to other more sustainable mobility options or electric vehicle charging stations, to help promote sustainable transportation modes. As discussed in the Functional Requirements, the map is available on any browser or device, and can also be embedded directly into a City Website.

### *Change Management*

CurbIQ also enables the City to manage and customize their parking and curbside easily and efficiently by adding, removing, or modifying any regulations through a simple, visual, and dynamic user interface. This tool can be used to make permanent changes such as raising rates or extending parking hours or adding a 'No Parking' regulation to a busy segment during peak periods, as well as regulations for temporary conditions, such as a road closure for a special event or dedicated pick-up and drop-off. This is all managed efficiently through a digital database in CurbIQ, meaning the City will always have a digital source of truth to be future-ready. This platform coupled with CurbIQ's APIs (outlined below) allow for rapid rule and rate changes for emergencies or special events.

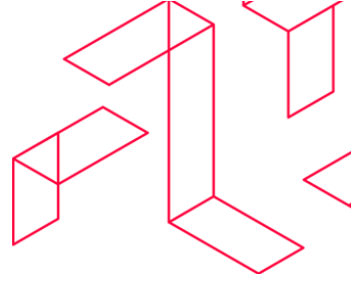
This is also where the CurbIQ platform has been designed to handle a variety of third-party software and associated changes that come to the data. From parking rate recommendations from dynamic pricing engines to as built drawings from work order software and updated asset locations from asset management software, the CurbIQ platform has been designed to handle all these different sources should the City require them to.

### *Analytics Dashboard*

The CurbIQ platform also has a series of dashboards that help municipalities quantify how their curb space is designated and how it is being used, revealing trends that city and university planners can leverage to better plan for their limited parking and curb space. It provides insights into the number of parking spaces by type or user and offers access to customizable information such as parking supply, utilization, comparison, and demand. Summary stats and targets can also be programmed in to help cities meet their curbside and mobility goals. This is where all the different parking demand vendors have their data aggregated, having one location to view historic trends and parking occupancy information.

### **Maintenance, Support, and Security**

Support does not end once the software solution has been deployed. The Team has created a robust support network from various previous projects to make sure the City has everything they need to make the most of the Smart Parking Technology Solution. Arcadis also has experience providing



dozens of products and software solutions, and the corresponding expertise, security knowledge, and maintenance practices to go along with them.

### *Ongoing Support*

The CurbIQ platform has the functionality to report issues or bugs within each of the corresponding modules. The City will also be provided with a CurbIQ email that we can be contacted to report any problems. Adding to our Technical and Email support, along with Training and Onboarding, we also focus on Feedback Collection and Monitoring with Analytics. This includes documenting feedback from clients, performance monitoring, and error tracking, all to improve the platform over time.

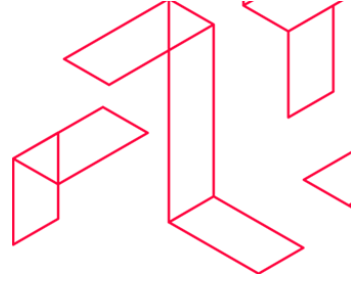
## **Parking Demand Analytics Report**

### **Solution Overview**

Not only does CurbIQ integrate demand data for real time information, but it has also been used for aggregation and analysis. Coupling CurbIQ parking & curbside experts with their analytics & software, periodic reports of parking demand can be generated along with insights, recommendations, and outlooks for City staff.

- **Seamlessly Ingest Demand Data:** CurbIQ has taken on the role of a data aggregator – taking in an array of demand sources and standardizing into one format. This has been applied for these reports, with the ability to ingest to sensor & camera data, parking app transactions, as well as smart meter & kiosk transactions
- **CurbIQ Visuals & Analytics:** Using the CurbIQ platform, dynamic maps and custom graphs can be created to visualize historical parking demand data (such as heat maps), enabling the CurbIQ team to quickly pull summary stats and assess various metrics & scenarios.
- **Presentable & Digestible Reports:** The CurbIQ team harnesses their consulting expertise to present supply & demand data in an easy-to-read format for use by staff in internal discussions, council reports, and stakeholder engagement.
- **Custom Insights & Recommendations:** These reports are meant to be custom built for each city. This means working with staff to analyze specific problem areas, detect trends, compare historical stats, make comparisons, and extrapolate data to guide policy decisions based on specific needs such as:
  - Justify expanding paid parking to new areas, times or seasons
  - Assist with pricing policy, various pricing scenarios and estimated revenue generation
  - Identify low utilized parking lots that could have rules adjusted or repurposed for different uses
  - Give grounds for implementing resident permit parking around high demand zones
- **Flexible Deliverables:** Reports can be created on a monthly, quarterly, or annual basis – direct access to the CurbIQ platform can also be provided to do a deeper dive on the data

Some screenshots of our reports can be seen below, and more details can be found on [our website](#).




## Technical Approach

CurbIQ will aggregate demand data from all sources to present supply & demand data in an easy-to-read format for use by City of Kirkland staff in internal discussions, council reports, and stakeholder engagement. Our team will work with City or Kirkland staff to analyze specific problem areas, detect trends, compare historical stats, make comparisons, and extrapolate data to guide policy decisions based on specific needs.

Note that other timelines made need to be delayed to ensure the delivery of this report for council meetings with the City of Kirkland. These timelines will be discussed with City staff and adjusted on an as needed basis.





# City of Kirkland Smart Parking Technology Implementation

**November 22, 2023**

Submitted by CurblQ on behalf of Arcadis  
Submitted to City of Kirkland



## Form 2: Proposal Summary

The Arcadis team is pleased to submit our proposal in response to the City of Kirkland's RFP for a Smart Parking Technology Solution to help improve parking operations and planning in the City. Our proposal outlines our approach to fulfilling the project scope and requirements, maintaining the high-quality standards set forth in the RFP.

We are submitting to you as Arcadis (legal name 'Arcadis, a California Partnership'), a global firm renowned for our innovations in mobility as much as in architecture, urban design, and civil engineering. Arcadis is also proud of our curated selection of ground-breaking digital products. One such product is CurblQ which encompasses data collection services and a robust management software that will be the functioning solution for the Smart Parking Technology. CurblQ was created by Arcadis in 2019 to respond to the challenges our clients were facing at their curbs, including parking. CurblQ is the only software a city needs to manage their parking and curbside assets; our clients use CurblQ to collect and digitize parking and curbside assets, visualize this data for both internal use and the public, integrate various data sources related to parking, analyze and report on historical parking trends, interact with third-party vendors/tools, and more. With an intuitive map-based interface that is at once simple and powerful, CurblQ is opening opportunities for better dynamic parking management in cities across the world. We would be delighted to welcome the City of Kirkland into our growing global family of happy clients.

Arcadis and the CurblQ team are at the forefront of the thought leadership on how agencies should address these issues; our parking experts have completed dozens of parking and curbside studies, and implemented technology solutions throughout cities in North America. Arcadis has local expertise with an office in Seattle and past experience working on the Smart City Master Plan for the City of Kirkland. The CurblQ platform has been tried and tested, making for a robust technology solution. Through these past deployments, the CurblQ team has become integration experts, connecting with dozens of parking vendors including several involved in this project, while also refining data collection and digitization processes that are industry leading and recognized. We are proud to be a leading-edge solution in this field of parking and curbside solutions.

The scope of work outlined in this proposal aligns exactly with what CurblQ was designed to do, making the team confident in its ability to deliver another great solution. The need to create a digital parking asset inventory fits exactly into CurblQ's set of data collection processes. With methods refined from dozens of past projects, the Team has outlined a streamlined, efficient plan to provide an accurate, up to date asset inventory, a key first step in modernizing a City's parking management system. This includes a combination of converting and verifying existing data and going on site to collect any missing information, while also completing thorough quality control and delivering data in an agreed upon accessible data format.

Integrating the various parking vendor data will also prove to be a perfect task for the Team, having integrated and overlaid thousands of demand data points across various companies in the past, including over 4,500 eleven-X sensors. Structured processes designed for any vendor type will also make the data validation steps run smoothly.

We are also confident the final Smart Parking Technology solution being deployed will meet all the City's needs. The CurblQ platform will provide the visualization of parking assets and their associated demand for the public while also providing a back-office dashboard for City staff to complete all the dynamic rule

and rate changes, long term planning, scenario analysis, and customized reporting they need. The CurbIQ platform can handle what the City requires now and in the future, from integrating electric vehicle charging infrastructure, to event management, predictive parking, tracking equity and sustainability goals, and more. The platform also has all the certifications, security, and associated support that the City would need on a day-to-day basis.

As a team, we are confident we will provide City of Kirkland with the most user-friendly, comprehensive, flexible, and powerful smart parking technology tool, coupled with renowned industry experts.



