

**METROPOLITAN AIRPORT AUTHORITY
OF ROCK ISLAND COUNTY, ILLINOIS**



QUAD CITIES
INTERNATIONAL AIRPORT

REQUESTS FOR PROPOSALS

**Parking Access and Revenue Control System (PARCS)
Quad Cities International Airport (MLI)**

Issued by:
Metropolitan Airport Authority of Rock Island County, IL
Quad Cities International Airport (MLI)



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1. INTRODUCTION AND INTENT

The Metropolitan Airport Authority of Rock Island County (the Authority) is soliciting proposals from qualified vendors to furnish, install, configure, test, train, and support a Parking Access and Revenue Control System (PARCS) for Quad Cities International Airport (MLI).

The Authority seeks a turnkey solution that improves customer experience, operational reliability, payment flexibility, system visibility, and administrative control while remaining right-sized for the Airport's operational scale.

2. PROCUREMENT SCHEDULE (TENTATIVE)

- RFP Issued: February 23, 2026
- Questions Due: March 6, 2026
- Addenda Issued: March 10, 2026
- Proposals Due: March 20, 2026
- Communication and demonstration scheduling March 23-27, 2026
- Anticipated Award: April 21, 2026
- Target Go-Live Window: July 1, 2026

This schedule merely serves as a guide and the Authority reserves the right to change this schedule at any time, without notice.

Questions regarding this RFP should be directed to RFPs+PARCS@qcairport.com and be submitted no later than March 6, 2026. No individual at the airport should be contacted outside this email and timeline for information regarding this RFP, and any such action may negatively impact that vendor's standing regarding the selection process. Answers to any questions will be posted on the website by March 10, 2026.

All RFP responses should be directed to RFPs+PARCS@qcairport.com with the subject line containing "PARCS" at the beginning, prior to March 20, 2026. Only written responses in the following computer document formats will be accepted: Microsoft Word (DOCX), Adobe PDF (PDF).

RFP respondents will be contacted after March 20, 2026 for any supplemental information, demonstrations, etc., if necessary. All respondents will be notified of standing no later than April 21, 2026.

3. BACKGROUND AND EXISTING CONDITIONS

Quad Cities International Airport operates public parking facilities serving commercial passenger traffic. Parking operations include ticketed entry, centralized exit processing, monthly pass operation, Pay-On-Foot payment options, and administrative validation.

Parking products include:

- Premium Lot
- Economy Lot

The Authority seeks to enhance and modernize its PARCS to support LPR-assisted processing, contactless payments, improved reporting, centralized system visibility, and full administrative control.

4. SYSTEM OPERATING PHILOSOPHY

The PARCS shall operate as a ticketed system with LPR-assisted identification, where:

- A physical ticket is issued at entry for customer clarity and fallback use
- License Plate Recognition (LPR) is the primary identifier for transaction tracking and exit processing
- Exit transactions shall be completed automatically using LPR when confidence thresholds are met
- Ticket presentations on exit shall be optional during normal exit operations

The physical ticket serves as a customer aid and exception fallback, not the primary credential.

4A. Alternative Operational Philosophy

The Authority is open to a conversation over a purely LPR based operational strategy (no ticket issued), with physical tickets as a fallback when a license plate cannot be captured. If this is an option, the authority wishes in its demonstration phase to see how the workflow would work for ticketless entry.

If this method is an option, the submitter should identify the following:

- Entry handling
 - Availability of audible and visual triggers on screen and speaker to inform parker that a ticket is not issued and to proceed into the lot.
 - Handling of ticket issuance when LPR confidence is below the threshold.
 - Overall description of entry workflow from vehicle approach to lot entry.
- Exit handling
 - Process for exit on LPR Only operations.
 - Fallback process if a ticket is not issued.
 - Audio and visual cues available to improve passenger instruction
 - Overall description of exit workflow from vehicle entering the exit lane, to egress after payment.
- Paid on Foot Processing
 - In a purely LPR only environment, how do paid on foot kiosks function to retrieve and process tickets.

