



## ANNEX A

### STATEMENT OF WORK\_22-0201

#### 1. Background

Automated permit machines are self-service terminals that provide secure, unattended revenue collection and provide visitors the opportunity to obtain or register for a pass or permit at a satellite location.

The Parks Canada Agency requires the provision of services to supply, install, operate and maintain an automated permit machine system.

#### 2. Objective

The Parks Canada Agency requires the provision of services to supply, install, operate and maintain a semi-seasonal automated permit machine system with an option to extend the contract at the end of the period identified. The services are required in the Lake Louise, Yoho, Kootenay Field Unit.

Parks Canada wishes to lease thirteen (13) automated permit machines, which will be installed by the Contractor in the locations listed below. In addition to the pay station hardware, the Contractor will also be required to provide the associated central management system to support the machines, as well as a real-time web-based enforcement application available on a mobile device.

The units will issue various national park admission as well as have the ability to issue parking permits (Upper Lake Louise). Number of units and types of passes available by location are explained below.

- In front of the Lake Louise Visitor Centre, Alberta
  - Number of units: 1
  - Power source: Solar
  - Season length: 12 months/ year (April – March)
  - Passes sold: National Park Admission (Adult, senior, youth, family; 1-5 days)
  - Style: “Pay and Display” – no license plate collection
- In front of the Yoho National Park Visitor Centre, Field, British Columbia
  - Number of units: 1
  - Power source: A/C
  - Season length: 12 months/ year (April – March)
  - Passes sold: National Park Admission (Adult, senior, youth, family; 1-5 days)
  - Style: Pay and Display” – no license plate collection
- Upper Lake Louise Parking Lot (SEASONAL OPERATION\*), Alberta
  - Number of units: 11 (1 must be specially meant for wheelchair access)
  - Power source: A/C
  - Season length: 1 unit installed 12 months/ year (April – March); 10 units installed 6 months/ year (May-October). During operational seasonal of May-October, a total of 11 units are installed and functional.
  - Passes sold: Parking Permits AND National Park Admission (Adult, senior, youth, family; 1-5 days). Between May-October, BOTH parking permits and National Park Admission Passes are sold. Outside of these months, ONLY National Park Admission.
  - Style: “Pay by Plate” – license plate collection but mandatory receipt required

*\*Paid parking operation at Upper Lake Louise only runs mid-May to mid-October, (third Friday in May to Thanksgiving Monday).*

See Appendix A for installation locations and photos, and Section 4.13 for a breakdown of machine programming at each location.

### 3. Reference Documents

**Appendix A** – Maps and Photos of Installation Locations

**Appendix B** – Example Receipt Photos

**Appendix C** – List of Permits

### 4. Mandatory Requirements

#### Pay Stations, Software and Maintenance

The Contractor must supply and install 13 industry standard, automated permit machines. The Contractor must also supply the necessary operating software to communicate with the pay stations, allowing Parks Canada staff to pull backend reports, and perform compliance checks of a pay-by-plate system.

The automated permit machines must be installed and operational by May 12, 2023. The automated permit machines system must include the following capabilities:

#### 4.1 General

- 4.1.1 Meet ADA (American Disabilities Act) and Canadian Standards Association (CSA) accessibility standards;
- 4.1.2 At least 1 unit must be specifically designed for wheelchair access.
- 4.1.3 Have the ability to sell both parking permits as well as a National Park admission (location specific, see Section 4.13);
- 4.1.4 The following cards are available to PCA for merchant accounts through Moneris. The units must be able to accept and process the following: Credit (VISA, MasterCard, American Express), Debit, Visa Debit, Debit MasterCard, JCB (Japan Credit Bureau) and CUP (China Union Pay).
- 4.1.5 Upper Lake Louise units must be compatible with a “pay-by-plate” mode
- 4.1.6 Units in front of visitor centres must be compatible with a “pay-and-display” modes;
- 4.1.7 Must be chip-enabled, with a tap contactless payment option;
- 4.1.8 Not have a cash payment option available to customers;
- 4.1.9 RJ45 Network and/ or wireless capabilities with sufficient connectivity to process cards and operational information;
- 4.1.10 Software must interface with a web-based database (provided and maintained by the Contractor) allowing for the tracking of Pay Station transactions, generating reports and creating spread sheets for general accounting and reporting purposes;
- 4.1.11 Real-time web-based application that allows for handheld (on foot) compliance of parking permits by Parks Canada staff;
- 4.1.12 Ability to purchase a parking permit with a flat daily rate, as well as the option to purchase parking in time increments;
- 4.1.13 Ability to change parking rate depending on date and/or time of day;
- 4.1.14 Provide a simple and user friendly design (buttons, screen, graphic display etc.) to enhance the End User experience;
- 4.1.15 Have a multi-lingual user interface (at a minimum, all display instructions and ticket information must be issued in both English and French);
- 4.1.16 Built in security features to reduce theft and vandalism;
- 4.1.17 Have a real-time clock displaying local time;