## Form 4: GENERAL SUPPLIER INFORMATION

### Company Information

Proposing Supplier Information	
<b>1. Contact Information</b>	
Company Name	Arcadis, a California Partnership
Name and Title of Contact Person	Peter Richards, P. ENG Product Bundle Director – Revenue Products – Arcadis Product Director – CurbIQ
Company Address	801 Second Avenue, Suite 1000 Seattle, Washington 98104-1573
Phone	T +1 416 596 1930 ext 61402
Email Address	<a href="mailto:peter.richards@arcadis.com">peter.richards@arcadis.com</a>
Company Website	<a href="https://www.arcadis.com/">https://www.arcadis.com/</a> <a href="https://www.curbiq.io/">https://www.curbiq.io/</a>
<b>2. Regional Offices and Staff</b>	
Describe whether your organization is local, regional, national, or international.	International
Regional office servicing this engagement	801 Second Avenue, Suite 1000 Seattle, Washington 98104-1573
Describe the range of services provided by the office servicing the engagement and # of employees.	48 employees at the Seattle Office. Services include: Planning, Design, Construction Administration, Policy, Requirements Documentation Areas of Expertise: Architecture, Systems, Transportation Planning, Intelligent Transportation Systems
<b>3. General Information</b>	
Year Founded	1888
Private vs. Public (Listing Exchange and Listing Code)	Public (Amsterdam Exchange, ARCAD:AEX)
Fiscal year end	December 31
Revenue: Current Year	Net revenue is €932m, as of 2023 (Q3)
Revenue: Prior Year	Gross revenue is €4,028m for 2022

Parent Company (If separate)	Arcadis
Disclose any recent litigation (and outcomes) and litigation currently underway.	Arcadis, a California Partnership, is a member of one of the largest groups of design companies in the world; none of our current pending or threatened disputes are material to our business, nor would they impact our participation in this project. Arcadis, a California Partnership has more than adequate insurance coverage to address these claims. Additionally, Arcadis NV, the ultimate parent company of the bidder, is a publicly traded company (AMS: ARCAD), that engages in regular financial reporting, which takes into account all liabilities. Arcadis NV's financial statements are publicly available <a href="#">here</a> .
<b>4. # of Supplier Employees</b>	
Total Worldwide	36,000
Total in U.S.	5,789 (Arcadis)
# of full-time employees in: <ul style="list-style-type: none"> <li>• Planning and implementation</li> <li>• Solution provider (software)</li> <li>• Technical support and training</li> <li>• Operation and maintenance</li> <li>• Other (note relevant staff):</li> </ul>	Planning and Implementation: 793 Solution Provider (software): 434 Technical Support and Training: 413 Operation and Maintenance: 167 Other:
<b>5. Relevant experience working with cities of our size. Briefly describe.</b>	Arcadis has worked with cities across the globe of various sizes and geographies. The CurbIQ team has worked with several cities on parking and curbside software deployments in North America, including Seattle Washington, Ann Arbor Michigan, and Santa Monica California. Several of these projects are outlined in Form 9.
<b>6. Contract termination for default</b> Please list all incidents in the past 5 years in which you have had a contract terminated for default. Termination for default is defined as notice to stop performance due to your nonperformance or poor performance; and the issue was either (a) not litigated or (b) litigated, and such litigation determined you to be in default. Please provide: <ul style="list-style-type: none"> <li>• Full details of all terminations for default</li> </ul>	None

<ul style="list-style-type: none"> <li>• The other party's name, address and telephone</li> <li>• Your position on the matter</li> </ul>	
<p><b>7. Contract termination before contract completion for convenience, nonperformance, non-allocation of funds, etc.</b></p> <p>Please list all incidents in the past 5 years in which you have had a contract terminated before completion (e.g. for convenience non-performance, non-allocation of funds or any other reason)</p> <p>Please provide:</p> <ul style="list-style-type: none"> <li>• Full details of all such terminations</li> <li>• The other party's name, address and telephone</li> <li>• Your position on the matter</li> </ul>	None

## Form 5: FUNCTIONAL REQUIREMENTS

Key Functional Criteria R = Required N = Nice to Have E = Explore			Vendor Response					Comments  *if vendor responds with 3P, C, or F, additional information must be provided as noted on instructions page.
			Y	3P	C	F	N	
		<b>Digital Inventory and Asset Management</b>						
1	R	Ability to create a comprehensive digital inventory of Kirkland parking assets in the project area, including curb spaces, garage lots, and surface lots.	X					CurbIQ has a highly automated end-to-end parking asset and regulation digitization process that enables our team to quickly collect both curbside and off-street parking regulations for municipalities. The solution is composed of several processes that involve utilizing existing datasets as well as surveying in the field. All these processes use automated scripts to format the data into standards verified by our clients. These processes have been tried and tested across multiple projects as outlined throughout this proposal.
2	R	Ability to associate parking rules that vary by time and parking use types.	X					The CurbIQ platform includes a dynamic map-based visualization tool that allows municipalities to easily navigate through their parking regulations and assets in a user-friendly interface. The City can view all regulations that apply on any curb segment or off-street lot at a given time of the day. Upon selection of any feature on the map, users can access key information such as the parking rate, maximum duration, and a detailed time-day schedule of all regulations that apply on that location. All these rules and regulations are filterable by time of day, type, and other key metrics.
3	R	Briefly describe the solution's capabilities for parking rule modifications, such as for special events, constructions, or other temporary parking adjustments.	X					The CurbIQ platform also includes a module that lets cities manage and customize their parking restrictions quickly and with ease by adding, removing, or modifying any parking regulations through a simple, visual, and dynamic user interface. This tool can be used to make experimental or permanent changes, for example adding a 'No Parking' regulation to a congested area during peak periods or changing a 'Free Parking' segment to 'Accessible Permit', increasing the on-street parking prices in a certain area by a chosen amount, as well as introducing regulations for temporary

							<p>conditions, such as adding a temporary “Road Closure” regulation during a special event or construction. Additionally, CurbIQ provides the ability to manage any type of parking and mobility asset inventory, such as virtually adding or removing EV charging stations from a street, updating bus route information from the respective stops, or changing the location of a bike share station. To maintain data integrity, users are given different access levels depending on their role in the City, so that only authorized staff can approve proposed changes and publish them to the main inventory. This is all managed efficiently through a digital database in CurbIQ, meaning you have a digital source of truth to be future-ready.</p> <p>The CurbIQ platform has also been designed to handle a variety of third-party software used across city departments. From ingesting rate recommendations from dynamic pricing engines to dealing with work orders and assets from legacy software CurbIQ can integrate with these data sources to streamline existing systems and provide easy access for all staff using CurbIQ.</p>
4	R	Briefly explain the solution’s capabilities for downloading/exporting digital assets.	X				<p>The CurbIQ platform comes with standardized exporting features from the platform to provide easy access to any and all data on the CurbIQ platform. This includes inventory data from the visualization map, changes in rules from the change management module, or demand data from the analytics dashboards. The team can also provide data dumps of all relevant data on the platform at a regular cadence should the City request it. These data dumps can be provided to the City in a variety of formats including JSON, shapefile, Excel, and csv’s depending on the needs of the City.</p> <p>Data can also be accessed through CurbIQ’s set of APIs, which provide users with data feeds that can return custom queries that can support specific use cases from the City. For example, City staff can request all parking zones with a certain pay rate or maximum stay or request all demand data for a given time period and area.</p>
5	R	Briefly describe how digital parking assets are maintained in your solution.	X				<p>Similar to how parking rules and rates are changed on the CurbIQ platform, parking assets can also be maintained via CurbIQ. Parking asset locations, metrics, and attributes can all be edited, reviewed, and published in the CurbIQ platform. The change management platform has multiple pages to handle regulations, assets, parking rates, and external data changes, all which have separate List and Map Views. These changes are also all stored in the database so that a history of changes is</p>

								maintained. Different staff can be given viewing, editing, and publish access – CurbIQ staff can also complete asset changes on a regular basis if the City prefers.
6	N	Briefly explain the parking attributes required for facilitating dynamic parking.	X					The key to dynamic parking is having a digital inventory of regulations and demand data of each asset, so that the regulations that are selected can mirror the range of uses for parking. The CurbIQ platform provides all the tools to manage dynamic parking, whether that be uses by time of day, or rate changes based on occupancy. The CurbIQ platform enables staff to quickly change parking rules and regulations based on looking at real time and historical data. These changes can also be published to a public facing platform and their APIs so that changes can be sent out to parking infrastructure in the field. Effective data sharing and communication is key to dynamic parking which CurbIQ can provide.
7	N	Ability to map parking assets like sensors, gateways, and pay-stations.	X					The CurbIQ platform is not limited to displaying just parking and curbside info – transportation infrastructure, assets, and mobility options can also be displayed. Any physical asset requested by can be easily added to the map if we are provided the location and asset type. Many existing projects have pay-stations and mobility assets added to their maps.
		<b>Functionalities</b>						
8	R	Ability to aggregate parking usage data, including but not limited to parking occupancy, turnover, and availability from various sources through Kirkland’s existing technologies as described in this RFP.	X					Over the course of multiple projects, CurbIQ has taken on the role of a data aggregator – taking in an array of parking demand sources and standardizing into one format on one dashboard for easy visualization and analysis. Using a variety of automation scripts and a deep knowledge of data standards our team can ingest parking usage data in almost any format and aggregate it into a consistent and easy to process format. In past and current deployments, our team has aggregated sensor data (including 4500+ eleven-X sensors), parking payment apps, and parking meter data into one easy to manage database. Once data is aggregated it can be queried to show occupancy (real-time and historical), turnover, and lot utilization, as well as total sessions and other items.
9	R	Ability to create a centralized parking data hub for easy consumption.	X					The CurbIQ platforms acts as the central data hub to easily view all integrated data in an interactive platform. Our system eliminates the need to work with hard-to-understand raw data, we deliver data in a way that gets you the information you

