Proposal for

Monterey Street Parking Garage Operation
RFP

Submitted by Movilio LLC on November 20, 2025

△ movilio

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Chapter 1 - Proposal Summary

City of Salinas
Attn: Jenny Davila, Administrative Supervisor, Public Works Department
426 Work Street,
Salinas, CA, 93901

Subject: Monterey Street Parking Garage Operation RFP

Movilio LLC is pleased to submit this proposal to the City of Salinas for the management and modernization of the Monterey Street Parking Garage. Movilio is a bilingual, minority-owned, technology-forward parking operator with deep experience managing structured municipal garages, daily transient activity, and high-volume event operations. Our operating model—combining on-site customer service, complete facility care, and an advanced license-plate-based revenue system—delivers significant improvements at a substantially lower annual cost to the City.

Movilio specializes in operating facilities that mirror the profile of the Monterey Street Garage: structured, downtown-adjacent environments with consistent daily demand, strong visitor activity, and community-serving stakeholders. Our operations rely on bilingual staffing, modern access technology, real-time reporting, and user-friendly mobile workflows. This proven approach ensures a smooth transition, improved customer service, and a more reliable, modern parking experience for Salinas residents and visitors.

Modern, No-Cost Upgrade of Garage Technology

The City's Q&A indicates interest in the most cost-effective pathway for upgrading the garage's aging equipment, originally installed in 2004 and partially updated in 2016. Movilio offers a unique modernization program in which the City receives a fully upgraded, ticketless, LPR-enabled access and payment system **at no capital cost,** as part of our operating solution.

Movilio provides and installs all modernization technology—including LPR cameras, conduit, networking, signage, and a cloud-based access and payment platform—at no cost to the City.

This upgraded model removes the common failure points of traditional PARCS systems, eliminating ticket jams, gate malfunctions, service calls, and maintenance contracts. Revenue control becomes fully digital and transparent, supported by real-time dashboards available to City staff. If preferred, existing gates may remain in place as presence-operated visual devices for wayfinding and speed control, without the mechanical complexity of traditional systems.

Bilingual Staffing and Customer Service

Movilio's operations are staffed by bilingual (English/Spanish) team members to reflect and serve Salinas' diverse community. Our Supervisor and Ambassador provide:

- Daily customer assistance
- Facility walkthroughs and cleanliness programs
- Incident reporting and City coordination
- Support for visitors to Maya Cinemas, the National Steinbeck Center, and downtown businesses

Movilio's mobile platform is **the only fully bilingual solution on the market** —receipts, messages, prompts, and user screens automatically display in the user's preferred language—ensuring an inclusive and accessible experience for all garage users.

Integrated Validations Supporting Downtown Activity

Movilio's cloud-based validation engine supports movie theater validations, downtown merchant discounts, and event-specific parking arrangements. No physical ticket equipment is required. Downtown partners receive modern tools that simplify validation management while providing full transparency into usage and reporting.

Significant Annual Cost Savings

Based on publicly available contract documentation and current staffing levels, Movilio's proposal is projected to reduce annual operating costs by approximately 45%, driven by:

- A streamlined staffing approach enabled by modernization
- Elimination of PARCS hardware maintenance and service agreements
- Removal of ticketing and printer expenses
- Reduced downtime and operating disruptions

Movilio's solution allows the City to spend less on operations while delivering a cleaner, more modern, and more reliable parking experience.

Rapid Mobilization and Proven Experience

Movilio's transition team is prepared to begin immediately upon award. Because our platform is cloud-based and our installation work is performed in-house, the modernization and transition can be completed by January 1, 2026, consistent with the RFP schedule.

Our experience operating similar municipal garages—supported by LPR access, QR validations, bilingual staffing, and full-time customer service—ensures that the Monterey Street Garage will operate more efficiently, more transparently, and with greater customer satisfaction than under traditional, hardware-intensive models.

Movilio is ready to be Salinas' partner in delivering a modern, accessible, and cost-effective parking operation for downtown residents, workers, visitors, and the community.

Proposer:

Movilio LLC
5407 Bradfield Drive
Nashville, TN 37220

Primary Contact & Authorized Representative
Name: Arturo Garza
Title: Founder & General Manager
Phone: (615) 752-8832
Email: arturo@movilio.io
Arturo is authorized to bind Movilio LLC to this proposal and to negotiate on behalf of the company.

Secondary Contact
Name: Movilio Operations Support
Title: Operations & Technical Support Team
Phone: (615) 200-7551
Email: support@movilio.io
This team can assist with scheduling, transition coordination, technology questions, and day-to-day operational matters.

Proposal Delivery Contact (Same as Above)
All communications regarding this proposal—before and after award—should be directed to:

Arturo Garza
Email: arturo@movilio.io
Phone: **(615) 752-8832**

Movilio acknowledges and agrees to receive all official notifications, addendums, and award communications via the contact information above.

Chapter 2 – Firm Profile

2.1 Overview of the Firm

Movilio LLC is a privately held, minority-owned parking technology and operations company headquartered in Nashville, Tennessee, with active operations in Texas, Tennessee, and Northern Mexico serving cross-border and bilingual user populations. Movilio is the technology-driven subsidiary of a parent organization with more than 40 years of experience managing parking operations, PARCS equipment, gated and gateless systems, and paid parking environments across North America.

Across all affiliated operating entities, the organization processes **over 36 million annual paid parking transactions**, supporting municipal clients, public agencies, private facilities, and high-volume structured garages. Movilio's cloud-native parking platform independently processes **over 400,000 transactions** each month and serves a growing base of more than **80,000 active users**, demonstrating both technological maturity and operational scale.

This combined capability—decades of operational experience paired with next-generation technology—allows Movilio to deliver high reliability, modern user experiences, and efficient day-to-day operations.

2.2 Firm Size, Organizational Structure, and Local Staffing Plan

Movilio employs a focused team of 12–20 operational, technical, and engineering professionals, supported by the parent organization's workforce of more than 250 employees across North America. This structure enables Movilio to combine the agility of a modern technology firm with the staffing resources, training systems, and operational depth of a large-scale parking operator.

Movilio's structure allows local teams to be fully supported by centralized technical and operational infrastructure at no additional cost to the City.

Proposed Local Organization Structure – Monterey Street Parking Garage

On-Site Staff (Dedicated):
- **Parking Supervisor – Full Time**
  Responsible for daily garage operations, customer service, reporting, facility cleanliness, inspections, and coordination with City departments.
- **Parking Ambassador – Full Time**
  Provides direct customer assistance, walkthroughs, cleanliness, visitor support, and assistance for theater and museum patrons. Acts as an on-site ambassador to support downtown vibrancy.

Regional & Central Support (Included):
- **Director of Operations** – Oversight of service levels, reporting accuracy, compliance, and operational standards.
- **Technical Support Team** – 24/7 monitoring of LPR equipment, system uptime, integrations, and mobile workflows.
- **Field Technician Network** – Hardware installation, diagnostics, routine maintenance, signage updates, and small-scale electrical/low-voltage adjustments.
- **Customer Support Team** – Assists users with receipts, payments, mobile account questions, and validation issues.

- **Software Engineering Team** – Maintains Movilio's platform, automation tools, payment workflows, and validation engine.

This structure ensures local responsiveness supported by a robust operational backbone with decades of industry experience.

2.3 Financial Stability, Capacity, and Resources

Movilio LLC maintains a strong financial position with no outstanding debt, low overhead, positive cash flows, and a scalable business model supported by recurring transaction-based revenue. Movilio benefits from the financial strength and long-term operational stability of its parent organization, which has operated continuously for four decades.

The company carries all required insurance policies, including general liability, workers' compensation, cyber liability, auto liability, and errors & omissions coverage. Movilio also maintains established vendor relationships for LPR cameras, cloud services, signage, and network components, giving the company purchasing leverage and deployment speed comparable to large national operators.

Movilio's ability to self-fund modernization efforts—including equipment, installation, conduit, signage, and system configuration—demonstrates both the financial capacity and the strategic commitment to long-term municipal partnerships.

2.4 Subcontractors and Participating Firms

Movilio LLC will self-perform all core operational and technical components of the Monterey Street Parking Garage project. No subcontractors are planned for revenue control, customer service, or platform operations.

If specialized electrical, conduit, or signage fabrication work is required, Movilio will partner with licensed Salinas-area contractors, subject to City approval. Movilio will give preference to qualified minority-owned subcontractors when specialized work is required.