5. SITE CONFIGURATION AND LANE QUANTITIES

5.1 Entry Lanes (5 Total)

- Premium Lot: 2 entry lanes
- Economy Lot: 3 entry lanes

Each entry lane shall include:

- Ticket dispenser
- Vehicle detection and gate operator
- LPR camera and illuminator
- Lane controller capable of local operation during network interruptions
- Intercom or assistance call capability (via Umojo, SIP, or otherwise indicated) to a vendor of the airport's choosing
- RFID Reader for staff entry, monthly pass-based entry, and administrative access

- RFID readers are required to support both Indala 26bit and MIFARE DESFire EV3
- Lane status indicators as proposed
 - Red/Green traffic indicator that should automatically shift if the lane becomes unusable due to a fault or error which would inhibit vehicles from entering.

5.2 Exit Lanes (4 Total)

- Four shared exit lanes serving both Premium and Economy Lots

Each exit lane shall include:

- Unattended EMV payment terminal supporting chip and contactless, including mobile wallets
- Ticket reader
- LPR camera and illuminator
- RFID reader for staff egress and monthly pass-based operation
 - RFID readers are required to support both Indala 26bit and MIFARE DESFire EV3
- Vehicle detection and gate operator
- Intercom or assistance call capability (via Umojo, SIP, or otherwise indicated) to a vendor of the airport's choosing.
- Administrative access via badge scan to issue lost tickets or conduct administrative functions such as kiosk restart and troubleshooting.



6. PAY-ON-FOOT (POF) STATION

The system shall include one Pay-On-Foot station located within the terminal:

- POF Station 1 (Cashless)
 - EMV Chip
 - EMV Contactless, including mobile wallets
 - RFID Reader
 - RFID readers are required to support both Indala 26bit and MIFARE DESFire EV3

POF stations shall support:

- Payment by ticket or license plate lookup
- Validation processing
- Intercom or assistance call capability (via Umojo, SIP, or otherwise indicated) to a vendor of the airport's choosing
- Administrative access via badge scan to issue lost tickets or conduct administrative functions such as kiosk restart and troubleshooting.

6A. ADMINISTRATIVE VALIDATION/PAYMENT STATION

6A.1 Administrative Station Requirement

The PARCS shall include an administrative station (web portal preferred, but otherwise indicated) located in the Airport Administration Office for direct parking transaction management.

The administrative station shall support:

- Ticket validation
- Lost ticket issuance
- Plate-based transaction lookup and payment
- Manual transaction resolution without lane use

This station should be either a web-based page for transactions accessible by Authority-owned devices or dedicated hardware should the addition of EMV hardware on Authority computers not be possible.

6A.2 Validation Capabilities

Validation shall be fully configurable by the Authority, including:

- Validation by time, price, and lot
- Partial, full, and indefinite validations
- Validation against ticket, license plate, or both

No validation rules shall be vendor restricted.

6A.3 Validation Output

Validation shall be provided via:

- Printed barcode or QR code credentials, uniquely identifiable and auditable
- Direct electronic validation against ticket or plate records

6A.5 Pre-Printed Validations

The Authority should be able to issue pre-printed validations without the need to enter ticket or plate records which can be set for various validation lengths and issued as needed.

6A.6 Lost Ticket and Administrative Payments

The administrative station shall support:

- Lost ticket issuance per Authority rules
- Plate-based payment without ticket presentation
- Processing of payment or lost ticket with or without the vending of a gate.
- Full audit logging of all actions

7. LICENSE PLATE RECOGNITION (LPR)

7.1 Entry Behavior

At entry, the system shall:

- Capture license plate images
- Generate plate strings with confidence scoring
- Associate plates to issued tickets
- Store images and data for audit and search

7.2 Exit Behavior

At exit, the system shall:

- Identify vehicles by plate
- Retrieve associated transactions
- Apply rates based on lot of entry
- Complete exit without ticket presentation when confidence thresholds are met

Ticket presentation shall reconcile records and flag mismatches.

7.3 LPR Search and Integration

At a minimum, the system shall support:

- Full historical plate search
- Complete transaction history per vehicle
- Plate image review with confidence data
- Store logs and plate records for a minimum of 365 days.

The Authority requests verification of integration capability with third-party platforms such as security or video management systems (Genetec) to centralize plate reporting and searching. At a minimum, data should be accessible via an API call, or regularly and automatically exportable via SFTP, for integration at Authority discretion.

Such integration is preferred but not required and will not affect the decision of the proposal.

7A. MONTHLY PARKER FUNCTIONALITY

7A.1 Monthly Parker Access Methods

The PARCS shall support **monthly parking access** using one or more of the following methods:

- RFID and NFC physical credential (card, fob, or equivalent) **REQUIRED**
- Mobile phone-based application or digital credential
- License Plate Recognition (LPR) as a credential

The system shall allow monthly parkers to **enter and exit the parking facility an unlimited (or determined) number of times**, subject to Authority-defined rules.