- 4.1.18 Be able to automatically synchronize clock for both local standard time and daylight savings time;
- 4.1.19 Be constructed to be operational 24 hours a day, 7 days a week in all weather conditions experienced (-35° Celsius to +35° Celsius) at its installed location;
- 4.1.20 Electronic components must be sealed and protected from the elements; units must be suitable for outdoor use, freezing temperatures, rain, and heat;
- 4.1.21 Where necessary, a thermostatically-controlled interior heater and a case which is highly resistant to moisture, condensation and corrosion to facilitate winter operation;
- 4.1.22 The ability to support all electronic functions through a solar power system if necessary. The Contractor will provide details for the solar power systems operating efficiency in cold, snowy, and cloudy conditions;
- 4.1.23 Customers paying at Pay Stations must be able to receive printed paper receipts at time of purchase from the Pay Station for both a parks admission pass as well as parking permits (receipt for national park admission is mandatory, receipt for parking permit is mandatory);
- 4.1.24 Clearly display to the user the option to select the type of national park admission, categories of user (Family/ Group, Adult, and Senior) and number of users for each national park admission permit purchased.
- 4.1.25 Pay Stations must be able to recognize time periods in which pay parking is in effect and periods when it is not;
- 4.1.26 Pay stations must be able to be branded with Parks Canada vinyl stickers (removable), provided by Parks Canada;
- 4.1.27 All units must be able to be opened with the same key. At least 8 keys must be provided;
- 4.1.28 Adhere to the *Policy on Service and Digital*

#### 4.2 Security

- 4.2.1 Built in security features to reduce theft and vandalism;
- 4.2.2 Be able, via host communication software, to provide real-time email alerts in the case of attempted vandalism (e.g., if door is opened, excessive vibration, etc.);
- 4.2.3 Be securely and solidly attached to a pedestal (which itself is securely attached to the ground surface) or the ground surface, with no externally exposed fasteners;
- 4.2.4 Have a multi-point locking system;
- 4.2.5 Not have any locks that are exposed beyond the flush mount of the cabinet.

#### 4.3 Keypad

- 4.3.1 Vandal resistant;
- 4.3.2 Weatherproof;
- 4.3.3 Pay-by-Plate stations must have an alphanumeric keypad;
- 4.3.4 Modular and easily unplugged, removed, and replaced with basic tools for easy servicing.

#### 4.4 Display Screen

- 4.4.1 Scratch and vandal resistant;
- 4.4.2 Weatherproof;
- 4.4.3 Capable of electronically displaying the following to the visitor with minimal effort: Rates, days and hours permits/ fees are required, user instructions;
- 4.4.4 English/ French bilingual (at minimum) – wording to be provided by Parks Canada;
- 4.4.5 High contrast display that is easy to read under various daytime and nighttime lighting conditions, direct sunlight and at various angles;
- 4.4.6 Support dynamic messaging functionality to reflect changes in pricing, regulations, display messages, format, or configurations made in the host software and communicated wirelessly to

the pay station. Parks Canada shall have the ability to change or adjust the graphic display independent of vendor support and there shall be no additional costs for these types of adjustments;