2.5 Litigation and Claims History

Movilio LLC has no litigation, claims, disputes, or settlements within the last five (5) years. Specifically:
- No litigation involving public or private projects
- No settlements paid by Movilio or its insurers
- No contract terminations, performance disputes, or subcontractor claims
- No pending or active litigation of any kind

Movilio and its affiliated parent organization maintain a clean record of responsible operations and transparent financial management.

Chapter 3 - Qualifications of the Firm

3.1 Overview of Qualifications and Relevant Experience

Movilio LLC brings a strong combination of modern parking technology, structured garage operations, bilingual customer service, and hands-on municipal experience. Movilio's specialization in LPR-based access, mobile workflows, and fully digital revenue control makes the firm uniquely qualified to modernize and operate the Monterey Street Parking Garage.

Movilio is supported by its parent organization, ISISA / Autosistemas, a parking operations and technology group with more than **40 years of experience** in paid parking systems, PARCS equipment, gated and gateless environments, and high-volume structured facilities. Across all affiliated entities, the organization processes **over 36 million paid parking transactions annually**, demonstrating large-scale operational capacity, financial strength, and deep industry expertise.

Movilio independently operates a cloud-native parking platform that processes more than **400,000 monthly transactions** and serves a base of **80,000+ active users**. The platform is deployed across large structured garages, mixed-use facilities, university environments, movie theater complexes, and downtown visitor destinations.

Movilio's team has direct experience with:
- LPR-based access control
- Ticketless parking workflows
- Modernization of aging PARCS systems
- Bilingual customer service operations
- Structured garages exceeding 1,000+ stalls
- High-volume event parking
- Real-time reporting and dashboard management
- Validation programs for merchants, theaters, and institutions

This combination of operational depth, modern technology, and bilingual service delivery closely aligns with the needs of the Monterey Street Parking Garage.

3.2 Pertinent Project Experience (Attachment D Table Format Requirements)

AISD Performing Arts Center

Project Name: AISD Performing Arts Center Garage
Client: Austin Independent School District (Public)
% of work firm was responsible for: 100% (staffing, LPR, digital payments)
Did your firm meet the project schedule: Yes

Contact Info: David Distelhorst
PAC Coordinator
(512) 414-4761

Facility Type: 500-space structured garage supporting daily, theater, and large event traffic
Description of work performed: Full-service garage operations; bilingual staffing; validations; installation of LPR access; digital payments; visitor support; cleanliness and maintenance; real-time reporting
Firm's adherence to the schedule and budget for the project: Project was live in less than 3 weeks from contact signature, and 1 week before plan. The project has been on budget since start.

Spaces: 500
Daily Users: 850+
Period work was completed: 2024 – Present (Ongoing)
Total Project Cost: $90,000 / year

Plaza Peninsula

Project Name: Plaza Peninsula Mixed-Use Retail & Commercial District
Client: Plaza Peninsula
% of work firm was responsible for: 100% (staffing, LPR, PARCS)
Did your firm meet the project schedule: Yes

Contact Info: Adrian Marcelo
Facilities Manager
+52 811 179 7707

Facility Type: Multi-level structured garage, approx. 5,000–5,500 spaces
Description of work performed: Movilio-powered modernization; LPR-based entry/exit; validations for retail merchants; transient parking management; mobile payments; bilingual user workflows; real-time reporting
Firm's adherence to the schedule and budget for the project: Project plan to live in 4 months on time and budget. Maintenance, staff and all other budget items remain in line with plan

Spaces: 5,000
Daily Users: 8,000+
Period work was completed: 2022 – Present (Ongoing)
Total Project Cost: $600,000 / year

UDEM University Structured Parking System

Project Name: University Parking Management
Client: Universidad de Monterrey
% of work firm was responsible for: 100% (technology, LPR, PARCS integration)
Did your firm meet the project schedule: Yes

Contact Info: Eduardo Gonzalez
Operations Manager
+52 (81) 1798 8777

Facility Type: Large multi-garage university system; approx. 3,000+ stalls across several structures; heavy daily turnover
Description of work performed: Movilio platform implementation for LPR-based access, validations, digital permits, visitor parking, multilingual user interface, and cloud reporting; modernization of previously hardware-heavy access systems
Firm's adherence to the schedule and budget for the project: The project began as a pilot to replace their legacy PARCS system and is now fully live, with user adoption increasing month over month

Spaces: 5,000
Daily Users: 8,000+
Period work was completed: 2022 – Present (Ongoing)
Total Project Cost: $150,000 / year

3.3 Schedule and Budget Performance

Movilio has a strong track record of completing modernization and operational transitions on schedule and within budget. All recent deployments—AISD, Plaza Peninsula, UDEM—were delivered:
- **On time** with no schedule extensions
- **At or below projected costs**
- **With zero disruption to customer access or revenue collection**

Movilio's ability to self-fund equipment, conduit, LPR cameras, networking, and modernization work is a major factor in on-time delivery. Because no external integrators or hardware vendors are needed, the risk of delays is significantly reduced.

3.4 Relationship with other Firms or Individuals Submitting Proposals

Movilio LLC has not engaged in conversations with any other firm or external individual in relation to submitting this proposal. Even though Movilio maintains professional relationships in the parking industry, these relationships do not create conflicts of interest and do not influence the competitive integrity of this proposal.

Movilio affirms that:
- No improper competitive information has been shared.
- No joint bidding exists with any other proposer.
- All relationships comply with procurement ethics and disclosure requirements.

Chapter 4 - Work Plan / Proposal

4.1 Overview & Approach

Movilio proposes a fully modernized, cashless, technology-enabled parking operation designed to improve revenue assurance, reduce leakage, increase compliance, and elevate the customer experience at the City of Salinas parking facilities. Our operational model replaces traditional manual processes with automated systems, real-time monitoring, and transparent reporting.

Our approach is grounded in three principles:

1. **Reliability through Modern Technology –** Automated payments, digital validations, license plate–based sessions, and cloud-based analytics eliminate the vulnerabilities of manual systems.
2. **Operational Discipline** – A structured staffing plan, clear responsibilities, documented SOPs, and strong audit/compliance practices ensure consistent performance.
3. **Accountability & Transparency** – Daily, weekly, and monthly performance reviews; reconciled transactions; and SLA-driven reporting guarantee the City receives accurate, timely, actionable information.

Movilio currently manages complex, high-volume facilities—including university garages, commercial structures, and event operations—where automation, remote monitoring, and tight financial controls are mandatory. We bring this expertise to Salinas in a way that simplifies operations while increasing performance.

Why Movilio

Movilio delivers a modern, low-maintenance, fully digital operating model that reduces the City's burden while elevating the parker experience. Our LPR-based access, bilingual staffing, automated reconciliation, and no-cost modernization eliminate the failure points of traditional PARCS systems while providing the City with transparency, control, and a significantly improved customer experience. All of this, while significantly improving revenue earned to the City.
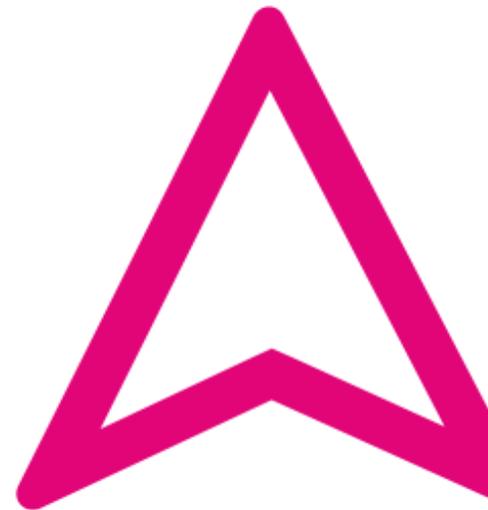
Movilio's operational delivery is structured around six integrated workstreams that ensure a smooth transition, reliable day-to-day operations, and continuous performance improvement:

1. Transition & Mobilization
- T1.1 – Facility walkthrough, asset inventory, data collection
- T1.2 – System installation (LPR, networking, signage, mobile workflows)
- T1.3 – Staffing onboarding and role assignment
- T1.4 – Parallel testing and go-live validation

2. Daily Garage Operations
- O2.1 – Bilingual customer assistance and visitor support
- O2.2 – Facility walkthroughs & cleanliness routines
- O2.3 – Event-surge support for theater & downtown peak hours
- O2.4 – Incident reporting, communications, and daily log management

3. Revenue & Access Management
- R3.1 – LPR-based entry/exit monitoring
- R3.2 – Automated reconciliations & audit logging
- R3.3 – Digital validations (movies, merchants, events)
- R3.4 – Monthly reporting and performance dashboards

4. Maintenance & Asset Protection
- M4.1 – Daily and weekly janitorial tasks
- M4.2 – Equipment upkeep (LPR, signs, network components)
- M4.3 – Garage condition inspections (lighting, paint, cleanliness)
- M4.4 – Corrective maintenance dispatch & documentation

5. Safety, Hazard Monitoring & Incident Response
- S5.1 – Trip/fall hazard identification
- S5.2 – Priority response workflow (low/medium/high hazard protocol)
- S5.3 – Coordination with City for structural/utility issues
- S5.4 – Documentation and follow-up

6. Continuous Improvement & Client Communication
- C6.1 – Monthly performance reviews
- C6.2 – Quarterly service enhancement recommendations
- C6.3 – Issue escalation reporting & root-cause review
- C6.4 – Annual modernization roadmap

All of these tasks will get addressed in more detail in the following sections.