The system shall allow the Authority to configure anti-passback rules to allow or disallow multiple scans at a location, at the authority's discretion, based on an assigned role or parkers group.

Submitters should include examples/screenshots of monthly parking methods in action.

7A.2 Monthly Parker and LPR Integration

Monthly parker functionality shall **piggyback onto the LPR subsystem** to allow ticketless operation.

The system shall support:

- Association of one or more license plates to a monthly parker account
- Plate-based identification at entry and exit without ticket issuance
- Optional issuance of a physical ticket only if required for exception handling

When a recognized monthly parker vehicle is detected by LPR:

- The gate shall open automatically without ticket issuance
- The transaction shall be logged as a monthly parker event
- No revenue transaction shall be recorded per entry or exit
 - Unless an automated payment/card-on-file "Express Pay" method is supported and configured.

7A.3 Credential Management

The system shall allow authorized Authority personnel to:

- Create, modify, suspend, and terminate monthly parker accounts
- Assign and revoke RFID, NFC, mobile, and plate-based credentials
- Configure effective dates and expiration dates
- Support temporary vehicle changes or multiple vehicles per account, subject to Authority policy

Credential management shall be available through the web-based management portal and shall not require vendor intervention.

7A.4 Monthly Parker Business Rules

The system shall support configurable rules including:

- Allowed parking products or lots for monthly parkers
- Time-based access restrictions, if any
- Concurrent use rules for multiple vehicles on a single account
- Rates and charges associated with rules
- Grace periods and exception handling

All rules shall be configurable by the Authority at any time without support intervention.

7A.5 Reporting and Audit

The system shall provide reporting for monthly parking, including:

- Active monthly parker accounts
- Entry and exit activity by credential and by plate
- Credential usage history
- Exceptions and access denials

Monthly parker activity shall be searchable by:

- Account
- Credential
- License plate
- Date and time range

7A.6 Optional Mobile Application

If a mobile application is provided, vendors shall describe:

- Supported platforms
- Credential provisioning method
- Offline behavior
- Security controls

A mobile application is preferred but not required.

7A.7 Monthly Parker Enrollment and Payment Platform

The PARCS shall include support for **monthly parker enrollment and payment** through a **publicly accessible platform** provided and supported by the vendor.

The enrollment and payment platform shall allow members of the public to:

- Enroll as monthly parkers
- Pay monthly parking fees through secure online payment methods
- Establish recurring or manual payment options, subject to Authority policy

- Self-enroll and manage:
 - Mobile phone-based credentials
 - License plate-based credentials

Authority-Issued RFID Credentials

RFID or NFC physical credentials shall be **issued and managed by the Authority**, not self-enrolled by users.

- Monthly parkers seeking an RFID or NFC card shall be required to **contact the Authority** for issuance
- Issuance of RFID or NFC credentials may be subject to an **Authority-defined fee**
- The system shall allow the Authority to:
 - Assign RFID or NFC credentials to a monthly parker account
 - Activate, deactivate, or replace RFID or NFC credentials
 - Associate RFID or NFC credentials with one or more vehicles or plates, subject to Authority rules

Platform Integration Requirements

The enrollment and payment platform shall integrate with the PARCS back-office system such that:

- Account status changes are reflected in near real time
- Suspended, expired, or delinquent accounts are denied access automatically
- Changes to plates or mobile credentials are effective at entry and exit lanes without manual intervention

Vendor Responsibilities

The vendor shall describe:

- Hosting model for the public enrollment platform
- Payment processing responsibilities and PCI scope
- Monthly parker user support responsibilities versus Authority responsibilities
- Any transaction fees, platform fees, or per-account charges associated with monthly parking enrollment

7A.8 Authority Control of Monthly Rates and Complimentary Access

The PARCS shall provide the Authority **full administrative control** over monthly parking rates and monthly parker account status.