4.4.7 Modular and easily unplugged, removed, and replaced with basic tools for easy servicing.

#### 4.5 Credit Card Reader

4.5.1 Vandal resistant;

4.5.2 Weatherproof;

4.5.3 Only partially ingest the card, thereby affording the user control of the card at all times;

4.5.4 Have a tap capability;

4.5.5 Modular and easily unplugged, removed, and replaced with basic tools for easy servicing.

#### 4.6 Transaction Process

4.6.1 The Contractor supplied system software must provide remote management control and reporting of credit card process through the web-based central management system;

4.6.2 The Contractor equipment must meet the Payment Card Industry (PCI) Compliance standards as a Service Provider for the entire duration of the contract;

4.6.3 All hardware and software supplied by the Contractor must meet Payment Application Data Security Standards (PA-DSS) for the entire duration of the contract;

4.6.4 All credit card transactions must be processed in real time, except during times of communications failure, at which time they will be stored and batched in accordance with PCI requirements and then automatically transmitted when communications are restored.

4.6.5 To comply with the following Acts and Directives, the supplied system must process (authorize and settle) all credit card transactions using the banking arrangements put in place by the Receiver General for Canada. The supplied system must interface with the Government of Canada's card acceptance acquirer (currently Moneris) linked to our Merchant Account using Tender Retailer and operate in accordance with the terms of engagement set out by the Receiver General for Canada:

- *Financial Administration Act, Part II Public Money;*
- *Treasury Board Directive on Receipt, Deposit, and Recording of Money; and*
- *Receiver General Directive 2008-2, Deposit of Public Money to the Credit of the Receiver General for Canada.*

4.6.6 The Contractor is responsible for upgrading the Stations throughout the Term of the Agreement to accept new developments in electronic payment methods.

#### 4.7 Printer/ Paper

4.7.1 Each automated permit machine must utilize an included high-quality thermal printer that:

- Has a simple paper path;
- Has a reliable cutting edge;
- Must be modular and easily unplugged and removed with basic tools for easy servicing. The paper supply/control mechanism (i.e. scroll) must be easily removed and replaced.

4.7.2 Each automated permit machine must have the capacity of producing a minimum of three thousand (3,000) 3-inch tickets prior to replacing the permit paper supply. The supplied permit paper must be:

- Pre-printed with the pre-approved content (customized messages on the back and watermark logo on the front) or machine must be capable of double-sided printing;
- And standard (min 2 inches' wide) size that is widely available.

4.7.3 Issued permits must be:

- Heat resistant;
- Fade resistant;
- Curl resistant; and
- Capable of being left on a vehicle dashboard for up to thirty-six (36) consecutive hours in full sunlight without loss of legibility.

4.8 Printed Permits (see Appendix B for examples)

4.8.1 If a visitor purchases a national park admission, the machines must produce a mandatory printed permit. National park admission will clearly identify:

- That it is a Parks Canada admission (large & bold for ease of reading);
- Local date and time purchased and the valid until date, time and day of the week (large & bold for ease of reading);
- Type/Category and number of admission purchased;
- Fee paid;
- Instructions (e.g. display on dash, permit non-transferable);
- Parks Canada Agency corporate identifiers (supplied by PCA).
- Exact wording will be provided by Parks Canada.

4.8.2 Parking permit receipts must clearly identify:

- That it is a receipt for parking at the Lake Louise Lakeshore, not valid as a national park admission;
- Fee paid;
- Parks Canada Agency corporate identifiers (supplied by PCA);
- The local date and time purchased;
- Exact wording will be provided by Parks Canada.

4.9 Power Operations and Recharging

4.9.1 Units in the Upper Lake Louise parking lot (11) must run off AC power (120 V) with battery backup;

4.9.2 Units out front of the Yoho visitor centre (1) must run off AC power (120 V) with battery backup;

4.9.3 Unit out front of the Lake Louise visitor centre (1) must run off solar power with battery backup, and be capable of operating in cloudy and snowy conditions;

4.9.4 At least 1 spare batteries and charging setup must be provided;

4.9.5 Units must have ability to send warning single when battery is low.

4.10 Operating System and Host Software

4.10.1 The system must come with a secure web-based central management system (CMS) that communicates remotely with the installed automated permit machines in real-time;

4.10.2 The host software/CMS must provide audit and transaction reports on a system-wide or per-machine basis, in real-time to PCA staff from Parks Canada computers. Audit and Transaction reports must be in an easily understandable, human readable form.

