



Total Parking Solutions Inc.

Service & Maintenance Contract
For Parking Terminals
Village of Orland Park

Commencement Date: January 1, 2017

Customer: Village of Orland Park
14700 Ravinia Avenue
Orland Park, IL 60462-3167

Service Provided By: Total Parking Solutions, Inc.
2721 Curtiss Street
Downers Grove, IL 60515

Principle Objective:

Total Parking Solutions, Inc. is committed to providing the highest quality, professional service and maintenance in a timely manner to allow for minimal inconvenience to our customers.

Contract type:

This contract shall provide for service and maintenance of Pay by Space terminals at the specified locations and defined as ***Quarterly Preventative Maintenance including all Parts and Labor.***

*Contract does not cover damage to terminals caused by vandalism, acts of God, or owner negligence.

Preventative Maintenance:

Standard preventative maintenance will include internal and external cleaning of all terminals covered by this contract. Inspection of all mechanical operations, calibration and lubrication of the terminals as per attached detailed list for optimal operation.

Customer Responsibilities:

Total Parking Solutions, Inc. will provide for "First Line Maintenance" training to individuals specified by the Village. This training will allow for the customer to clear note, coin, card, or paper jams, replace receipt paper and determining machine faults in reporting service issues to Total Parking Solutions service department. This type of training will be known as "First Line Maintenance". Repair of these aforementioned machine faults shall be the responsibility of the customer.

Total Parking Solutions, Inc. shall provide follow-up training for repair, collection, and WebOffice in the event it is necessary for refreshers and/or new Village hires. Training shall be requested to be scheduled with a minimum of one week advance notice.

Service Calls:

Total Parking Solutions, Inc. will operate under a maximum 24-hour response cycle from 7:30 am until 5:00 pm Monday through Friday. After hours and weekend service is available to the customer and will be invoiced as additional to the contract at the following rates:

Friday from 5:00 pm until Saturday 5:00 pm \$168.00 per hour / 2 hour minimum

Saturday from 5:00 pm until Monday at 7:30 am \$224.00 per hour / 2 hour minimum

*Emergency service will be billed as a portal-to-portal call out.

Service Reporting and Technical Support:

All service calls will be reported to our service department of Total Parking Solutions, Inc. at 630.241.1984. Total Parking Solutions will provide telephone assistance to Village staff at no charge. Cale America's 24/7 Helpdesk support shall also be available at 877.620.2253.

WebOffice subscribers shall have their machines monitored daily each weekday morning via WebOffice by TPS technical support. Any peculiarities in machine activity shall be reported to Village staff for investigation.

Replacement Parts:

Total Parking Solutions will guarantee that all parts provided being either new or exchanged will be original manufacturer parts and no substitutions will be used.

Term of Contract:

The term of this contract shall be 3 years from the commencement date. As this contract is binding, Total Parking Solutions, Inc. will allow the termination of this contract due to the inability of Total Parking Solutions to provide adequate service as agreed upon. This cancellation will require a written 14-day notice prior to termination.

In the event the Village decides to replace the pay stations prior to the expiration of this agreement, Total Parking Solutions shall either apply the remaining balance to the purchase of new pay stations or issue a refund, whichever is decided by the Village.

Price Deviations:

Total Parking Solutions, Inc. will agree to hold the agreed upon contract price for the term of this agreement. If consumer indexes or manufacturer parts pricing dictate Total Parking Solutions will have subsequent ability to increase contract pricing prior to renewal, any such increase will be made known to the customer in advance and will be subject to agreement between both parties.



Execution of Agreement by:

Title: President of Operations, Co-Owner

For: Total Parking Solutions, Inc.

and

Execution of Agreement by:

Title: _____

For: Village of Orland Park

Date of Execution: _____

Rate Schedule

Description of Service: Quarterly preventative maintenance inspections including parts and service

Number of Terminals: 14 Cale Compact XL pay stations and 3 debit card vending machines at 143rd, 153rd, and 179th St. Orland Park Metra stations.

Cost:	\$ 115.00 per pay station per month year 1	\$ 19,320.00
	\$ 115.00 per pay station per month year 2	\$ 19,320.00
	\$ 115.00 per pay station per month year 3	<u>\$ 19,320.00</u>

Total \$ 57,960.00

PREVENTATIVE MAINTENANCE INSPECTION DETAIL

Total Parking Solutions will routinely carry out the following inspections and procedures during the performance of all preventive service and maintenance visits:

- Clean and inspect tension of all cable connections
- Remove and clean coin validator
- Remove and clean bill acceptor and inspect belts and rollers for wear
- Remove and clean printer moving parts and thermal printing head
- Inspect and clean card reader read heads with alcohol impregnated pads
- Conduct sensitivity check of the coin inlet sensor, adjust if necessary
- Check soundness of door gaskets / Check for any evidence of moisture entering the machine
- Conduct a general housekeeping interior housing of machine
- Clean exterior of cabinet and remove any unauthorized stickers or graffiti
- Test the charging voltage being received at the battery
- Inform customer of parts in need of replacement and replace same