							want to see, hassle free. It also avoids having to deal with multiple platforms by being the single source of truth for a digital asset inventory and demand data.
10	R	Ability to present real-time occupancy data for the convenience of parking facility users.	X				The CurbIQ platform has the built-in capability to show real time data such as parking availability with the integration of demand capturing infrastructure like sensors, cameras, and parking payment systems. Our visualization platform works in a way such that the color of the lots on the map will dynamically change as occupancy increases or decreases in lots and on-street; this provides both the city and the general public with an easy-to-understand view of where spots are available. Visual changes are not the only thing used to show occupancy. A user can select a specific parking lot or on-street segment to get the exact real-time parking occupancy. This functionality provides the public with the necessary information to plan their journey and create a seamless stress-free parking experience. This map can be used internally or shared with the public as a standalone website or embedded in a webpage.
11	R	Ability to provide a user-friendly interface for accessing parking information across all devices, including smartphones.	X				The CurbIQ platform can be shared with the public at no cost to the public, through a variety of web browsers on mobile devices, tablets, and desktops. With no log-in or account creation required, general and real-time parking information is quickly displayed to the users immediately when opening the website. This site can even be embedded on a City website giving the public direct access to all parking data. The City can also have full control over what information the public sees compared to what the municipal version of CurbIQ contains.
12	R	Ability to offer parking navigation assistance based on specific trip criteria selected by users.		X			Directly built into the CurbIQ platform is a navigation button for every parking asset shown. A user can simply select the navigation button on the map, and a user will be directed towards the wayfinding app of their choice (Google Maps, Apple Maps, etc.) to navigate directly to the parking spot. Additionally, CurbIQ's API can be used to find the closest available parking spot based on location and regulation type (e.g., paid parking) provided at a specific time on a specific date.
13	R	Create a configurable dashboard and userfriendly interfaces for the City admin clients and users.	X				By using the CurbIQ platform, City staff get access to user friendly, interactive dashboards that transform static data into information you can benefit from. Our dashboards include features that allow for experimentation. For example, the City can enter different occupancy percentages or usage rates and immediately see how different scenarios would affect revenue and usage. Data can also be filtered by a

							variety of metrics including time of day, regulation type, and more. Because data is aggregated into a standardized data format and easy to query, it is possible to develop new metrics and create unique custom charts upon request by the City.
14	R	Briefly describe back-office dashboard functionalities.	X				The CurbIQ system can take aggregate parking data and generate dashboards to help the City quantify how their parking space is designated and how it is being used, revealing trends that city planners can leverage to better plan for their limited parking and curb space. It provides insights into the number of parking spaces by type or user and offers access to customizable information such as parking supply, utilization, comparison, and demand. The demand dashboards display occupancy and turnover metrics including total sessions, dwell time, arrivals and departures, and demand-based revenue. Summary stats and targets can also be programmed in to help cities meet their curbside and mobility goals. The back office dashboard also provides a change management platform (as mentioned above) to handle various parking rate, asset feature, and rule changes.
15	R	Briefly describe the reporting capability, including trend reports by date/time with current and historical information.	X				Our team has extensive experience building custom reports for cities, coupling Arcadis' parking & curbside experts with their analytics & software, periodic reports of parking demand can be generated along with insights, recommendations, and outlooks for City staff. Therefore, the CurbIQ platform has been designed to create custom map and report exports to visualize historical parking demand data based on a variety of metrics including date, time, and location averages. Additional custom reports can also be made upon request by the City.
16	R	Briefly describe query and analytics capabilities of proposed solution.	X				All integrated data is stored in a central database following set data standards, which allows the team to quickly run any query needed to generate analytics requested by the City. Preset calculations including occupancy, turnover and number of sessions can be made in the CurbIQ platform and visualized on dashboards. Users can draw custom analysis zones on the map, and query data only for these zones or parking lots in different aggregation types such as time of the day, day of the week and or regulation-specific data.
17	R	Ability to support parking navigation using maps.		X			As mentioned, when looking at parking assets in our system, users can click "Directions" which will take them to a 3 <sup>rd</sup> party navigation service to provide navigation. The ability to look at real-time parking information then get direction



								right to a lot creates a stress-free parking experience for users, eliminating the need to drive around searching for parking. Not only does this make drivers happy, it reduces the amount of time cars are on the road helping working towards a more sustainable parking experience.
18	N	Briefly describe your options for multilingual support.	X					Our system offers multilingual support to cater to diverse user needs in both French and English. Although English is the default language for the platform, the City may request the addition of any language to enhance their experience and accessibility. As a global company operating in dozens of languages, Arcadis has already successfully implemented additional language support for previous and existing clients on other products.
19	N	Briefly describe the firm's ability to implement dynamic pricing strategies	X					CurbiQ can build a robust database of parking events collected from various sources, which can then be used for analytics to select optimal parking prices that align with the City's goals and strategic plans. A variety of factors are considered for this analysis, including but not limited to a goal of occupancy or revenue, a minimum or maximum parking price, a desired rate of increase or decrease, and the frequency of parking rate updates. We can provide suggested optimal values from the analyzed trends and from literature, and after the city's approval and/or public discussions, the selected values can become published to update pricing dynamically on the CurbiQ visualization map. These changes can also be pushed by CurbiQ to third party vendors in real time so that rates are updated in the field on parking meters and apps. CurbiQ can also pull from work done with other Arcadis products to implement dynamic pricing strategies like merchant validation or digital payments.
		<b>Integration</b>						
20	R	Briefly describe your standard APIs integration capabilities and existing integration connectors.	X					CurbiQ is vendor agnostic and has integrated with dozens of different demand source vendors. CurbiQ is currently integrated with multiple APIs, including eleven-x (sensors), various parking meter and pay stations, payment apps (extensive integration with HotSpot Parking, another Arcadis product and its in-house parking payment solution), the General Transit Feed Specification, and the General Bikeshare Feed Specification, to name a few.

21	R	Briefly describe the ability to integrate with Kirkland's existing parking technologies, including but not limited to PayByPhone, Flowbird Pay Stations, and Eleven-X Parking Sensors.	X				<p><b>Sensors:</b> CurblQ has already integrated with eleven-X sensor hardware, having displayed real time parking information for over 4500 eleven-X in-ground sensors along with Demand Dashboards allowing Arlington County to understand users' parking behavior, relate supply and demand, and be a central location for parking performance information. We have also integrated with them in Toronto, as part of a 4-vendor integration that CurblQ did with both camera and sensor companies. Our existing relationship with eleven-X would make integration a seamless process.</p> <p><b>Payment Apps:</b> Our team has ingested transaction data from multiple parking apps to display real time transactional occupancy and generate comprehensive dashboards to understand parking utilization and trends. We have integrated parking app data feeds for numerous clients providing aggregating raw transactional data into detailed metrics that allow our clients to gain a complete understanding of their parking usage.</p> <p><b>Parking Meters and Pay Stations:</b> Just like payment apps, our team has pulled real time demand data from smart parking meters (or aggregated data from older parking meters) and included this information on parking maps. CurblQ has worked with data from Flowbird through HotSpot before, and therefore should be able to integrate Flowbird data with ease.</p>
22	R	Ability to aggerate parking data that stored in Microsoft Excel format.	X				We can easily transform and ingest Excel data into aggregate data compatible with our dashboards. Much of the initial demand data we worked with on parking and curbside studies came in Excel format from a variety of different surveyors – we have the experience on how to deal with almost any type of data in this format.
23	N	Ability to provide import file for other systems for integration if needed.	X				Our solution allows us to quickly export any data at any time to foster seamless integration with other systems. Our team has already integrated with other systems in the past including legacy work order and change management systems. This is where CurblQ's APIs can also be used to pass our data seamlessly into existing systems (or vice versa).
24	N	Briefly describe the ability to expand integration to support future City's parking needs, such as parking permit system, display boards, parking access	X				Our team has integrated with a wide variety of data sources and that list is continuously growing. With HotSpot and other company partners, CurblQ has worked with enforcement data, traffic incident data, digital signage, and more.

		and revenue control system, parking enforcement systems.						CurbIQ has the ability and bandwidth to expand and try out different integrations to improve parking management systems.
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		<b>Technical Requirements</b>						
25	R	Has a secure open API for integration with other parking systems.	X					CurbIQ has provided their APIs across multiple projects for various third party software and users to access parking and curbside data. The API has been primarily designed to share parking supply and demand data, with various customized queries made to handle Client needs. The API can be accessed via tokens provided to relevant staff and third parties. In general, the number of API calls is capped at a daily amount depending on the Client needs.
26	R	Please include detailed literature on your API if applicable.	X					A sample of our literature for CurbIQ's API can be found here: <a href="https://curbiq.gitbook.io/curb-api-documentation/">https://curbiq.gitbook.io/curb-api-documentation/</a> . Note that depending on the client, a custom set of API queries and associated documentation is made, as would be the case for this project.
27	R	Diagrams of communications network for typical implementation	X					As part of the project solution, CurbIQ will provide a diagram of the communications network for the City's parking technology solution. A sample of what a diagram would look like can be seen in the attached Appendix B: Sample CurbIQ Work Plan from a past project.
28	R	Briefly explain the ability to scale product offerings as the City's Parking needs expand	X					Our system is continuously improving as we discover new, innovative solutions for digital parking infrastructure and analytics. With Arcadis' resources and our staff's technical knowledge we are in a position to easily scale the number of integration and extend map coverage to align with the needs of the City. CurbIQ has been specifically designed to be a scalable software, easily able to handle more integrations and more data. We have coverage on entire cities and have mapped tens of thousands of assets in a single deployment.