4.3 Operational Model

4.3.1 Ticketless/Cashless Parking Operations

Movilio proposes a 100% ticketless/cashless model using digital payments through modern gateways, including credit/debit cards, digital wallets, and secure web-based payment flows. This model delivers:

- Zero exposure to cash handling risks
- Elimination of cash drops, cashier audits, and armored collection
- Real-time financial data
- Faster throughput and fewer customer issues

If the City elects to retain cash in certain circumstances, Movilio can support a hybrid model, but our strong recommendation—aligned with industry best practices—is a cashless model.

4.3.2 How to initiate parking in a Ticketless parking solution?

Vehicles just need to drive in the garage to initiate parking:

Parking Initiation Method	License Plate Reader
How does it work?	Vehicle drives in and out of locations recognized by license plate. Session is recorded automatically
Shrinkage	~3%
Enforcement	99%+ of vehicles are captured. Movilio gets real time alerts for vehicles in parking lot that are not registered
SMS Communication	At entry, beginning of a paid session
Time of payment	Concluding the parking session
Key Benefits	No city investment required. Full visibility of parking activities. Virtually eliminate maintenance needed.

Where will the LPR cameras be installed?

Hidden in the garage entry and exit ceiling, they will capture all visits.

## 4.3.3 Implementation of a Mobile Application

The Parking Program will be managed via a proprietary mobile application developed and managed by Movilio. Users are able to login without the need of downloading any apps to their phones, or creating usernames and passwords. The application uses text messaging and phone numbers as a secure method to login and manage visits, payments, and permits. Details about this mobile application are described in the following section.
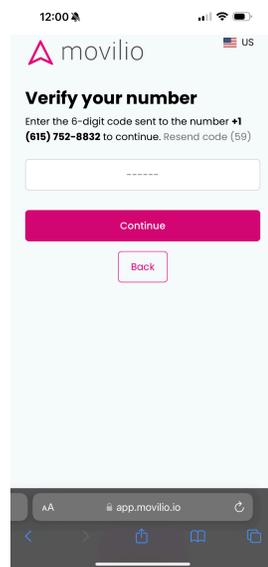
User Experience

To initiate parking for the first time, users will point their mobile devices to the QR code displayed in the sign. Each QR code will direct users to login to the specific zone that the vehicle is parked at.
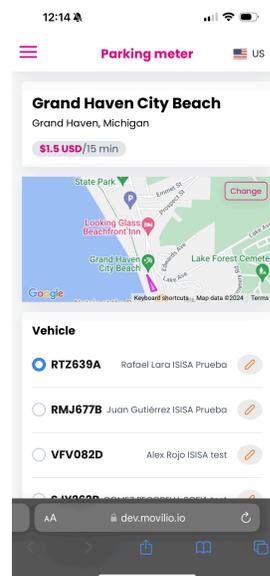
Payment will be completed at the end of the session. If the user comes back to the facility, they will get an SMS and session will start automatically.
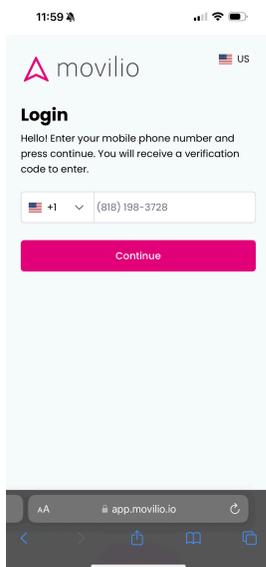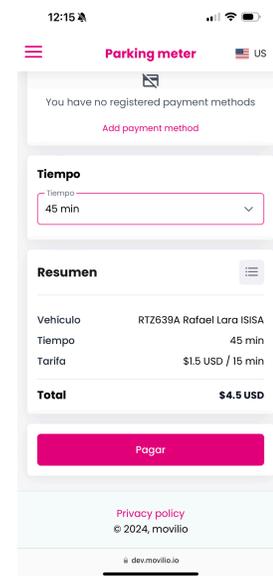
| QR Code directs user to Login with phone number | Verification code is sent through SMS | Select parking time, vehicle and payment method | Pay, and start parking |

General flow to pay for parking

The Web Application can be opened on any browser, with no need to download it from the app store. It is automatically directed to the location scanned with the QR Code. There is no need to create a username or password, as the mobile number, and the SMS received serve as a secure method of login to the user account.
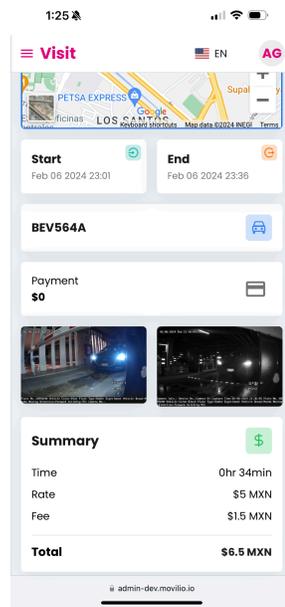
Once the location, vehicle, and desired time are selected, the session will start. Returning users will have vehicles and payment methods saved to their user profile for seamless session starts on subsequent visits.
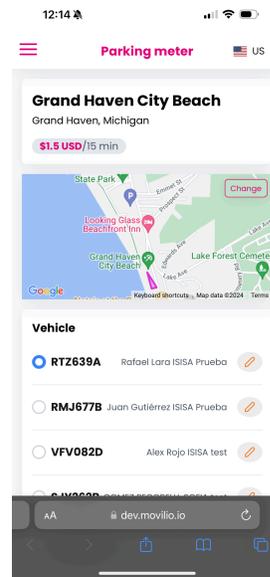
- **Web App, No Setup:** While other apps rely on downloading an app and setting up an account, Movilio is a web application that doesn't require downloads. Also there is no need to create usernames and passwords. The account is tied to the user's mobile phone number with a simple login process.
- **Vehicles:** Add or remove vehicles associated with the account
- **Visits:** View active visit or any account history including visits and payments.
- **Images:** For LPR initiated visits, the picture of the vehicle will be displayed in the web application as evidence of the visit.
- **Subscriptions:** Purchase public or private subscriptions to a location to park unlimited times during the subscription period.
- **Payment methods:** All major credit cards accepted, manage multiple payment methods, and auto update expired credit cards.
- **Map views:** Discover live available parking based on current user location through our integration with Google Maps.
- **Notifications:** SMS texts sent when a session is about to expire on QR visits. Welcome and Thank You messages on LPR locations.
- **Extend time:** Add time to your existing parking session.
- **Customer Support:** Our team offers support via email, FAQ support site, SMS.
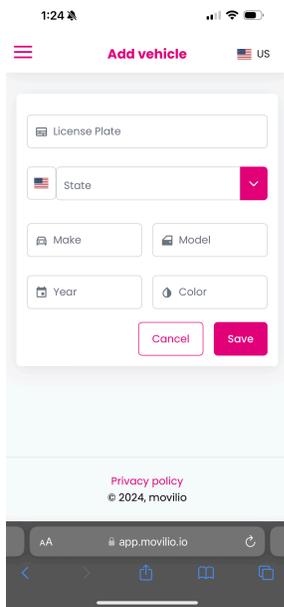
Users can manage vehicles	Images of the visit are shown *LPR locations only	A map displays available locations	Account history of prior and active visits
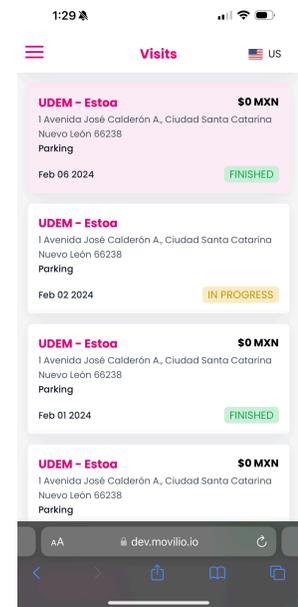
View of some of the User Key Features

Multi Language

Movilio is natively built for multilingual support. English and Spanish are both in the current dictionaries, but other languages will be included in the future.