4.10.3 The host software/CMS must allow for rate adjustment and configuration of machines in real-time;

4.10.4 The Contractor must provide all software updates or patches;

4.10.5 The host software/CMS must be Windows 10 and Internet Explorer Version 11 (AND newer) compatible;

- 4.10.6 The host software/CMS must be capable of providing a range of financial and statistical reports. The host software/CMS must be capable of exporting reports in a variety of file formats, including .xls, .xdocx, and .pdf.;
- 4.10.7 PCA must be permitted unlimited queries/reports from the host software/CMS system at no additional cost;
- 4.10.8 All automated permit machines must be programmable (including functions to add, delete, and edit permit type, user categories and fees, and to add, delete, reorganize and edit the information that is displayed on the permit), on-site (at each automated permit machine) and remotely (via the Contractor supplied host software/CMS) by the Parks Canada Agency. Programming must also be easy and intuitive.
- 4.11 Pay-by-Plate Parking Permit Compliance**
- 4.11.1 Compliance of the paid parking system at Upper Lake Louise will be done by PCA staff on foot using 2 handheld devices. The handheld enforcement system can be a PCA owned Android device (with a real-time web-based application), or something similar as proposed by the Contractor. The license plate recognition system must have the ability to look up paid permits associated with that license plate. PCA staff will write Parks Canada Notices of Violations to display on the dash in the occurrence of a parking violation.
- 4.11.2 The Contractor must provide a secure real-time web-based solution that will enable PCA staff to perform compliance checks of pay-by-plate parking permits (where applicable) with a handheld device during the days of the year paid parking is in effect (mid-May to mid-October);
- 4.11.3 The real-time web-based solution to validate permits by license plate must have the ability to track violations historically and produce reports on violations;
- 4.11.4 The supplied license plate recognition enforcement system must fully integrate with the pay station equipment, the central management system, and transfer data in real-time.
- 4.12 Audit and Transactions Reports**
- 4.12.1 Produce on-demand hourly, daily, weekly, monthly, yearly and historical audit reports via host software;
- 4.12.2 Be able to produce all required audit/transaction reports in real-time;
- 4.12.3 Have complete audit and transaction log capabilities, including:
- credit card use;
  - types and numbers of parks admission sold (i.e., breakdown by each individual rate category);
  - types and numbers of parking permits sold;
  - a detailed breakdown that shows each transaction's details (i.e., permit type, number, time, and license plate).
- 4.12.4 Be able to produce differentiated reports for each individual machine, as well as for the system as a whole. Audit and transaction reports must be printable remotely through accessing web-based central management system;
- 4.12.5 Any information gathered from these machines with regard to statistic reports will be owned by Parks Canada Agency;
- 4.12.6 Specific reports required monthly, to be provided by contractor:
- By location or combination of locations
  - By fee/rate/passes
  - By total amount of revenue
- 4.12.7 Specific reports below required as and when needed, to be provided by contractor:

- Any combination of all of the above
- By a specific date range

#### 4.13 Programming

4.13.1 The contractor is responsible for ensuring the units are programmed with the appropriate fees and permits to purchase depending on the day. A breakdown of the required permits is below; exact dates are subject to change. A full list of permit fees will be provided to the Contractor upon awarding of the Contract.