29	R	Provide ability to meet compliance requirements (PCI, HIPAA, CJIS, etc.), where applicable.	X				Arcadis has worked on software solutions in the past and has had no issues meeting the compliance requirements outlined by Clients. This is similar for the CurbIQ platform which has undergone a variety of certifications and testing and has met various standards. Some of the certifications include ISO 9001:2015 - Quality management systems, ISO/IEC 27001:2013 - Information Security Management, ISO/IEC 20000-1:2011 - Information technology — Service management, and CMMI Level 5 - Capability Maturity Model Integration. More details on CurbIQ's compliance and security details in Form 6.
30	R	Ability to meet Kirkland IT security requirements as outlined in attachment D of this RFP.	X				<p>On the IT and security front, Arcadis has worked with hundreds of public entities and has had no issues meeting security standards specified. This also applies for the requirements outlined in Attachment D.</p> <p>Several of Arcadis's products have cleared the Cyber Security VAPT (Vulnerability Assessment &amp; Penetration Testing) and are certified including CurbIQ. This testing was carried out as per the OWASP Testing Guidelines, SANS 25 &amp; NIST Framework as per international standards. More details on CurbIQ's compliance and security details in Form 6.</p>
31	N	Ability to provide single sign on (SSO) with Microsoft Azure Active Directory Federated Services token-based authentication.			X		Our back-office version of the system requires email and password authentication to obtain access. Our current clients have found this security sufficient but depending on the client's needs we can provide additional security such as single sign-on or role-based security. Arcadis has implemented SSO on various other in-house products and CurbIQ's system architecture can be upgraded to support this.
		<b>Training</b>					
32	R	Offer training to covering user accounts and security management, system alerts, integration, analytics tools, dashboards, and data reporting.	X				CurbIQ has completed dozens of deployments and has provided thorough training sessions for each one. This Project would be no different with the team providing multiple sessions to all staff using the CurbIQ platform. Extensive user guides will also be provided, and our team is ready to support City staff to make the most of the platform. A sample of the user guide can be seen in Appendix A: Sample CurbIQ User Guide.
		<b>Customer Service Requirements &amp; Support</b>					

33	R	Describe your Service Level Agreement (SLAs) for integrated technology solution.	X				Our Service Level Agreements are tailored based on the project and City's needs. Our SLA's contain the components in scope, responsibilities of all parties, access levels, points of contact, issue reporting, tracking, and response and resolution times
34		Explain your customer support matrix for software maintenance and support including response times to ensure reliable performance.	X				The system platform has the functionality to report issues or bugs within each corresponding module of the platform. Every client is also provided with an email that can be contacted to report any problems. Our team shall provide response to trouble/alarm tickets with the ticket acknowledgement and initial status in one business day or less, 24 hours-per-day, 7 days-per-week, 365 days-per-year (24x7x365).
35	R	Describe the frequency, policy, and cost of software upgrades and version releases, and the level of involvement from City staff	X				All support costs are included with a subscription to CurbIQ products. This includes bug fixes, system maintenance, user training, and platform configurability. Additional support above and beyond these services, such as creating additional features or more customizable configuration, can be negotiated on a case-by-case basis. In general, updates are made to the software on a biweekly basis, with major updates happening once a quarter. As part of the software, City staff get access to these updates. They can also provide feedback and input on future updates and feature improvements.
36	R	Describe number of staff offering user support, ticketing system used and escalation process for bug reports, feature requests, and security enhancement support.	X				Our team consists of 15+ staff available to provide support as needed. We utilize the issue tracking software Jira developed by Atlassian as our primary ticketing system for managing bug reports, feature requests, and security enhancement support. When an Arcadis staff member or City employee encounters a bug or identifies the need for a new feature, we will create a Jira issue specifying the details of the request. Using Jira, we are able to categorize and prioritize bug reports based on their severity and impact allowing for a quick and effective response time. Feature requests undergo a thorough evaluation process, where they are planned, developed, tested, and quality assured according to our product roadmap.
37	R	Briefly describe disaster planning and recovery.	X				Performance monitoring and Error tracking tools like Grafana and CloudWatch are used to track the performance metrics of the web application, such as response times, server uptime, error rates, and resource usage (CPU, memory, etc.) and tools like Sentry detect and report errors, bugs, or exceptions that occur within the web

							application. They provide detailed information about when and where errors/disasters happen, aiding developers in quickly identifying and fixing issues.
38	N	Provide a documentation sample of technical system administration, references and help materials.	X				See Appendix A: Sample CurblQ User Guide for a sample of a CurblQ user guide provided to a past client. Also see Appendix B: Sample CurblQ Work Plan for a sample work plan that highlights some of the technical system administration that CurblQ provides with a client.

## Form 8: KEY PROJECT STAFF BACKGROUND INFORMATION

Company Name	Arcadis, a California Partnership
Staff member name	Peter Richards
Position in the company	Product Bundle Director – Revenue Products – Arcadis Product Director – CurblQ
Length of time in position	10 years
Length of time at company	20 years
Project position and responsibilities	Role: Project Director Responsibilities: Lead advisor on project and available to support high level discussions; review all deliverables and final technology solution
Education	<ul style="list-style-type: none"> <li>B.A.Sc. Honours (Civil Engineering/Construction Management), University of Waterloo, Waterloo, ON, 2004</li> </ul>
Previous work experience	<ul style="list-style-type: none"> <li>Parking Performance System – Arlington County</li> <li>Digital Kerbside Mapping Pilot – Smart Dublin &amp; Dublin City Council</li> <li>Curbside and Loading Zone Management Study – Ann Arbor Downtown Development Authority (DDA)</li> <li>Curb Space Management – Southern California Association of Governments (SCAG)</li> <li>Dynamic Curb Lane Management System – City of Columbus</li> <li>Digitizing the Curb: Curb Inventory Pilot Project – Urban Movement Labs</li> <li>Curbside Management Strategy – City of Toronto</li> <li>Parking Master Plan – City of Hamilton</li> <li>Parking Strategy Update – City of Barrie</li> </ul>
Relevant technical skills and qualifications for the project position using the RFP Scope of Work as a guide.	<p>Peter has been at Arcadis for the past 10 years. He has over 20 years of experience in transportation engineering, with a focus on curbside management, parking strategies, parking technologies, parking master plan reviews, parking justification studies, and traffic operations analysis. In his role with Arcadis, Peter has completed over 20 parking master planning strategies for large cities and small villages across North America, as well as several parking justification studies for private sector clients, parking financial reviews, parking regulation and ordinance reviews, and parking standards reviews. Peter was the Chair of the Parking Standing Committee for the Institute of Transportation Engineers from 2019-2021, a worldwide organization with over 15,000 members in 75 countries. Peter was a member of the Review Panel for the 5th Edition publication of the Institute of Transportation Engineers and is considered an expert in the parking field. Peter is currently the Project Manager for the SCAG Curb Space Data Collection and Inventory Study, including cities such as Los Angeles and Long Beach. Peter was also the Deputy Project Manager for the City of Toronto's Curbside Management Strategy, which was one of the first formal city-wide strategies in North America.</p>