Every user has a default language associated with its account and could easily be switched. The starting language is typically English, but defined by the country where the location is set up. All of the application, messages, and interactions are displayed in the user's preferred language.
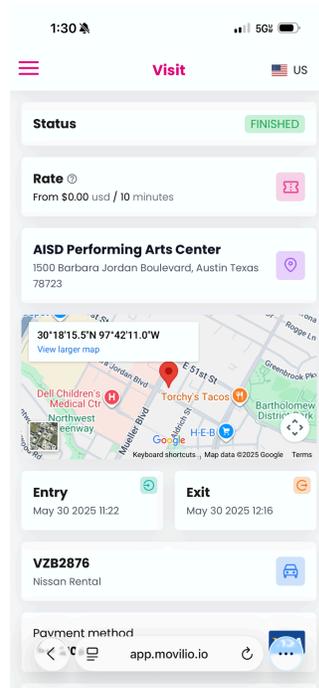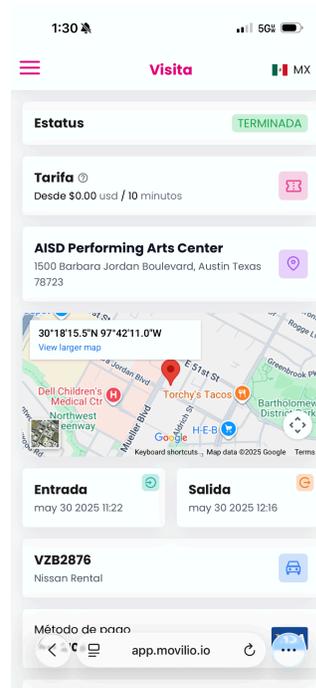
<div align="center">English   Spanish</div>

Users can change their default preferred language with one click.

Admin Features

- **Locations:** Add/Edit location data tagged to GPS coordinates and physical address. Define if the location is setup as QR Code or License Plate location
- **Rates:** Associate parking rules that vary by time and parking use types
- **Devices:** Integration with devices like Gate openers, or License Plate readers to further automate the facility
- **Discounts:** Create discounts to distribute to specific users. Decide the number of coupons, effective time, percentage of fixed amount deduction. Validations can be generated individually or in bulk for particular events, or locations.
- **Reporting:** Comprehensive set of reporting capabilities with multiple filtering options.
  - Visits [By time of day, days of week, length of stay, transient vs subscriptions]
  - Live Utilization
  - Payments
  - Subscriptions
  - Users
  - Vehicles
- **Exporting:** Datasets can be exported to CSV files for manipulation is spreadsheet software.

City Users will have view access to other sections in the admin site. For example they can query visits by location, status, or even search for a particular visit by license plate or user.

Visits view in the admin site

Validations

Movilio provides a fully customizable validation program. Discounts can be created as word or scannable codes, limit their quantity available, or calculated at a fixed amount or a percentage of the full fee.

We will be able to maintain current validation programs through our web application.

All validations are applied digitally and verified automatically at exit using LPR recognition, eliminating the need for paper tickets, reducing misuse, and ensuring seamless flow during peak departures.
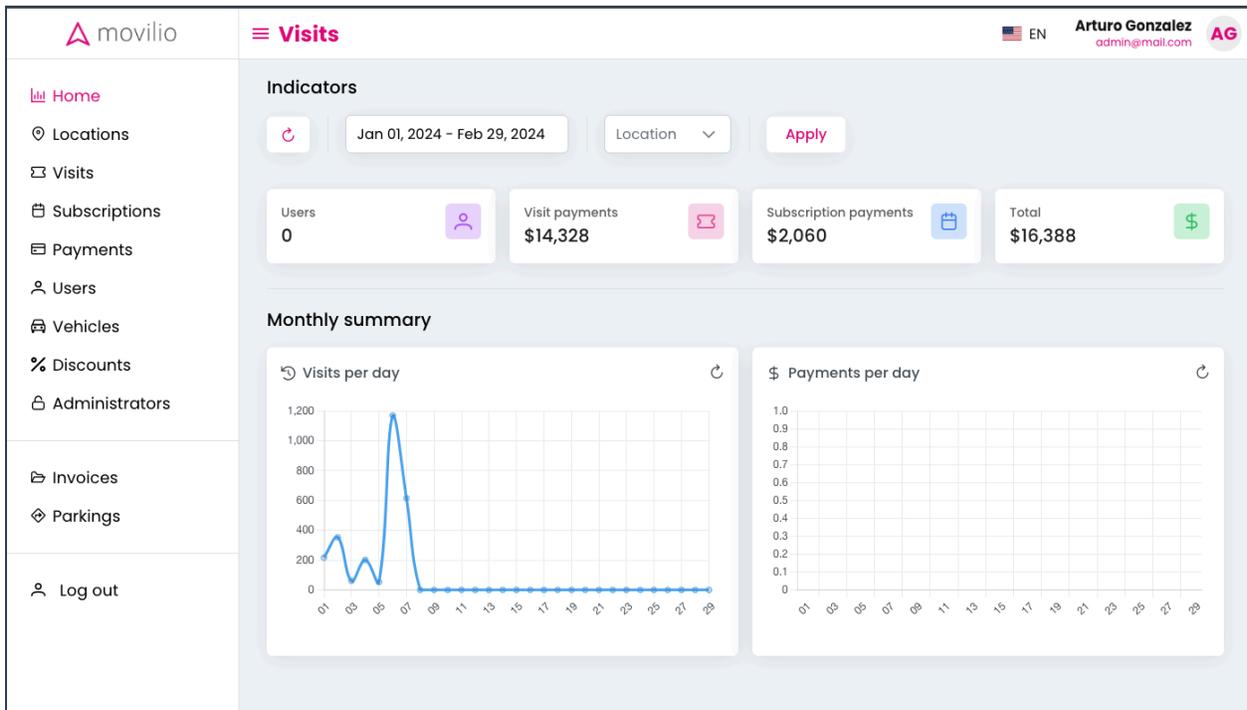
General view of the Admin Panel includes summary KPIs and charts

Merchant of Record

Movilio will act as the Merchant of Record for all mobile payments. Funds seamlessly flow through our payment network, enabling users to leverage modern credit card and digital payment methods. Transactions are securely processed through the gateway, then acquired by the merchant bank, before being transferred to the City's designated bank account. This automated process offers settlement options on a daily, weekly, or monthly basis.

End User Initiates visit and pays Parking Fee + End User Transaction Fee	Movilio Process Payment through our Gateway partners	Merchant Account receives payments	Merchant Account remits Parking Fee funds to the City's bank account and End User Transaction Fee to movilio's bank account
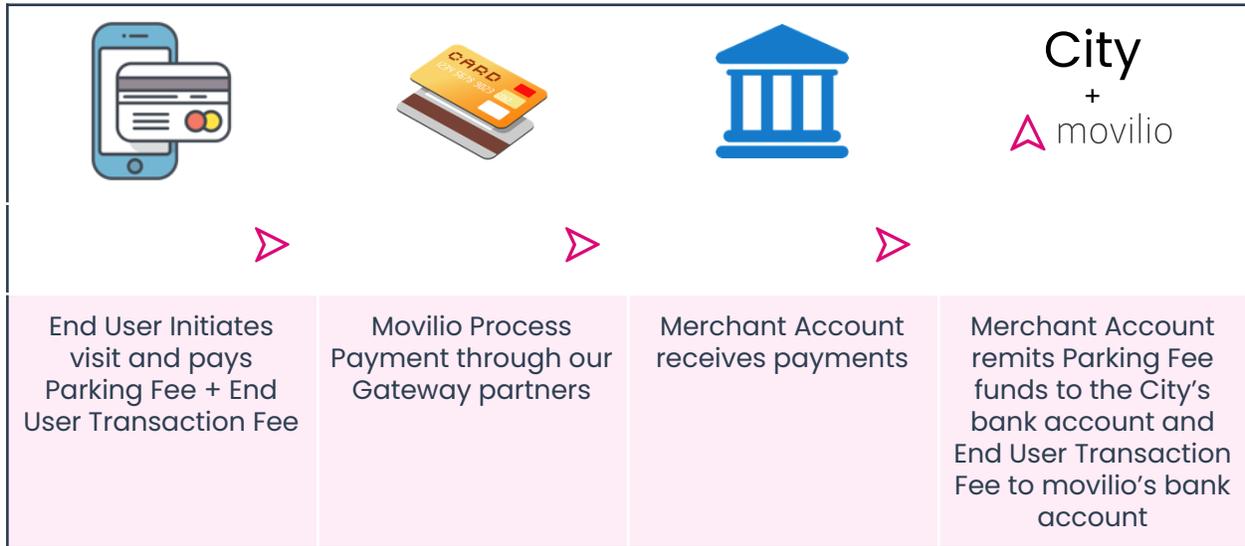
Settlement Process

Our process is adept at organizing and scheduling daily deposits to secure bank accounts promptly. By adhering to stringent accounting procedures, we prioritize the integrity and safety of financial transactions associated with parking operations. Our commitment to meticulous cash management not only ensures transparency and accountability but also contributes to the overall financial health and stability of our clients' parking ventures.