The system shall allow authorized Authority personnel to:

- Define, modify, and assign monthly parking rates
- Override standard monthly rates on a per-account basis
- Issue **complimentary monthly parking access** at the Authority’s discretion

- Configure complimentary access as:
 - Time-limited
 - Indefinite
 - Restricted to specific parking products or lots

Complimentary monthly access may be applied to:

- License plate-based credentials
- Mobile phone-based credentials
- Authority-issued RFID or NFC credentials

The system shall not require vendor involvement to:

- Create or modify monthly rates
- Apply complimentary status
- Enable or revoke complimentary monthly access

All monthly rate overrides and complimentary access actions shall:

- Be logged and auditable
- Include user attribution
- Be reportable through the web-based management portal

7A.9 Reservation Platform

While the authority does not currently use a spot reservation platform to pre-reserve a parking space, information should at least be provided about the platform’s capabilities for pre-reservation in case the need arises in the future.

8. PREMIUM AND ECONOMY LOT LOGIC

8.1 Unique Lot Flow

The Premium Lot physically flows into the Economy Lot prior to exit. Internal circulation does not constitute a change in parking product.

8.2 Rate Determination

Rates shall be determined by **lot of entry**, not physical location at exit.

- Premium entry vehicles retain Premium rates
- Economy entry vehicles retain Economy rates
- No automated tier downgrading is required

8.3 Shared Exit Operation

Both lots shall function through the shared four-lane exit plaza without separate exit segregation.

9. PAYMENTS AND PCI REQUIREMENTS

The system shall support:

- EMV chip
- EMV contactless, including mobile wallets
- Cash payments will be phased out with upgrade

Vendors shall provide:

- PCI responsibility matrix
- Network segmentation description
- Store-and-forward behavior

9A.1 Pay Online

The system should support a mobile-friendly environment where a user can either scan a QR code on the ticket, or via signs located in the terminal. This online payment function should allow the user to pay through electronic means, including Apple Pay or other phone payment methods, to settle their parking fees on their phone without the need to visit a kiosk.

Parker should be able to enter their license plate or a ticket number, and the associated plate & ticket should allow automatic egress out of the exit lanes once payment has completed.

A “grace period” should be able to be set at the Authority’s discretion, without support intervention, in which the parker may leave the lot before incurring additional fees.

9A.2 Offline Functionality

Respondents should identify how the system handles offline processing in the event of the loss of internet to the kiosk. Details should include offline storage handling, batch processing, and other platform specifics.

10. GATE OPERATOR COMPATIBILITY/REPLACEMENT ALTERNATIVE

10.1 Gate Reuse

The PARCS shall be compatible with existing **Magnetic brand gate operators**. Reuse shall be included in the base bid.

Vendors shall disclose integration methods, assumptions, and limitations.

10.2 Gate Replacement Add-Alternative

Vendors shall include an add-alternate for full replacement of all gate operators, itemized per lane.

11. WEB-BASED MANAGEMENT PORTAL & REPORTING

11.1 Portal requirements

The PARCS shall include a web-based management portal, cloud or on-prem, providing full **unrestricted** access to all system configuration, operations, and reporting.

11.2 Reporting and Search

The portal shall support:

- Revenue and billing reports
- Occupancy by lot
- Search by ticket, plate, entry time, and exit time
- Full historical vehicle, ticket, or other transaction retrieval
- Refund processing, ticket voiding, and other administrative functions based on the report used.

All report generation and searches shall be completed in less than 30 seconds under normal operating conditions.

11.3 Data Ownership

All data generated by the PARCS is owned by the Authority and shall be exportable without restriction or fee.

11.4 API Access

All data should be searchable by API or scheduled data export to SFTP sources.

11.5 Remote Access

The system shall provide:

- Remote rate issuance
 - Support access functionality for contracted 3rd party to issue rates and communicate with parker through Umojo (preferred) or other identified methods.
- Remote lost ticket processing
- Either full remote desktop access to kiosks or the ability for the Authority to install its own monitoring platforms (N-Central) to track uptime and health

11.6 Mobile App Access

The system shall provide:

- iOS and Android based application access to manage aspects of the PARCS system including but not limited to:
 - ticket search, validation, and payment processing
 - Including direct ticket payment processing without gate vending/operation in the event of an LPR based transaction
 - entry/exit lane management including opening/closing and vending
 - capability of handling EMV/tap-to-pay processing or manual entry
 - remote diagnostics and maintenance operation preferred but not required

11A. SYSTEM STATUS DISPLAY PLATFORM

11A.1 Status Display

The system shall include a **stand-alone status display platform** for maintenance staff showing real-time status of all kiosks, lanes, payment devices, and LPR components.