Company Name	Arcadis, a California Partnership
Staff member name	Jacob Malleau
Position in the company	Curbside Mobility Specialist CurbIQ Product Manager
Length of time in position	2 years
Length of time at company	5 years
Project position and responsibilities	Role: Project Manager Responsibilities: Oversee all aspects of the project, the go to contact for the City and partners, ensure timelines are met and solutions are delivered.
Education	<ul style="list-style-type: none"> <li>• M.Eng. (Cities Engineering and Management), University of Toronto, Toronto, ON, 2019</li> <li>• B.A.Sc. (Applied Mathematics and Mechanics Engineering), Queens University, Kingston, ON, 2016</li> </ul>
Previous work experience	<ul style="list-style-type: none"> <li>• Parking Performance System – Arlington County</li> <li>• Digital Kerbside Mapping Pilot – Smart Dublin &amp; Dublin City Council</li> <li>• Curbside and Loading Zone Management Study – Ann Arbor Downtown Development Authority (DDA)</li> <li>• Curb Space Management – Southern California Association of Governments (SCAG)</li> <li>• Dynamic Curb Lane Management System – City of Columbus</li> <li>• Digitizing the Curb: Curb Inventory Pilot Project – Urban Movement Labs</li> </ul>
Relevant technical skills and qualifications for the project position using the RFP Scope of Work as a guide.	<p>Jacob brings over 7 years of systems design experience, policy background, and data analytics perspective to help integrate many of Arcadis' existing practices with the tech-based solutions they are pushing forward. Working with Arcadis' Mobility+ teams, Jacob has applied these skills on various transportation projects, ranging from curbside &amp; parking management to transportation demand analytics. In particular, he has been heavily involved with CurbIQ, with a specific focus on the product design and management as well as the data and systems integration involved. Jacob has led data collection, standardization, and analysis projects throughout California, Michigan, Virginia, and Canada. He has also managed over a dozen CurbIQ deployments for both municipal clients and internal Arcadis projects. As part of these projects, he has handled various data integrations across a multitude of city and project partners. Jacob sits on the Open Mobility Foundation's Curb Data Specification Steering Committee as a contributing member to the structure and use cases of the spec.</p>



Company Name	Arcadis, a California Partnership
Staff member name	Stefanny Perez
Position in the company	Integrations Analyst
Length of time in position	2 years
Length of time at company	2 years
Project position and responsibilities	<p>Role: Integrations Analyst</p> <p>Responsibilities: Leading all integration work with the various vendors including coordination, integrations, validations, and ongoing maintenance and support</p>
Education	<ul style="list-style-type: none"> <li>B.A.Sc. (Civil Engineering), University of Waterloo, ON, 2022</li> </ul>
Previous work experience	<ul style="list-style-type: none"> <li>Parking Performance System – Arlington County</li> <li>Digital Kerbside Mapping Pilot – Smart Dublin &amp; Dublin City Council</li> <li>Curb Space Management – Southern California Association of Governments (SCAG)</li> <li>Digitizing the Curb: Curb Inventory Pilot Project – Urban Movement Labs</li> </ul>
Relevant technical skills and qualifications for the project position using the RFP Scope of Work as a guide.	<p>Stefanny is a Curbside Mobility Analyst with over two years of experience in the transportation and mobility industries focusing on traffic simulations, data conversion automation, and mobility data analysis. She has developed custom web tools to facilitate the use of geospatial data and standardization of data from various sources. Stefanny has applied this knowledge to manage the development of the visualization platform of CurbIQ and to design the structure of data that is handled within the system. For real-time parking data features, she has created API connections to import and standardize occupancy data from third-party providers. In mobile mapping projects, Stefanny has executed the data extraction, training, and validation processes for machine learning models. Her experience with geospatial tools and programming has led her to work on all stages of data processing for cities, from data collection, assessment, conversion, standardization, and deployment. Stefanny's work in CurbIQ includes multiple projects across North America and the UK.</p>

Company Name	Arcadis, a California Partnership
Staff member name	Declan Hollingworth
Position in the company	Curbside Mobility Analyst
Length of time in position	1 year
Length of time at company	1 year
Project position and responsibilities	<p>Role: Technical Analyst</p> <p>Responsibilities: Assist in all data collection and processing work to set up the Smart Parking Technology solution. Assist with integration work including coordination of vendors, data validation, and ongoing maintenance and support.</p>
Education	<ul style="list-style-type: none"> <li>• B.Sc. Honours (Computer Science), Wilfrid Laurier University, Waterloo, ON, 2023</li> </ul>
Previous work experience	<ul style="list-style-type: none"> <li>• Parking Performance System – Arlington County</li> <li>• Digital Kerbside Mapping Pilot – Smart Dublin &amp; Dublin City Council</li> <li>• Curb Space Management – Southern California Association of Governments (SCAG)</li> <li>• Real Time Parking Map – Red Deer</li> </ul>
Relevant technical skills and qualifications for the project position using the RFP Scope of Work as a guide.	<p>Declan is a Curbside Mobility Analyst with nearly two years of experience working with transportation data, specifically with data processing and analytical work. His extensive technical background has helped in the deployment of several CurbiQ projects including real-time parking maps, demand data integrations, and parking analytics reports. Working with a variety of API's and data feeds from parking to mobility services Declan has built a strong foundational knowledge of transportation data standards that allows for streamlined data processing and integration. His technical skills have helped complete projects across North America and the UK.</p>



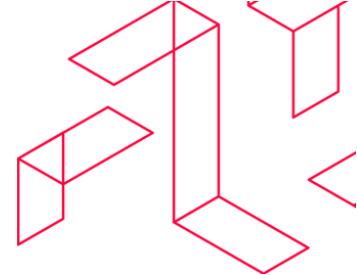
Attachment B

# Service Level Agreement

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Prepared for: City of Kirkland  
Last Update on 2024.02.16





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## Maintenance and Support

CurbIQ is provided to cities under a Software as a Service (SaaS) model. This model includes:

- Access to the CurbIQ platform
- Continuous system maintenance, swift response to bug fixes or issues, privacy protection, and daily backups.

A SaaS model does not mean that support ends once the software solution has been deployed. The Team has created a robust support network from various previous projects to ensure the City has everything they need to make the most of this solution. Arcadis also has experience providing dozens of products and software solutions, and the corresponding expertise, security knowledge, and maintenance practices to go along with them, some of which are highlighted below. A set procedure of check-ins, maintenance, and bug fixing have been refined to minimize issues with the software and provide the best user experience possible.

## Training

CurbIQ has completed dozens of deployments and has provided thorough training sessions for each one. Future projects would be no different with the team providing multiple sessions to all staff using the CurbIQ platform. Three separate virtual sessions are typically coordinated with a new client, with the first session focusing on a general overview of the platform, and the other two sessions for any Q&A once staff have had a chance to access the platform. The application itself will also have simple and intuitive instructions for users and include options for troubleshooting and accessing support. Extensive user guides are also provided and our team is ready to support staff to make the most of the platform. Training also does not end here, as part of the subscription to the CurbIQ platform, new staff can be trained and any questions on the platform can be answered by the CurbIQ team at any time.

## Ongoing Support

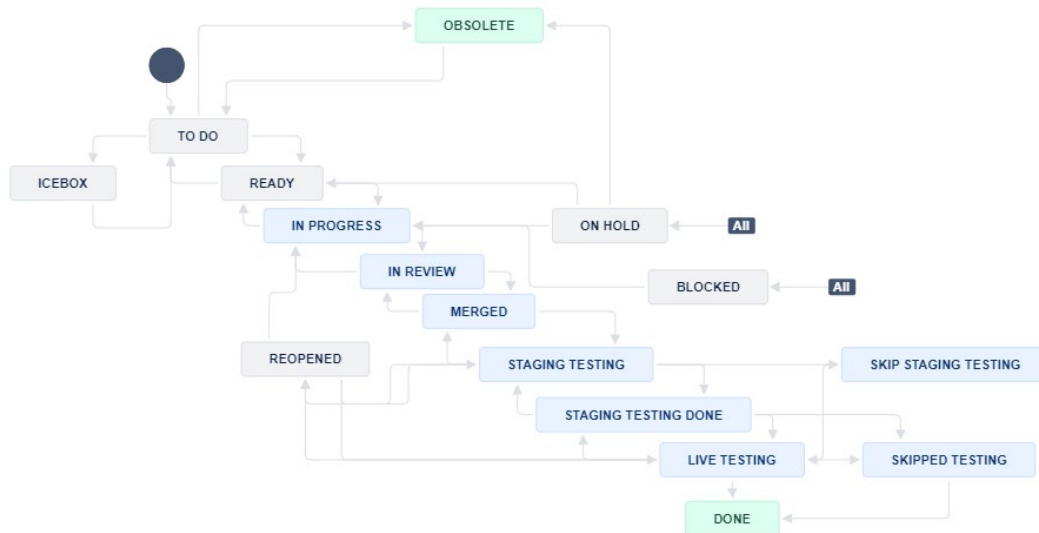
The CurbIQ platform has the functionality to report issues or bugs within each of the corresponding modules. Every client is also provided with a CurbIQ email that can be contacted to report any problems. Our team shall provide response to trouble/alarm tickets with the ticket acknowledgment and initial status in one business day or less, 24 hours-per-day, 7 days-per-week, 365 days-per-year (24x7x365). More detailed information on response times are provided below.

Our team consists of 15+ staff available to provide support as needed. We utilize the issue tracking software Jira, an Agile management product developed by Atlassian, as our primary ticketing system for managing bug reports, feature requests, and security enhancement support. When an Arcadis staff member or client employee encounters a bug or identifies the need for a new feature, we will create a Jira issue specifying the details of the request. Using Jira, we are able to categorize and prioritize bugs reports based on their severity and impact allowing for a quick and effective response time. Feature requests undergo a thorough evaluation process, where they are planned, developed, tested, and quality assured according to our product roadmap.