Security

Movilio is able to serve as the Merchant of Record for online transactions. We adhere to the strictest data protection policies and remain PCI compliant with our Gateway and Banking partners.

Movilio hosts its proprietary software in Amazon's AWS servers. Our software is physically hosted on servers located in Oregon. AWS supports dozens of security standards and compliance certifications. Movilio adheres to AWS's security recommendations to keep the cloud application compliant. The servers are highly reliable with an uptime of +99.9%.

Movilio maintains automated backups of all transactions, access events, and validations, ensuring no data loss and full operational continuity during outages or network interruption.

Mobile Application Development and Maintenance

Application Operation

Movilio will facilitate the creation of new locations, geo tagging of zones, rate management, QR codes generation, and all setup required to run smoothly. A Client Superuser will also be trained and will have the ability to create and modify these locations and its attributes. The admin site makes it very easy to complete this process.
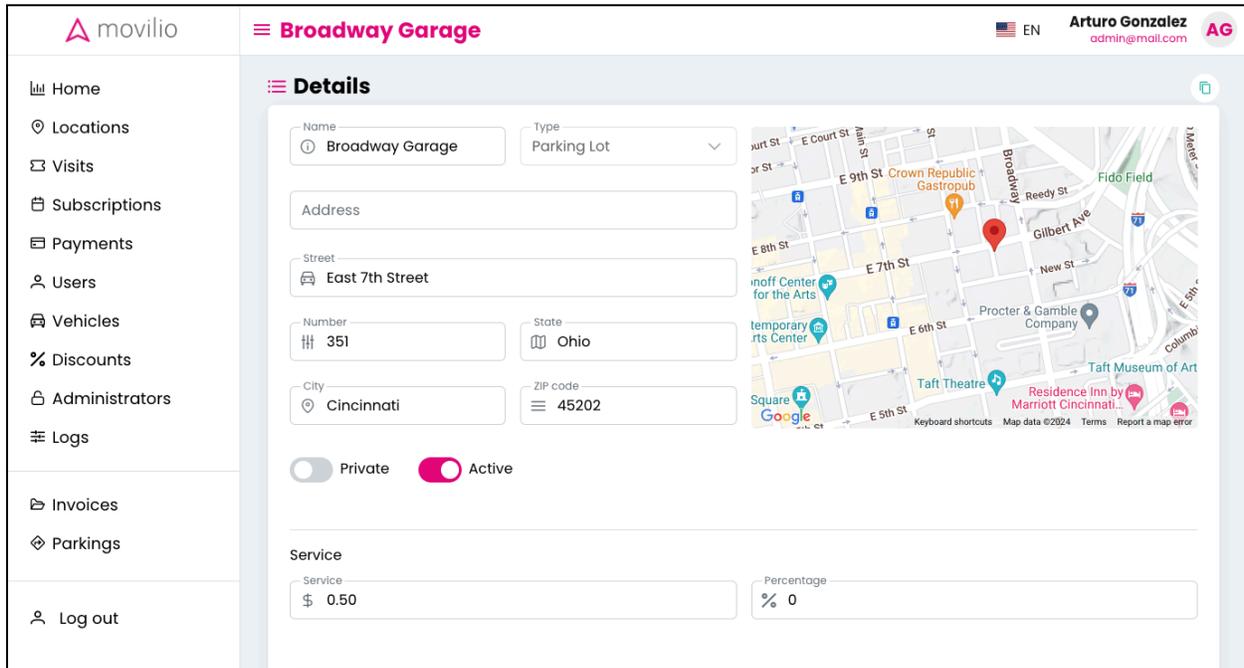
In the admin panel, locations can easily be set up/managed

Application Maintenance

Movilio is securely hosted on Amazon AWS servers located in the U.S. for both production and test environments, boasting exceptionally reliable uptimes exceeding 99.5%.

Our version release process is meticulously managed, typically executed after midnight and completed within minutes. In the rare event of a release failure, Movilio employs a swift rollback process, ensuring restoration to a prior software version within 10-15 minutes.

Movilio adopts a monthly release cadence for production deployments, ensuring the timely introduction of beneficial features for all users. Prior to production deployment, updates undergo rigorous testing in a dedicated development environment. Additionally, bug fixes, minor alterations, or emergency releases are promptly approved and seamlessly integrated into production to maintain uninterrupted application functionality.

City staff members and end users are encouraged to provide feedback aimed at enhancing the application's usability and effectiveness. Feedback is carefully prioritized and incorporated into future releases to continually enhance user experience. Furthermore, general improvements are developed and implemented at no cost to the City, reflecting our commitment to ongoing enhancement and support.

Movilio will propose, design, and install signage to teach users on how to pay for parking, as well as inform them real time of rates in place.

Registering with Movilio for the first time.

Signs will be posted near the entrance and parking spaces in order for users to register with movilio the first time they come to this parking lot.

4.3.4 Staffing & On-Site Presence

Movilio will staff the facility with trained personnel responsible for:

- Daily operational walkthroughs
- Equipment inspections
- Janitorial duties as defined
- Customer service response
- Support for events or peak periods

Staff schedules are designed to optimize presence during known activity periods while leveraging remote management tools to reduce unnecessary labor cost.

We acknowledge that the garage is currently closed during non attended hours. We recommend that we keep the garage open 24/7. By removing outdated equipment, our License Plate Readers are able to read and capture revenue even when the facility is not staffed. Our technology solution would be able to generate revenue without disrupting flow even if not attended.

We still propose staff as we truly see them as **ambassadors** providing a hospitality-grade service, actively greeting visitors, supporting downtown vibrancy, and ensuring a welcoming environment for the people in the City. Staff focuses on hospitality and community presence—not equipment troubleshooting, as the system operates autonomously.

Operations Team

	Mo	Tu	We	Th	Fr	Sa	Su
0:00							
1:00							
2:00							
3:00							
4:00							
5:00							
6:00							
7:00							
8:00	Su	Su		Su	Su	Su	
9:00	Su	Su		Su	Su	Su	
10:00	Su	Su		Su	Su	Su	
11:00	Su	Su		Su	Su	Su	
12:00	Su	Su		Su	Su	Su	
13:00	Su	Su		Su	Su	Su	Am
14:00	Su	Su		Su	Su	Su	Am
15:00	Su	Su		Su	Su	Su	Am
16:00			Am	Am	Am	Am	Am
17:00			Am	Am	Am	Am	Am
18:00			Am	Am	Am	Am	Am
19:00			Am	Am	Am	Am	Am
20:00			Am	Am	Am	Am	
21:00			Am	Am	Am	Am	
22:00			Am	Am	Am	Am	
23:00			Am	Am	Am	Am	

\#
Am Ambassador
Su Supervisor

4.3.5 Training, Onboarding & Employee Retention

Movilio's training and onboarding program is modeled after our successful deployments in structured public garages, including high-volume facilities with mixed transient and event activity. Every team member is trained not only to operate within a parking environment, but to act as an ambassador of the downtown experience.

Structured Onboarding Program
- New hires undergo orientation covering customer interaction standards, mobile workflows, safety expectations, reporting protocols, and escalation guidelines.
- Each employee receives hands-on field training at the garage, shadowing senior Movilio staff to learn daily walkthroughs, incident documentation, visitor assistance, and baseline maintenance tasks.
- Movilio trains personnel on "technology-assisted operations," ensuring employees understand that our system handles the mechanical workload (access control, validations, revenue logging), freeing them to focus on service and ambassador duties.