Machine Location	Dates	Number of Units	Permits Sold
Upper Lake Louise parking lot	Friday of the Victoria Day long weekend to Thanksgiving Monday  Year 1: May 19, 2023 to October 09, 2023	11	Parking Permits (Per vehicle, per day or per time increment)  <b>and</b>  National Park Admission (Exception: July 1, Free entry to National Parks)
Upper Lake Louise parking lot	Tuesday after Thanksgiving to Thursday before Victoria Day long weekend  Year 1: October 10, 2023 to May 16, 2024	1	National Park Admission
Lake Louise Visitor Centre	365 days per year	1	National Park Admission (Exception: July 1, Free entry to National Parks)
Yoho Visitor Centre	365 days per year	1	National Park Admission (Exception: July 1, Free entry to National Parks)

Note: National Park Admission must be available to be purchased for single or multiple days, and must allow for the selection of type of pass (Family/Group, Adult, and Senior). Times of day when paid parking is required are subject to change.

**4.13.2 The units at the Upper Lake Louise parking lot must provide an option to purchase a National Park Admission in addition to the parking permit option. However, not all visitors will require a National Park admission. Many visitors will already have a National Parks**



**admission purchased from another location (e.g. gate, visitor centre, online, annual Discovery pass).**

- 4.13.3 The Contractor must describe the process and timelines should a change in fees occur, including location of fees charged and dates applicable.

**4.14 Installation, Removal and Training**

- 4.14.1 Installation of hardware and associated software must be completed no later than May 12, 2023;
- 4.14.2 The Contractor is responsible for installation of the automated permit machines, including connecting to power source and attached on existing concrete bases;
- 4.14.3 The Contractor is responsible for the provision of SIM cards for wireless connectivity and must do everything it can to ensure the most stable cellular connection possible (provider with the best coverage for the remote area, hosting towers with highest stability etc.);
- 4.14.4 The Contractor is responsible for collecting and storing 10 of the units offsite from mid-October (after Thanksgiving weekend) to beginning of May (exact dates to be confirmed). Units collected and stored during the winter months will be from the Upper Lake Louise parking lot as no parking fee will be in place during these months and are located in an area with excessive amounts of snow that is not regularly cleared;
- 4.14.5 The Contractor must provide an on-site training session every May for a minimum of four (4) Parks Canada Agency staff, and must address all aspects of the system's use (i.e., installation, maintenance, operation, preventative maintenance, host software, report queries, troubleshooting, etc.) within 24 hours of machine installation;
- 4.14.6 The Contractor must provide training in English.

**4.15 Warranty, Servicing, and Support**

- 4.15.1 The Contractor must provide, as a minimum, a qualified technical support representative available by telephone and e-mail seven days a week (including holidays), for 7.5 hours per day between the hours of 08:00 am to 04:00 pm in the Mountain Time Zone) to provide technical support for the period of the Contract, to assist the Parks Canada Agency with technical support, troubleshooting, and guidance in making adjustments to ensure that the automated permit machines, transaction processing system, and system software are functioning properly;
- 4.15.2 The Contractor must acknowledge Parks Canada Agency's request for technical support, troubleshooting and guidance within 24 hours of receipt of the request. For programming items, the Contractor must provide a schedule to undertake the Work within 24 hours of receiving the request. For on-site technician related items, the Contractor must provide a schedule to undertake the Work within 1 week of receiving the request;
- 4.15.3 Components and parts for the machine must be guaranteed to be available for a minimum of 2 years from the date of lease;

**5. Constraints**

- 5.1 The Contractor must take into account that although cellular coverage exists at the locations, it is not 100% reliable at all times. The Contractor must explain how the system can store and batch transactions in accordance with PCI requirements and then automatically transmit when communications are restored. The Contractor is expected to implement the most reliable means to ensure real-time credit card processing and host software communication;
- 5.2 The Contractor must understand that due to the climate found in Lake Louise and Field, the units will be subject to freezing temperatures, snowfall, rain, ice and wind. Temperatures can fluctuate between -35°C and +35°C;
- 5.3 The Contractor must also take into account that the availability of electrical power is limited to



- locations listed by the Parks Canada Agency (see Appendix A);
- 5.4 The Contractor must take into account that no software will be stored or access through the Parks Canada server;
  - 5.5 The Contractor must take into account that compliance of parking permits for the Upper Lake Louise parking lot can be done through license plate validation, however the compliance of national park admission must be done through visual means, as this permit is valid across all sites in the Mountain Parks network. Not all visitors will be required to purchase a national park admission from the automated permit machines, only visitors who do not already have one (e.g. from online, from gate, from visitor centre, annual Discovery Pass);
  - 5.6 The Contractor must take into account that all signage and compliance will the responsibility of Parks Canada.