The flow chart below illustrates how the CurbIQ team currently handles tickets regarding issues with the software platform, improvement requests, or new feature requests. Once a ticket is opened,



either by a client or internal request, it is addressed by going down a series of steps that involve development, testing, and validation before the change is published on the client-facing platform.



Adding to our technical support and training, we also focus on feedback collection and monitoring with analytics. This includes documenting feedback from clients, performance monitoring, and error tracking, all to improve the platform over time.

1. **Feedback Collection:** CurlbIQ encourages user to share their thoughts within the app, helping us fix issues quickly and make our services more user-friendly.
  - a. We have included a feedback feature within both the CurlbIQ application and public default ports, enabling users to easily provide feedback. The team receives email notifications upon receiving this feedback.
2. **Monitoring and Analytics:** CurlbIQ uses smart tools to keep our platform running smoothly. By watching how people use it and tracking important data, we catch problems early and keep our application reliable.
  - a. **Performance monitoring and error tracking** tools like Grafana and CloudWatch are used to track the performance metrics of the platform such as response times, server uptime, error rates, and resource usage (CPU, memory, etc.). Tools like Sentry detect and report errors, bugs, or exceptions that occur within the platform. They provide detailed information about when and where errors/disasters happen, aiding developers in quickly identifying and fixing issues.
  - b. **User Behavior Tracking** tool Mix Panel is used to collect data on user interactions within the platform. This includes user flow, clicks, navigation paths, time spent on pages, and other engagement metrics. Understanding user behavior aids in improving the user experience and optimizing the application's design.



## *Support Costs*

All basic support costs are included with a subscription to CurbIQ products. This includes bug fixes, system maintenance, user training, and platform configurability. Additional support above and beyond these services, such as creating additional features or more customizable configuration, can be negotiated on a case-by-case basis. Typically, PM cost: \$150/hour and Support cost: \$110/hour.

## **Updates and System Improvements**

Our system is continuously improving as we discover new, innovative solutions for digital curbside management and analytics. With Arcadis' resources and our staff's technical knowledge we are in a position to easily scale the number of integration and extend coverage to align with the needs of our clients. CurbIQ has been specifically designed to be a scalable software, easily able to handle more integrations and more data. We have coverage on entire cities and have mapped tens of thousands of assets in a single deployment.

Additional system improvements, such as creating additional features or more customizable configuration, can be discussed on a case-by-case basis. In general, updates are made to the software on a biweekly basis, with major updates happening once a quarter. Clients cannot opt out of any new features. Generally updates require no downtime to the software platform. Any updates that do require downtime will occur at 12 AM PT and typically last no longer than 5 minutes. As part of the software, clients get access to these updates and improvements. Clients can also provide feedback and input on future updates and feature improvements. These are all distinct benefits of using CurbIQ.

## **Security**

### **User Security**

Client-facing products require email and password authentication to obtain access. Our current clients have found this security sufficient but depending on the client's needs we can provide additional security such as Single Sign-On (SSO) or role-based security. Arcadis has implemented these features on various other in-house products and CurbIQ's system architecture can support this. This includes SSO which has been used on other Arcadis products and could be added to the CurbIQ platform if it is required by a client. Public facing products do not require any sign in authentication requirements to access the platform.

Passwords are provided by CurbIQ staff and given via screenshots in emails to users. These passwords do not expire, have a minimum of 8 characters, and at least one symbol, capital, and number. Our password policy is currently being reviewed and will be updated by September 2024. This update will include several improvements such as users creating their own passwords, passwords expiring, and mandatory fields in a password.

### **Solution Security**

Arcadis has a range of experience working with web-based products and their corresponding security. Arcadis's Software Development team is accredited with the following certifications:



- **ISO 9001:2015** - Quality management systems
- **ISO/IEC 27001:2013** - Information Security Management
- **ISO/IEC 20000-1:2011** - Information technology – Service management
- **CMMI Level 5** - Capability Maturity Model Integration

Several of Arcadis's products have also cleared the Cyber Security VAPT (Vulnerability Assessment & Penetration Testing) and are certified including CurbIQ. This testing was carried out as per the OWASP Testing Guidelines, SANS 25 & NIST Framework as per international standards. The process involves the following activities:

- Acquiring detailed information about the devices, network architecture, protocols used
- Devising a strategy to simulate real time threat scenario on the infrastructure.
- Generating exhaustive set of test cases to run on any target environment against which the target is tested.
- Plans are devised to optimize the entire process and minimize any adverse effect on live infrastructure.
- Vulnerability Detection: Tests are run on respective elements of the IT infrastructure with the help of industry benchmark tools which help in listing out the potential vulnerabilities against each device.
- Penetration Testing: Out of all the potential vulnerabilities, a penetration test is carried out to list out the most probable attack points to the client. 80% of the VAPT work is done here. Customized scripts are written as per the business logics and exploit each vulnerability manually for the best result.
- Industry benchmark security testing tools across each of the IT infrastructure as per the business and technical requirements.
- Below are few from many of the tools that are used, along with the Manual Testing wherever needed.

MOBILE APP	WEB APP	NETWORK & WIRELESS	SERVERS	IoT	ACTIVE DIRECTORY	MULTI TENANCY
<ul style="list-style-type: none"> <li>• MobSF</li> <li>• Burpsuite</li> <li>• Xposed Framework</li> <li>• Dex2Jar</li> <li>• Drozer</li> </ul>	<ul style="list-style-type: none"> <li>• Burpsuite</li> <li>• Nmap</li> <li>• Acunetix</li> <li>• Net Sparker</li> <li>• DIRB</li> </ul>	<ul style="list-style-type: none"> <li>• Network Topology Mapper</li> <li>• Nmap</li> <li>• Aircrack-ng</li> <li>• Qualys Guard</li> <li>• Nessus</li> </ul>	<ul style="list-style-type: none"> <li>• Nessus</li> <li>• Nmap</li> <li>• Metasploit Framework</li> <li>• Nikto</li> <li>• OpenVAS</li> </ul>	<ul style="list-style-type: none"> <li>• Shikra</li> <li>• Bus Pirate</li> <li>• JTAGulator</li> <li>• Facedancer21</li> <li>• ExploitT</li> </ul>	<ul style="list-style-type: none"> <li>• Nmap</li> <li>• Responder</li> <li>• Mitm6</li> <li>• CrackMapExec</li> </ul>	<ul style="list-style-type: none"> <li>• Burp Suite</li> <li>• Dirb</li> </ul>

## Software Compliance

Arcadis has worked on software solutions in the past and has had no issues meeting the compliance requirements outlined by clients with any of their products, including CurbIQ. The CurbIQ team has the unique advantage of being able to pull in IT and Security staff from Arcadis that have worked on dozens of different security processes and certifications and apply them to CurbIQ.

A note on PCI compliance - typically, when dealing with demand data on past projects, all the relevant vendors dealt with PCI compliance and the CurbIQ team was only working with occupancy data, not





the payment information. However, other Arcadis products have PCI compliance, and this can be worked in as required for future projects.

A note on SOC 2 Compliance – Arcadis is currently in the process of updating SOC 2 Compliance for all software products, including CurbIQ. This will be complete by 2024.

## Performance & Service Guarantees

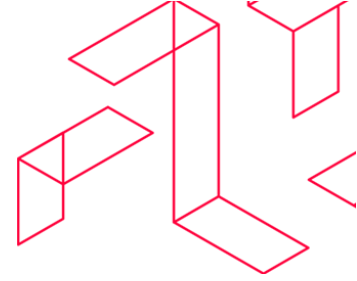
### Service Level Metrics

For our public facing deployments, our hosting services shall be robust enough that the platform remains operational during times of extreme use, such as special events or holidays. Some specific metrics for our level of service are outlined below:

- **CurbIQ Data Collection**
  - o CurbIQ's data collection methods are thorough with 99%+ of assets being captured with CLS and 95%+ of assets being captured with AMM.
  - o Geo accuracy for collected curb data vary on the of the process being used. CLS guarantees 90%+ of assets accurately located within 3 feet whereas Augmented Mobile Mapping guarantees 90%+ of assets accurately located within one vehicle space (within one meter for AMM Pro).
- **CurbIQ Platform**
  - o In terms of performance, CurbIQ maintains 99% uptime of our software, not including scheduled maintenance which can be scheduled outside standard working hours.
  - o CurbIQ shall provide response to trouble/alarm tickets with the ticket acknowledgment and initial status in one business day or less, 24 hours-per-day, 7 days-per-week, 365 days-per-year (24x7x365). More details on response times are outlined below.
- **CurbIQ Data APIs**
  - o In terms of performance, CurbIQ maintains 99% uptime of our APIs, not including scheduled maintenance which can be scheduled outside standard working hours.
  - o Loading times of requests may depend on internet speeds, but all queries are guaranteed to be completed within 60 seconds or less unless specified otherwise. With regards to live data requests, queries will return data that is live within 5 minutes or less. This can be increased depending on a client's needs.