Customer Service & Ambassador Training
- Staff are trained in positive engagement, conflict resolution, speaking with clarity in both languages, and assisting visitors from nearby amenities (for example Maya Cinemas, Steinbeck Center, downtown restaurants).
- Movilio uniquely emphasizes "front-of-house presence"—employees are trained to be visible, welcoming, and approachable, not tucked away managing equipment.

Retention & Employee Satisfaction
Movilio's small-team model and high-touch operational support result in unusually low turnover in its operations because:
- Staff work with modern, reliable technology, not failing equipment.
- In the absence of outdated PARC equipment, most customer interactions are positive, not confrontational.
- Employees feel ownership over a clean, predictable, well-managed facility.
- Small team size and high-touch management lead to meaningful support.

Our team serving AISD, for example, has had zero turnover in over a year of operations, a reflection of morale, stability, and pride in the environment—not dependent on referencing AISD directly, but demonstrating the consistency of our approach across locations.

Movilio's high employee satisfaction contributes directly to customer satisfaction, reducing turnover and ensuring consistent service.

4.4 Customer Service & Issue Resolution

Even in automated environments, customer service remains essential. Movilio provides:
- Dedicated support line for parking inquiries
- Automated ticket lookup via license plate
- Remote validation / intervention through our admin portal
- 24/7 escalation support for critical issues

If the City elects optional enforcement support, customer service metrics typically improve significantly because compliance is consistent and predictable.

4.5 Revenue Assurance & Audit Controls

Movilio replaces traditional cash-based audits with a fully automated, digital reconciliation workflow, eliminating the high-risk, high-variance processes used in cash operations.

Key controls include:
- **Daily automated reconciliation** between payment gateway and Movilio's platform
- **Real-time reporting** of all sessions, payments, adjustments, and validations
- **License plate–based transactional audit trail** with timestamps
- **Monthly audit package** delivered to the City with:
    - Revenue summary
    - Variance analysis
    - Session-level detail
    - Tax reporting
    - Exception logs

4.6 Optional Enforcement & Compliance Enhancement

While not explicitly requested by the City, Movilio recommends consideration of an **optional citation and enforcement program** aligned with industry best practices. This program would be a free add on to the city, and could be performed by our on-site parking attendants.

Experience dictates that 2 in 10 users will opt not to pay for parking in a newly introduced paid parking program.

Enforcement is recommended to encourage user adoption, payment and registration.

Our enforcement agents carry a mobile phone device and a portable printer to perform their duties. As they follow their route, agents will identify license plates of parked vehicles and the system will cross-reference them with a database of authorized or paid parkers. If the vehicle is in violation, a parking ticket will be printed and placed in the vehicle's dashboard.

We utilize License Plate Reading technologies to expedite the license plate capture process, allowing our officers to enforce 20% faster, and eliminate manual data entry mistakes, resulting in improved capture rate.

We are able to mount LPR cameras into scooters, or golf carts to expedite enforcement reading speeds.

While we are able to send violation notices to the mail, vehicle drivers are more likely to pay a fine if the violation is physically displayed in the vehicle's dashboard. Many times the vehicle owner is not who was driving the vehicle. Sending letters is slightly more effective from a citation generation standpoint, but far less in revenue collection. For this reason we recommend choosing a provider that is able to print violations and physically place them on the vehicle's dashboard.

Benefits include:
- Improved compliance
- Reduced leakage
- Increased turnover of premium spaces
- Enhanced safety perception
- Higher overall revenue

4.7 Communication & Coordination with the City

Movilio emphasizes open communication as a core operating value. We propose:
- Weekly or bi-weekly operational check-ins
- Monthly financial review meeting
- Quarterly strategic review
- 24/7 escalation structure

Reporting delivered to the City will include:
- Revenue summary
- Occupancy/utilization
- Trends & anomalies
- Equipment uptime logs
- Incident log
- SLA performance

4.8 Transition Plan

Since Movilio is assuming operations from another operator, we will deploy a structured 4-phase transition model similar to those used successfully with other municipal clients. Movilio's transition approach is structured but flexible enough to respond to unexpected challenges. With City approval by December 8, Movilio will fully complete the transition and modernization **before January 1, 2026**.

1. Due Diligence & Planning
   - Facility walkthroughs
   - Stakeholder meetings
   - Staff interviews
   - Operational data review
2. Operational Setup
   - System configuration
   - Employee onboarding
   - Communication protocols
   - Equipment inspection and testing
3. Go-Live Execution
   - Soft launch
   - Real-time monitoring
   - Customer communication support
4. Post-Launch Optimization
   - SLA verification
   - Weekly improvements
   - Final transition audit

4.9 Maintenance & Facility Care Plan

A clean, safe, and well-maintained garage is critical to both customer perception and asset preservation. Movilio uses a structured, time-based program to ensure the facility remains in excellent condition year-round.

Item	Daily	Weekly	Monthly	Quarterly	Yearly	As Needed
Remove debris & trash all levels	x					
Deep cleaning stairwells, scrubbing		x				
Blower or sweep pass on all floors		x				
Hazard Identification & Response Priority Protocol	x					x
Power Washing / Oil Treatments				x		x
Inspect/Report maintenance items			x			
Revenue Control Equipment R&M	x					
Garage Cleaning & Porter Activities	x					
Stairwell Cleaning	x					
Light Bulb Replacement						x
Light Fixture Repair & Replacement						x
Light Fixture Dusting				x		
Pipe Dusting & Cleaning				x		
Painting						x
Outdoor Parking Signage Maintenance	x					x
Indoor Parking Signage Maintenance	x					x
Internet Service	x					
Phone Service	x					

Response Commitments
Movilio commits to the following service levels:
- **24 hours** – Minor cosmetic repairs, signage, paint, trash overflow
- **48 hours** – Nonurgent facility needs, patching, minor replacements
- **Immediate same-day action** – Any hazard involving safety or ADA accessibility

This structured approach ensures the garage remains welcoming, clean, and safe for all users.

4.10 Service Level Agreements (SLAs)

Movilio proposes measurable SLAs to provide transparent structure:

Operational Performance
- Daily inspections logged digitally – 100% completion
- Response to critical issues (equipment failure, access problem) – within 1 hour
- Customer support resolution – within 24 hours
- Monthly reporting delivered – by the 15th of each month

Equipment Uptime
- Payment system uptime – > 99%
- LPR/Camera uptime – > 98%

Cleaning Performance
- Daily litter removal – 100%
- Glass cleaning – daily
- Janitorial office/booth – daily

Transition SLAs
- Transition plan delivered within 3 days of award
- Full go-live within a mutually agreed schedule. On time, and on budget.

4.11 Conclusion

Movilio's Work Plan reflects a modern, scalable, and high-accountability approach tailored to the City of Salinas. Our model simplifies operations, strengthens revenue integrity, enhances customer satisfaction, and ensures the facilities remain clean, safe, and professionally managed.

We combine the structure of traditional parking operators with technology-forward capabilities that reduce cost, improve accuracy, and attract today's users.

Movilio is confident we can deliver a superior operational experience for the City and its residents.

Movilio's operating model is centered on modern, efficient, and user-friendly parking management practices that significantly reduce operating costs while improving customer experience, transparency, and reliability. Many of the innovations proposed in this RFP have been successfully deployed in public garages, university campuses, and high-volume mixed-use facilities, demonstrating measurable improvements in access control, revenue integrity, user satisfaction, and operational efficiency.

This chapter summarizes the innovations within Movilio's approach that provide substantial benefit to the City of Salinas.

5.1 Ticketless, License-Plate–Based Access and Payment System

Movilio's modernized access model eliminates mechanical ticket dispensers, printers, encoders, and service-heavy PARCS devices. Instead, LPR cameras and cloud-hosted workflows automate the entire entry and exit process.
Key benefits:
- Zero capital cost to the City – Movilio installs all equipment and software.
- No ticket jams or gate malfunctions, dramatically reducing downtime.
- Real-time visibility into every entry, exit, and visit record.
- Improved customer flow, especially during peak traffic from Maya Cinemas and special events.
- Supports validated parking, merchant discounts, and time-based rules without physical tickets.

This model delivers a modern parking experience and aligns the Monterey Street Garage with leading municipal best practices nationwide.