### 6. Location of Pay Stations

The requested automated permit machines will be located in 3 main areas. See Appendix A for installation locations and photos.

- Upper Lake Louise parking lot, Lake Louise, Alberta
  - Installed on existing concrete with nearby junction boxes (within 4')
  - 11 units total (10 seasonal, 1 year-round = 11 total)
  - Summer Operations:
    - 11 units, operational 24/7 from mid-May to Thanksgiving.
    - Sell parking permits and national park admission
  - Winter Operations:
    - 1 out of the 11 units in place, operational 24/7 from Tuesday after Thanksgiving to mid-May.
    - Sell national park admission
- Lake Louise Visitor Centre, Lake Louise, Alberta
  - Installed on existing concrete, uses solar power
  - 1 unit
  - In place and operational 24/7, 365 days per year
  - Programmed for park admission only (exception July 1, free admission)
- Yoho National Park Visitor Centre, Field, British Columbia
  - Installed on existing concrete with nearby outlet (within 4')
  - 1 unit
  - In place and operational 24/7, 365 days per year
  - Programmed for park admission only (exception July 1, free admission)

### 7. New Technology

PCA recognizes that there may be other technologies available and encourages vendors to include options or suggestions for providing additional services to enhance the overall visitor experience and functionality of the parking system provided at Lake Louise.

### 8. Schedule of Events

The following schedule summarizes significant target dates for the Contracting process. These dates are objectives only, and they may be changed by PCA as its sole discretion.

Date	Activities
------	------------

**Solicitation No.:**  
5P420-22-0201/A

**Amendment No.:**  
00

**Contracting Authority:**  
Ryan Taylor

Ver.06.29.2022

**Client Reference No.:**  
n/a

**Title:**  
Automated Permit Machine System – Lake Louise, AB

---

Early March-February to mid-April 2023	PCA work with Contractor to program machines display screens and finalize end-user experience.
May 12, 2023 (at the latest)	Automated permit machines installed and training delivered.
May 19, 2023	<b>Pay parking at Upper Lake Louise begins</b> <ul style="list-style-type: none"><li>- Units at Upper Lake Louise parking lot programmed to dispense parking permits <u>as well as</u> National Park Admission.</li></ul>
Canada Day	<b>Canada Day – free National Park admission.</b> <ul style="list-style-type: none"><li>- All units have National Park Admission option removed for this day only. Parking payment is still required at Upper Lake Louise.</li></ul>
Thanksgiving Monday	<b>Pay parking at Upper Lake Louise ends</b> <ul style="list-style-type: none"><li>- Units at Upper Lake Louise parking lot programmed to dispense park admission only. (Last day of paid parking is Thanksgiving Monday).</li></ul>
Week of Thanksgiving Monday (E.g. Year 1, week of Oct 10-13)	Seasonal units at Upper Lake Louise (10) removed and stored offsite until following May.