### Bug Response Times

CurbIQ shall provide response to any bugs or issues with acknowledgement and initial status in one (1) business day or less, 24 hours-per-day, 7 days-per-week, 365 days-per-year (24x7x365). Bugs and issues received shall be resolved according to the parameters outlined below. Note that some issues may take longer to resolve compared to others, but priority will be taken based on the severity of the issue and estimates on time to address each issue will be given in the initial response.



The below table identifies how the severity of an issue can be defined. The Project Team will use this table as a basis for defining severity but any discrepancies on severity and priority to resolve and issue can be discussed between the City and CurbIQ.

Ticket Severity Matrix			
The Client and CurbIQ shall coordinate on the right to assign severity levels as deemed necessary. The following are examples of standard severity levels:			
Severity 1	Severity 2	Severity 3	Severity 4
<ul style="list-style-type: none"> <li>• Complete or substantial loss of service or severe degradation of the system that makes the service unusable.</li> <li>• Inability to use a mission-critical application.</li> </ul>	<ul style="list-style-type: none"> <li>• Multiple users are affected by a service degradation or out-of-service condition.</li> <li>• Significant loss of service or high business impact.</li> <li>• Any service that affects certain key officials (executive personnel).</li> <li>• Failure of a redundant system component.</li> </ul>	<ul style="list-style-type: none"> <li>• An individual line or port is out of service, or limited features for a small number of users (one to ten) are not functioning.</li> <li>• Minimal business impact, problem may be bypassed.</li> <li>• Some loss of service or other specific functionality is lost.</li> <li>• Non Service Affecting Alarms</li> </ul>	<ul style="list-style-type: none"> <li>• An informational request or a fault that has no business impact.</li> </ul>
<b>Initial Response Time:</b> within one hour	<b>Initial Response Time:</b> within 4 hours or half a business day	<b>Initial Response Time:</b> within one (1) business day	<b>Initial Response Time:</b> within three (3) business days

## Quality Control and Assurance

Arcadis is ISO 9001-compliant and has deployed its Quality Management System (QMS) across the firm. We are committed to QA and QC practices that support the standard certification which includes external and internal audits of our projects. The use of a formal QA and QC process has become the industry norm over the past decade and has been utilized on all our recent projects, making the process cost-effective for our clients and a natural part of the project delivery process for our staff. Our internal QA approach has been a key factor in achieving our ISO-9001 status. The core of the quality control approach is to provide independent checks and reviews on all work and submissions. These quality checks are included on all work plans and scheduled to ensure adequate time is allocated for delivering a high-quality final product.

## Data Details

### Use of Data Standards



Our team understands that different jurisdictions utilize different data collection vendors, and our SaaS is data agnostic. This ensures that we can work with the City's chosen data collection vendors regardless of the vendor, that the platform can be extended to multi-modal data, and that the platform can be expanded to, and integrated with additional partner agencies. We have experience integrating dozens of APIs into the combined platform, from payment apps to smart meters, enforcement data, GIS mapping software, as well as GTFS, GBFS, CDS and MDS feeds. CurbIQ has also integrated with Arcadis IBI's parking payment app HotSpot for multiple deployments across North America.

## **Generic Data Formats**

Our collection technology enables us to deliver the raw data in a wide range of formats including but not limited to Excel, CSV, GeoJSON, Shapefiles, XML, Geodatabase or PDF format. For this project, ESRI GIS data format for location data including geodatabase, shape file, etc. will be used with the additional option to export data in Excel or CSV.

We can also accommodate any coordinate system desired. All of these formats are compatible with any GIS software and can be modified manually.

## **Converting Existing Data to Curb Data Specifications (CDS)**

Creating a CDS inventory for an entire city may seem like a daunting task with all the data collection and formatting involved. However, many cities already have the data they need to create large portions of this CDS inventory without any data collection. Open data like parking signage datasets, parking meter locations, and bicycle lane maps can also be used to piece together a CDS inventory. This can all be done by standardizing this data in the same format without having to step out into the street. This is often sufficient for what cities start using CDS data for – such as tracking curbside usage and planning future curbside initiatives.

## **Data Hosting**

The solution would be hosted, updated, and backed up by the CurbIQ team. The solution is web-based which provides the benefits of being able to run it from any workstation with an internet connection, regardless of workstation specifications. Therefore, the city would not be required to purchase any equipment to implement the proposed solution. Sensors for this project are already installed and provided by eleven-X. The data from these sensors will be integrated into the CurbIQ platform with data hosting requirements aligning with the rest of the data being handled for the project.

It is worth emphasizing that even if we host the data, all the data we collect is owned by our clients. For this project, CurbIQ will host all the relevant parking and curbside data, with the City ultimately owning this data and having access.

## **Handling Data: Importing and Exporting**

There are a variety of datasets in CurbIQ that can be imported and exported for users depending on the module. The data import and export options are broken down by module below.

**Curb Viewer:**

- Curb Layer Export: The underlying curb layer with all regulation data created for a client is owned by the client, not CurbIQ. Hence, this data is available to the client for download. This functionality does not exist in the UI but can be provided to the client through the back end of the platform.
- Curb Layer Import: if a client has an existing curb layer or is looking to expand their current curb layer, this can be imported into Curb Viewer for visualization. This is also not available in the UI as the data often needs to be adjusted to align with our format to upload to Curb Viewer. Configuring and uploading this data is included in CurbIQ's services.

**Curb Manager:**

- Regulation Updates Export: *Curb Manager* can be used to make changes to regulations in the curb layer. A list of these changes can be exported in PDF, Excel, or GeoJSON format. The PDF and tabular formats are typically used by city staff to communicate changes to city council or for work orders, while the GeoJSON is in CurbLR format and provides the underlying geo-referenced data for the updates.

**Curb Analyzer:**

- Analysis Zone Import: *Curb Analyzer* lets a user assess specific curbside areas throughout a city. The ability to import these zones opposed to manually drawing them is available. These can be uploaded in GeoJSON format.
- Dashboard Exports: the various dashboards that are used in *Curb Analyzer* can all be exported in tabular or graphical format for use in reports and both internal and external communications.



Attachment C

# **City of Kirkland: Smart Parking Technology Implementation**

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Pricing





## Pricing (from Proposal)

### A. SMART PARKING TECHNOLOGY IMPLEMENTATION COST:

SUBSCRIPTION	FEE \$	ASSUMPTIONS
Smart Parking Technology Solution	\$10,000	Discount for first year (since prorated), this cost covers access up until December 31, 2024. The Solution includes Back-Office Dashboard and Public Interface. This price includes access to the CurbIQ platform for up to 5 staff with full access to all visualization maps, analytics dashboards, and all other features outlined in the proposal.
Other: (Describe)	--	
Sub-Total: Annual Subscription	\$10,000	
IMPLEMENTATION	FEE \$	ASSUMPTIONS
Digital Asset Inventory	\$10,000	This includes all steps in Phase 1 of the project. Price is based on coverage area outlined in RFP.
Solution Implementation	\$10,000	This includes all set up and configuration for the Smart Parking Technology Solution.
Back-office Dashboard	--	Implementation cost of back-office dashboard included in 'Solution Implementation'.
Public Interface	--	Implementation cost of Public Interface included in 'Solution Implementation'.
Integration*	n/a	Prices are broken down by integration type.
PayByPhone	\$2,000	Standard integration cost for new connection. The team has integrated with several payment apps previously so effort should be reasonable.
Pay Station	\$2,000	Standard integration cost for new connection. The team has integrated with several smart parking meters and pay stations (and with Flowbird through HotSpot) previously so effort should be reasonable.
Eleven X Parking Sensors	--	With several ongoing integrations with eleven-X this configuration should be seamless and hence no cost is included.



Municipal Garage Manual Counts (Weekly)	\$3,000	Standard integration cost for new connection. The team has worked with a variety of raw data sources in the past so effort should be reasonable.
Parking Demand Analytics Report	\$15,000	Demand analytics report covering a select metrics (Revenue, Total Sessions, Occupancy, etc.) that can be presented to council
Parking Permit	\$15,000	Not included in final price as this is a possible future integration cost.
Parking Access and Revenue Control	\$15,000	Not included in final price as this is a possible future integration cost.
Training	--	All Training costs are included in 'Solution Implementation'.
Other: (Describe)	--	
Sub-Total: Implementation	\$42,000	
1 <sup>st</sup> YEAR GRAND TOTAL: (1 <sup>st</sup> YEAR SUBSCRIPTION, IMPLEMENTATION, OPERATION & MAINTENANCE)	\$52,000	



## B. ANNUAL ONGOING OPERATIONS AND MAINTENANCE COST:

ANNUAL OPERATION and MAINTENANCE SUPPORT FOR NEXT THREE YEARS	FEE\$	ASSUMPTIONS
Annual Subscription	\$20,000	This price includes access to the CurbIQ platform for up to 5 staff with full access to all visualization maps, analytics dashboards, and all other features outlined in the proposal.
Maintenance & Support (Including Integration)	--	This price is included in subscription cost for the Smart Parking Technology Solution.
Other: (Describe)	--	
ANTICIPATED ON-GOING ANNUAL OPERATION & MAINTENANCE COST (Please list three years):	\$40,000 (\$20,000 / yr for Years 2 and 3)	Annual cost is for Years 2 and 3 of the contract (discounted price for Year 1 is indicated in the other pricing section).