5.2 Integrated Validations, Merchant Support & Digital Incentives

Downtown businesses thrive when parking is simple and predictable. Movilio's platform includes a flexible digital validation engine that allows merchants, theaters, and institutions to issue – via app, code, or QR – time-based or percentage-based validations.
Innovative elements:
- No hardware, stamping units, or cashier interaction required
- Real-time configuration for City staff
- Data on usage, merchant participation, and customer patterns
- Ability to support event-specific codes, e.g., museum nights, holiday markets, theater events
- All validations are digitally traceable, and accounted for

This creates a stronger partnership between the garage and downtown economic activity.

5.3 Full Bilingual Operations & User Experience

Reflecting Salinas' community, Movilio's operations and technology are fully bilingual (English/Spanish), including:
- App interface
- Receipts
- Notifications and alerts
- Customer support
- Ambassador-level user assistance

This is a unique innovation among parking operators and removes key barriers for residents and visitors.

5.4 Embedded Customer Ambassadors, Not Traditional Attendants

Movilio redefines the traditional "attendant" role. The proposed Ambassador model is designed to support the downtown environment—not just the equipment.
Ambassadors focus on:
- Wayfinding and visitor assistance
- Theater and museum guests
- Cleanliness and rapid issue identification
- Hospitality-focused customer engagement
- Support for validations and first-time users
- Light maintenance and garage appearance

This shift from "parking attendants" to "customer ambassadors" improves the user experience and reinforces the City's renewal goals for the downtown district.

5.5 Real-Time Operational Dashboards & Automated Revenue Controls

Movilio's platform includes an advanced analytics layer that provides the City with continuous visibility into:
- Revenue
- Visit counts
- Occupancy
- Validation utilization
- Equipment status
- Trends and seasonality

Automated reconciliation ensures accuracy without requiring cash handling or manual reporting. Movilio's accuracy-first model reduces leakage, prevents billing errors, and delivers 100% digital transparency.

5.6 Consumer-Protective Payment Design

Movilio built its system around fairness and predictability:
- Users see their fee in the app before paying.
- No hidden fees; convenience fee structure is transparent.
- Validations automatically apply before checkout.
- Receipts are delivered instantly to users.

This improves customer trust, reduces disputes, and aligns with public-sector accountability standards.

5.7 Optional Enforcement Module to Improve Compliance & Reduce Leakage

Although enforcement is not requested in this RFP, Movilio can provide an optional modern enforcement module supported by LPR-based detection and staff-issued warnings or citations.

Benefits to the City:

- Prevents nonpayment and improves compliance
- Provides detailed logs for transparency
- Minimizes operational leakage
- Offers policy flexibility (warnings, graduated penalties, time-based rules)

This optional enhancement positions the City to scale enforcement only if desired.

5.8 Predictive Maintenance Scheduling (Innovative Maintenance Model)

Movilio integrates maintenance into daily workflows and uses a structured digital checklist tied to visit volume and equipment alerts. The maintenance program includes:

- Daily, weekly, monthly, and quarterly schedules
- Image-based inspections stored in the dashboard
- Automated alerts for LPR or network issues
- Maintenance SLA commitments
- Rapid response timelines (e.g., 2 hours for operational-impacting issues)

This predictive model prevents deterioration rather than reacting to it, extending the useful life of City assets.

5.9 High-Volume Event Management Capability

Using lessons learned from theaters, schools, and public venues, Movilio has developed streamlined event protocols:

- Automatic surge processing
- Ambassador positioning for exit flow
- Real-time monitoring of traffic build-up
- Ability to pre-register attendees or issue pre-event validations
- Quick post-event cleanup workflow

This allows the garage to efficiently serve high volume windows for Maya Cinemas and any future downtown events.

5.10 Digital Compliance, Reporting, and Auditing

Movilio's cloud platform automatically compiles:

- Audit logs
- Transaction-level history
- Reconciliation summaries
- System uptime metrics
- Staff logs and completion of daily checklists

This reduces the administrative burden on City staff and ensures consistent compliance with municipal standards.

Innovations Summary

Movilio's proposed innovations provide Salinas with:

- A modern, fully digital, ticketless access system
- Dramatically reduced cost of operations
- Improved customer satisfaction through ambassadors and bilingual service
- Transparent real-time data for the City
- Stronger integration with downtown merchants and cultural institutions
- Predictive maintenance and accurate revenue control
- Optional enforcement tools to reduce leakage

These innovations collectively modernize the Monterey Street Parking Garage, increase operational reliability, and create a more welcoming experience for residents, workers, and visitors.

6.1 Overview of Project Staffing Approach

Movilio proposes a streamlined, high-touch staffing model designed to deliver consistent service, rapid issue resolution, and strong alignment with City expectations. Our approach combines:

- On-site dedicated personnel for daily operations and customer service
- Regional leadership for oversight, quality control, and compliance
- Centralized support teams for technology, reporting, and user assistance

Movilio's leadership will remain directly engaged throughout the contract term, ensuring that service standards, modernization goals, operational improvements, and customer experience expectations are consistently met.

Movilio will first interview the incumbent employees to determine whether they meet Movilio's operational, customer service, and reliability standards. Where incumbent staff demonstrate strong performance and fit, Movilio will extend offers to ensure continuity of service and preserve institutional knowledge. Any remaining positions will be filled through Movilio's established hiring, background screening, and onboarding process.

Movilio acknowledges that key personnel are a critical evaluation factor and commits that no changes to the Project Executive or Implementation Director will be made without prior written approval from the City.

This staffing plan provides the City with a balanced combination of on-site presence, executive accountability, and industry-leading technical support, ensuring reliable operations from Day One through the full duration of the contract.

Arturo Garza — Director of Operations & Project Executive

Arturo Garza will serve as Project Executive and primary point of contact for the City of Salinas. Arturo provides executive oversight, strategic leadership, and contract compliance across all aspects of the Monterey Street Parking Garage operation.

A lifelong participant in the parking industry, Arturo brings deep operational experience grounded in his family's 40-year parking enterprise. From early roles as a parking attendant through later responsibilities in PARCS maintenance, revenue management, and facility operations, he has developed a comprehensive understanding of parking system performance.

Arturo holds an MBA from Vanderbilt University with concentrations in Finance and Accounting. Before founding Movilio in 2019, he led pricing, operational modeling, and financial analysis initiatives within the supply-chain and logistics sector. His cross-disciplinary background in technology, operations, and finance ensures disciplined oversight, reliable reporting, and proactive performance management.

Responsibilities include:
- Executive oversight of all contract deliverables
- Coordination with City leadership
- Approval of staffing, SLAs, and operational standards
- Review of monthly reporting and quality assurance metrics
- Strategic enhancements to improve revenue, efficiency, and user experience

Elizabeth Anthony — Implementation Director & Change Management Lead

Elizabeth Anthony will serve as Implementation Director and will oversee the transition phase, onboarding, training, and coordination with City departments and vendor partners.

Elizabeth holds an MBA from Vanderbilt University and brings more than ten years of experience in consulting, organizational change management, and complex project implementations. As a former consultant overseeing cross-functional deployments, she specializes in stakeholder alignment, risk mitigation, user adoption, and process design. Elizabeth has significant experience working with public-sector clients and understands the communications, transparency, and documentation expectations required to deliver a smooth, predictable transition.

Responsibilities include:
- Lead for all transition and go-live activities
- Coordination with City staff and any incumbent vendors
- Management of schedules, milestones, training, and onboarding
- Oversight of issue tracking, risk management, and change control
- Documentation of SOPs, workflows, and training materials

On-Site Team (Dedicated Full-Time Staff)

Movilio will staff the garage with a dedicated on-site team comprised of:

Parking Supervisor (Full Time)
- Daily operational oversight
- Customer service leadership
- Maintenance coordination
- Reporting and incident documentation
- Liaison to City staff and regional leadership

Parking Ambassador (Full Time)
- Frontline customer service
- Walkthroughs, cleanliness monitoring, and light facility care
- Assistance for visitors, including patrons of nearby businesses and entertainment venues
- Support during peak times and events

Movilio emphasizes employee retention as a core strength. Our teams at other structured facilities have demonstrated exceptional stability, with strong morale and minimal turnover in the past year. We attribute this to:
- Modern, reliable technology that prevents employee frustration
- Clear expectations and supportive supervision
- A customer-focused role that allows staff to feel successful and appreciated
- A positive work environment where employees receive compliments—not complaints

This stability translates directly into better service and lower training costs for the City.