## Appendix A – Maps and Photos of Installation Locations

### Upper Lake Louise Parking Area

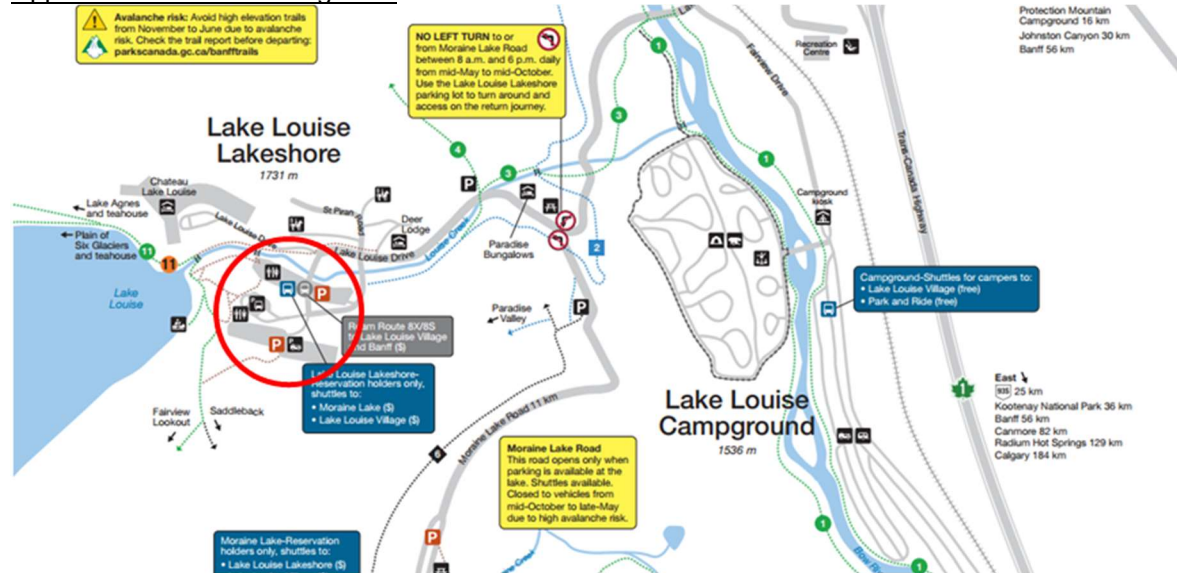


Figure 1. Map indicating Upper Lake Louise parking area.



Figure 2. Map indicating location of automated permit machines at Upper Lake Louise parking lot. Permit machine locations are denoted by "P" symbol. 11 units total, 5 in lower parking area, 6 in upper parking area.





Upper lot – 4 units  
(2 on each concrete pad)

1 junction box with 2 outlets available behind each cement pad.



Upper lot – 2 units  
(2 on 1 concrete pad)

1 junction box with 2 outlets available behind cement pad.



Lower lot – 4 units  
(4 on 1 concrete pad)

2 junction boxes with 2 outlets each available behind cement pad.



Lower lot Washroom –  
1 unit

Outlets available on  
back pillar, to the right  
of the door.



Example of junction box  
located behind each  
cement pad.

Figure 3. Images of installation locations within Upper Lake Louise parking area.