## IT Cloud Vendor Security Agreement

This IT Cloud Vendor Security Agreement (“Security Agreement”) is entered into by and between the City of Kirkland, (“City”), and Arcadis, A California Partnership (“Vendor”)

**Scope:** This policy applies to all Vendors who do any form of work (“Contract”) with the City of Kirkland that includes possession, storage, processing, or transmission of Personally Identifiable Information (PII), Sensitive Personal Information (SPI) or Personal Health Information (PHI) for City of Kirkland employees, volunteers, contractors, and/or citizens in any location that is outside of the City of Kirkland Firewalls. This includes public and private cloud infrastructures and Vendor’s own infrastructure on their premises. This is regardless of who the Vendor is and which department they are working for or with, and it applies to all locations where the Vendor stores information.

If this Contract covers only PII or SPI, then only this addendum must be signed.

If this Contract covers PHI, then this addendum must be signed, and a HIPAA Business Associates Agreement must also be signed and incorporated as an addendum to this document or as an addendum to the Contract.

This policy does NOT apply to CJIS data (criminal justice data). There is a separate federally mandated addendum that covers protection of CJIS data, which must also be signed if the Contract includes such information.

**Provision:** When possible, this policy should be an addendum to existing contracts with vendors. It may be signed separately when necessary.

**Duration:** This policy applies from the time a vendor signs its Contract with the City through such point in time that all data which was in the vendor’s control is returned to the City or destroyed consistent with Washington’s Records Retention Regulations per Washington Administrative Code (WAC) Chapter 44-14 and WAC 44-14-03005, including but not limited to backups, test sites, and disaster recovery sites.

Vendor can securely destroy data and information related to this agreement in whatever form they are held, including electronic or physical formats, except for those which are part of routine backup processes or are exempt from immediate destruction per the Records Retention Regulations of WAC Ch. 44-14, or where it is technically impossible to perform such destruction. In such cases, the Vendor shall take all reasonable steps necessary to ensure the data and information is kept secure and confidential.

### Definitions:

**Personally Identifiable Information (PII), or Sensitive Personal Information (SPI):**

Information that can be used on its own or with other information to identify, contact, or locate a single person, or to identify an individual in context.

**Protected Health Information (PHI):** any information about health status, provision of health care, or payment for health care that can be linked to a specific individual, which is more particularly defined under HIPAA (Title 45, CFR) and the Health Care Information Act (RCW Chapter 70.02).

## Attachment D

**Vendor:** Includes owners and employees, volunteers, subsidiaries, and any subcontractors who might reasonably have access to this data.

### Options:

Option 1: A vendor can verify that they have a high level of security certification that is satisfactory to the City of Kirkland. Examples include but may not be limited to SOC2 and FedRamp.

If this option is selected, print the mutually agreed upon certification level below and attach appropriate documentation.

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**Option 2:** Vendors can agree to follow the following security best practices:

1. All customer data will be stored on servers physically located in the United States.
2. All customer data will be stored in a location with reasonable physical controls where data will not be visible to anyone not covered by this policy.
3. Access to data will only be provided on a need to know basis in order for the vendor to complete this work.
4. Data will not be shared with an outside third party without explicit written consent of the City.
5. Data will be encrypted prior to and during any transfer from one location to another.
6. Data will be disposed of appropriately, including shredding or burning of any printed versions and destruction or secure erasure of any electronic medium on which data has been stored.
7. Vendor agrees to the appropriate internal certification for vendor staff who access the data (for example, PHI must only be handled by vendors who have HIPPA training).
8. Vendor staff with access to City of Kirkland data covered by this policy must pass a criminal background check prior to accessing that data.
9. Vendors must perform internal and/or external security auditing on a regular basis that is no less common than once per year.
10. Vendors shall abide by the following policies for passwords:
  - a. Network login passwords must be at least 8 characters long and include at least one number and one capital letter.
  - b. Passwords must be changed every 90 days.
  - c. The same password cannot be re-used within twenty password changes.
  - d. Passwords must not be written down or stored in systems except in encrypted applications designed to store passwords.
  - e. Passwords must not be shared among vendor staff.
  - f. Vendors should not use the same passwords for City and personal needs.
  - g. Other password protected systems will comply with above network login password policy when technically possible.
11. Vendors must report all security incidents to the appropriate City of Kirkland IT personnel, including any serious security breaches on their own network, within 24 hours of identifying the security incident.

## Attachment D

12. In the event of a data breach, Vendor must have an internal policy to provide for timely forensic investigation of affected and related servers and must follow all state, local, and federal requirements for notifying individual's whose PII or PHI has been or may have been breached.
13. Vendor's servers must be patched on a regular and timely basis with all security-related patches from application and infrastructure vendors.
14. Data must be kept in at least two different physical locations. One location can be in a compressed format (e.g., as a backup file).
15. Vendor must enable logging as follows:
  - a. Logs are enabled for common third-party applications
  - b. Logs are active by default
  - c. Logs are available for review by the City of Kirkland for up to one year
  - d. Logs are retained for up to one year

Any deviation from the above best practices must be described here and mutually agreed upon (Signatures on this policy will constitute mutual agreement).

Description of any area where vendor is requesting a waiver, an agreement to a different method, or any other change to this policy:

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*A breach of this Security Agreement also constitutes a breach of any agreement to which it is appended and the City may terminate either or both because of such breach as soon as it must to mitigate that breach or others that may then be apparently forthcoming. The City agrees to work with the Vendor to avoid such termination if reasonably possible but protection of the information held by the Vendor cannot be compromised in the process.*

Description of data in the Vendor's care (attach additional sheets if necessary):

CurbIQ is working towards SOC 2 compliance to meet Option 1. For the time being before compliance is met, CurbIQ will abide by Option 2.

Is this an addendum to an existing or new contract (Y/N): New contract

If yes, name and duration of contract: Smart Parking Technology Implementation Project.  
Completion Date is 1/28/2025.

City businessperson responsible for contract and vendor management:


Name	Title	Department
Kimberly Scrivner	Transportation Planner	Public Works

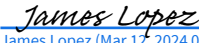
City IT person responsible for contract and vendor management:


Name	Title	Department
MJ Jensen	IT Manager	Information Technology

## Attachment D

The following signature block must be completed. By signing this agreement, vendor warrants that they are responsible for the security of the PII, SPI, and/or PHI in their care.

VENDOR NAME.

Signature
Peter Richards
Printed Name
CurbiQ Product Director
Title
Feb 28, 2024
Date

City of Kirkland

<small>James Lopez (Mar 12, 2024 09:12 PDT)</small>
Signature
James Lopez
Printed Name
Deputy City Manager
Title
Mar 12, 2024
Date

VENDOR NAME.

Signature
Larry Baldwin
Printed Name
Global Director - Transportation Software Products
Title
Feb 28, 2024
Date











# PSA Contract - Smart Parking Technology Implementation Project Final (32400071)


Final Audit Report

2024-03-12

Created:	2024-02-28
By:	Franz Lumbad (FLumbad@kirklandwa.gov)
Status:	Signed
Transaction ID:	CBJCHBCAABAAieRdUcFPu6k92ZC3U_LjF2qkSaX8yVsl

## "PSA Contract - Smart Parking Technology Implementation Project Final (32400071)" History

-  Document created by Franz Lumbad (FLumbad@kirklandwa.gov)  
2024-02-28 - 10:38:20 PM GMT- IP address: 76.191.73.2
-  Document emailed to peter.richards@arcadis.com for signature  
2024-02-28 - 10:43:17 PM GMT
-  Email viewed by peter.richards@arcadis.com  
2024-02-28 - 10:56:57 PM GMT- IP address: 76.64.128.19
-  Signer peter.richards@arcadis.com entered name at signing as Peter Richards  
2024-02-29 - 0:06:37 AM GMT- IP address: 76.64.128.19
-  Document e-signed by Peter Richards (peter.richards@arcadis.com)  
Signature Date: 2024-02-29 - 0:06:39 AM GMT - Time Source: server- IP address: 76.64.128.19
-  Document emailed to larry.baldwin@arcadis.com for signature  
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-  Signer larry.baldwin@arcadis.com entered name at signing as Larry Baldwin  
2024-02-29 - 0:09:52 AM GMT- IP address: 98.97.58.187
-  Document e-signed by Larry Baldwin (larry.baldwin@arcadis.com)  
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-  Document emailed to Leta Santangelo (LSantangelo@kirklandwa.gov) for delegation  
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 Agreement completed.

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