6.3 Centralized Support Team (Included)

Movilio's local staff are backed by highly specialized in-house teams with no additional cost to the City:
- **Technical Support Team** — 24/7 uptime monitoring, LPR diagnostics, telemetry, alerts
- **Customer Support Team** — User assistance, receipts, payments, validations, account help
- **Software Engineering Team** — Platform updates, automation, integrations, reporting enhancements
- **Audit & Compliance Team** — Automated reconciliation, variance detection, pattern analysis, QA reviews

These centralized resources allow the small on-site team to focus solely on delivering a superior customer experience and maintaining a clean, well-run facility.
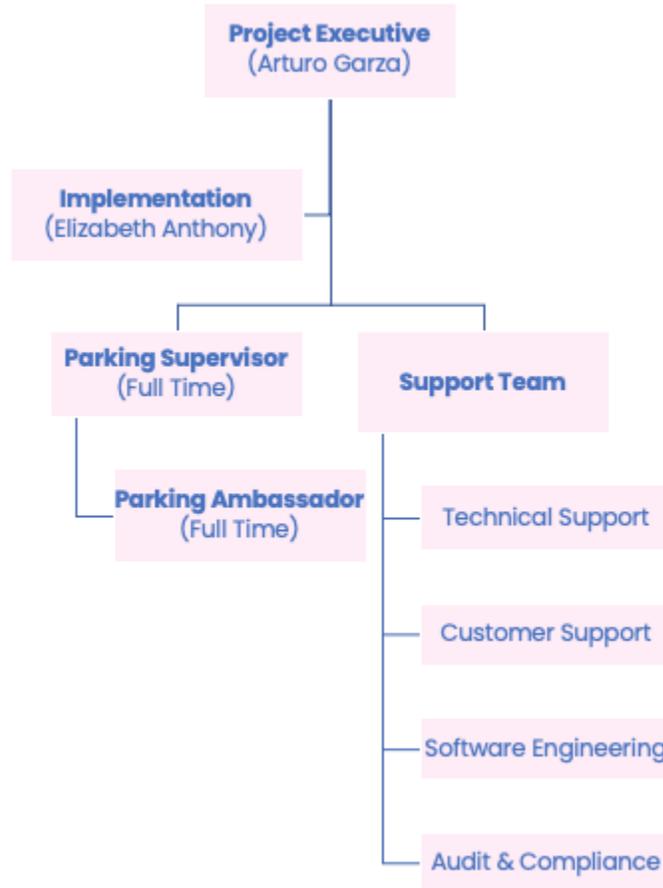
Movilio LLC respectfully submits this proposal **with no exceptions** to the City of Salinas' Request for Proposals, including all conditions, requirements, specifications, and contract terms outlined in:

- Attachment C – Sample Agreement for Services
- All associated RFP instructions, exhibits, and compliance requirements

Movilio affirms that it has reviewed and accepts all provisions as written.
No modifications, clarifications, additions, or deletions are requested at this time.

By submitting without exceptions, Movilio confirms that:
- All contractual requirements can be performed as specified
- All operational, technical, and administrative obligations are fully acceptable
- No terms require further negotiation

Movilio is prepared to proceed under the City's standard agreement format and timelines upon award.

Chapter 8 - Proposal Costs Sheet and Rates

The proposed budget reflects a complete, turnkey parking management operation that includes all expenses necessary to successfully operate the Monterey Street Parking Garage. Movilio proposes to perform all services on an annual not-to-exceed amount, invoiced monthly after services are rendered, in compliance with the City's no-advance-payment requirement.

Fees paid by the City

Scope	Labor Categories (e.g. Consultant, Sr. Consultant, etc.)	Est. Hours	Hourly Rate	Extended Rate
Salaries, Wages & Fringe Benefits	Supervisor	2080	$ 28.85	$ 60,000
	Parking Ambassador	2080	$ 22.50	$ 46,800
	Payroll Taxes			$ 13,190
	PTO			$ 3,738
	Health Insurance			$ 12,837
	Wokers' Compensation Insurance			$ 10,552
TOTAL NOT TO EXCEED, Salaries, Wages & Fringe Benefits				**$ 147,117**
Overhead and Other Expenses	Insurance			$ 9,000
	Payroll Fees			$ 3,000
	Supplies			$ 900
	Tickets/Receipts			$ -
	Revenue Control System Maintenance			$ -
	Sweeping Services			$ 2,500
	Office Supplies			$ 500
	Cleaning/Maintenance			$ 2,500
	PARCS Fees			$ -
	Uniforms			$ 2,000
	Signage			$ 2,000
	Computer Expense			$ 2,500
	Bank Fees			$ 1,000
	Credit Card Fees			$ 10,000
	Base Management Fee			$ 15,000
TOTAL NOT TO EXCEED, Overhead and Other Expenses				**$ 50,900**
TOTAL NOT TO EXCEED, Total Annual Operating Expenses				**$ 198,017**

Fees paid by the Users

End User Fee
45 cents charged to the end user per transaction.
In order to recoup our platform expenses, we propose a fee to the end user. This is not a cost to the City. The end user pays a platform fee on top of parking fees.

Attachment A
Proposer's Information Form

PROPOSER (Please Print):

Name: Movilio LLC

Address: 5407 Bradfield Dr

Nashville TN 37220

Telephone: 615 752 8832   Email:
arturo@movilio.io

Contact Person, Title, Email, and telephone: Arturo Garza

General Manager, arturo@movilio.io, 615 752 8832

Proposer, if selected, intends to carry on the business as (check one):

☐ Individual   ☐ Joint Venture

☐ Partnership

☐ Corporation

When incorporated? August 2023

In what state? Tennessee

When authorized to do business in California? Pending - will file Foreign LLC upon award

☒ Other (explain): Movilio LLC is a Limited Liability Company organized in Tennessee.

ADDENDA
To assure that all Proposers have received each addendum, check the appropriate box(es) below. Failure to acknowledge receipt of an addendum/addenda may be considered an irregularity in the Proposal:

Addendum number(s) received: ☐ 1; ☐ 2; ☐ 3; ☐ 4; ☐ 5; ☐ 6;

Or ☒ AG   No Addendum/Addenda were received (**check and initial**).

No addenda was received, but acknoledge Email History with Q+A Set 1 and Set 2 published November 13, 2025

{ 12 }

PROPOSER'S SIGNATURE

No proposal shall be accepted which has not been signed in ink in the appropriate space below:

{ 13 }

ATTACHMENT A – PROPOSER INFORMATION CONTINUED...

1. If Proposer is **INDIVIDUAL**, sign here:

   Date: _____

   _____
   Proposer's Signature

   _____
   Proposer's typed name and title

2. If Proposer is a **PARTNERSHIP** or **JOINT VENTURE**; at least two (2) Partners shall sign here:

   _____
   Partnership or Joint Venture Name (type or print)

   Date: _____

   _____
   Member of the Partnership or Joint Venture Signature

   Date: _____

   _____
   Member of the Partnership or Joint Venture Signature

3. If Proposer is a **CORPORATION**, the duly authorized officer shall sign as follows:

   The undersigned certify that he/she is respectively:
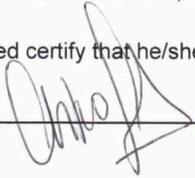
   _____ and _Managing Member_
   Signature   Title

   Of the corporation named below; that they are designated to sign the Proposal Cost Form by resolution (attach a certified copy, with corporate seal, if applicable, notarized as to its authenticity or Secretary's certificate of authorization) for and on behalf of the below named CORPORATION, and that they are authorized to execute same for and on behalf of said CORPORATION.

   Corporation Name (type or print): _Movilio LLC_

   By: _Arturo Garza_____ Date: _Nov 20 2025_

   Title: _Managing Member_____

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MINORITY OWNED BUSINESS

Movilio LLC is a certified Minority-Owned Business in the State of Tennessee, and we take pride in contributing to supplier diversity and equitable economic participation within the communities we serve. We thank the City of Salinas for the opportunity to compete for this contract and for its consideration of our proposal. Movilio is committed to being a responsive, high-performing, and collaborative partner to the City.

Certificate Number: 111323-02
Industry: Parking Lot Services

The Governor's Office of Diversity Business Enterprise

for the State of Tennessee, having determined that

Movilio LLC

has successfully met the certification requirements as outlined in Tennessee Code Annotated Title 12, Chapter 3, Part 8, and the policies adopted thereunder hereby grants the designation of

Minority Owned Business

And is recognized as such until the expiration of registration and certification on

November 13, 2026

In Witness Whereof, the Governor of the State of Tennessee and the Commissioner of General Services hereto affix our hand and the Great Seal of the State.

Kim Henry

Kim Henry
Director, Governor's Office of Diversity Business Enterprise