### Lake Louise Visitor Centre

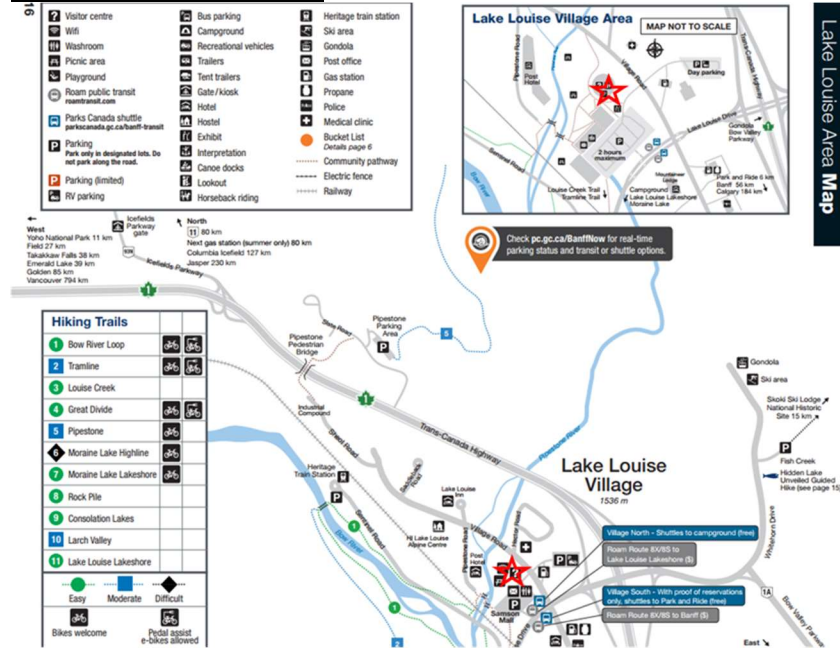


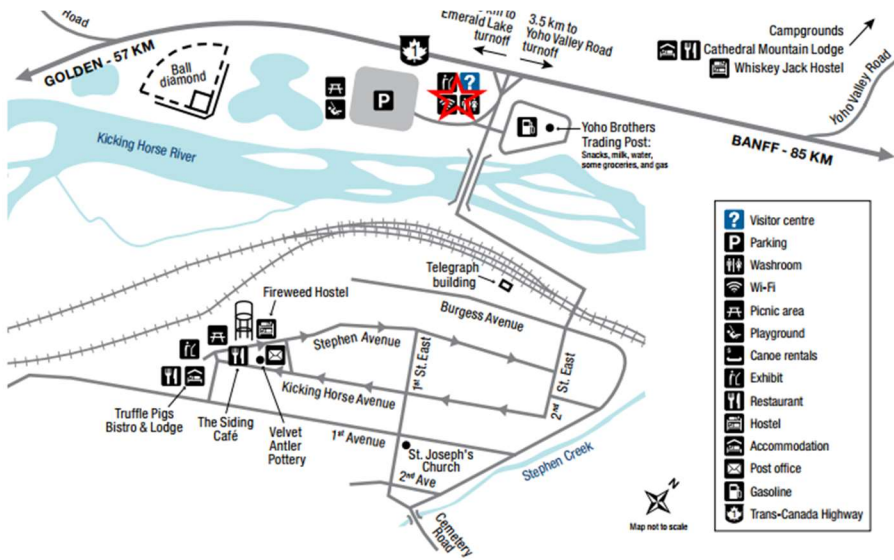
Figure 2. Map indicating Lake Louise Visitor Centre.



Figure 5. Image of installation location at Lake Louise Visitor Centre, located where garbage bins are. No AC power available, solar only.



Yoho Visitor Centre (Field, BC)



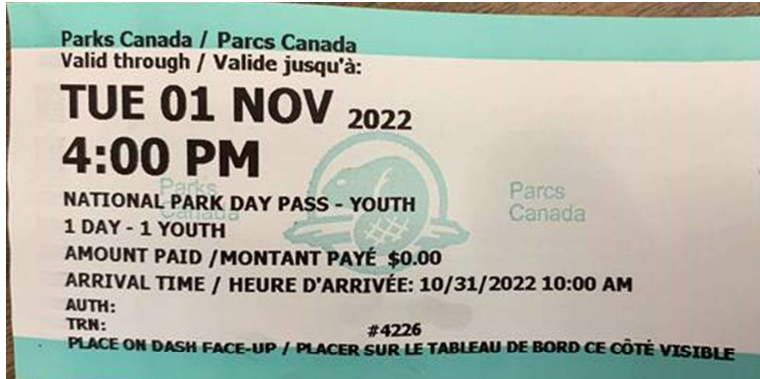
6  
Figure 6. Map indicating Field Visitor Centre.



Figure 7. Image of installation location at Yoho Visitor Centre. Automated permit machine in photo will be removed. AC power available behind soda vending machine.



## Appendix B – Example Receipt Photos



National Park Admission



Lake Louise Parking Permit

## Appendix C – List of Permits

Below is a list of the National Park Admission sold and the associated fees of a daily pass for each age group. Also included are example screens that indicate that National Park Admission is sold (**for reference only**). The user must be able to select the number of days they are visiting the National Parks and the number of individuals in each age category.

The parking fees are still being finalized, but units must have the ability to sell a flat day rate parking permit as well as consecutive blocks of time. The rates and fee structure will be communicated with the Contractor once the contract is awarded.

<b>National Park Admission – Daily Fees*</b>	
<i>*Daily fees are current as of 2022, but fees may be subject to change.</i>	
Adult	\$ 10.50
Senior	\$ 9.00
Youth	free
Family/ Group	\$ 21.00