The display may be web-based or application-based and shall:

- Operate full-screen on a standard monitor or television
- Not require repeated login during normal operation
- Clearly display faults, warnings, and device status

11A.2 Monitoring Interfaces (Preferred)

SNMP and/or webhook alerting is preferred but not required. Vendors shall disclose support and scope.

11A.3 Web Monitoring

The system shall include a web-based monitoring page in which any Authority owned device can log in and view all stats regarding paper, errors, gate trouble, etc

11A.4 Email Alerting

The system shall be capable of alerting staff to various conditions via email. These alerts shall include but not be limited to: gate malfunction, kiosk offline, out of paper alert, etc. Email destinations should be configured at the discretion of the Authority

11B. NETWORK CONNECTIVITY

The system shall be connected to the Authority network via an isolated VLAN. Recommendations may be made for alternate/backup connectivity methods such as cellular, or an isolated system from the PARCS provider, however all kiosks should be reachable from Authority systems for monitoring.

12. INSTALLATION, TRAINING, AND DOCUMENTATION

Vendor shall provide:

- Site survey and design
- Phased cutover plan
- Training for operations, finance, IT, and maintenance
- As-built documentation and system diagrams

13. ACCEPTANCE TESTING

Testing shall include:

- LPR-only entry and exits
- Ticket and plate reconciliation
- Adverse weather scenarios where feasible (including extreme cold handling)

- Pay-On-Foot testing
- Power and network interruption scenarios

14. PRICING AND EVALUATION

Proposals shall be organized in the following order:

1. Executive Summary
2. Proposed System Architecture and Functional Description
3. Completed Vendor Compliance Matrix (Exhibit A)
4. Implementation Plan and Project Schedule
5. Operations, Support, and Maintenance Approach
6. Cybersecurity and PCI Responsibility Matrix
7. Web-Based Management Portal, Status Display, and Administrative Functions Description
8. Monthly Parker Functionality Description
9. Pricing Worksheet (Exhibit B)
10. Vendor Qualifications and References
11. Exceptions, Assumptions, and Clarifications

Vendors shall clearly identify all deviations from RFP requirements in the **Exceptions, Assumptions, and Clarifications** section. Failure to disclose exceptions may result in disqualification.

15. RESERVATIONS OF RIGHTS

Please note the following additional terms and conditions of this RFP:

- The Metropolitan Airport Authority respects the confidentiality of every RFP response. Response information will not be shared with anyone outside of the RFP evaluation process and specifically not with other vendors without the express permission of the respondent.
- The Metropolitan Airport Authority reserves the right to adjust the schedule and RFP process at any time, provided public notice of this change is made.
- The Metropolitan Airport Authority may or may not enter contract negotiations with any respondent because of this RFP. It is the intent of the Metropolitan Airport Authority to satisfy its parking goals and needs, and will do so at its discretion.

EXHIBITS

EXHIBIT A – VENDOR COMPLIANCE MATRIX

A. General System Architecture

Requirement	Complies	Partially	Does Not	Comments
Turnkey PARCS solution including hardware, software, installation, training, and support				
Ticketed system with LPR-assisted primary identification				
Plate-based exit processing without ticket presentation when confidence threshold is met				
Ticket and plate reconciliation with mismatch reporting				
External data management and connection				
Alerting emails, website, and screen capabilities				

B. Lane Configuration and Equipment

Requirement	Complies	Partially	Does Not	Comments
Premium Lot entry lanes (2)				
Economy Lot entry lanes (3)				
Shared exit lanes (4)				
EMV chip and contactless payment at all exit lanes				
Pay by phone including Apple/Android Pay				

C. Pay-On-Foot Station

Requirement	Complies	Partially	Does Not	Comments
One cashless POF station with EMV chip and contactless				

D. Lot Logic and Shared Exit

Requirement	Complies	Partially	Does Not	Comments
Premium to Economy internal circulation supported				
Rate determined by lot of entry				
Shared exit plaza supports both lots				

E. License Plate Recognition (LPR)

Requirement	Complies	Partially	Does Not	Comments
LPR at all entry lanes				
LPR at all exit lanes				
Full historical plate search and vehicle history				
Capacity for LPR data to integrate into Airport systems via automated export/API				

F. Web Portal, Reporting, and Remote Access

Requirement	Complies	Partially	Does Not	Comments
Web-based management portal (cloud or on-prem)				
Search by ticket, plate, and time				
Standard reports complete in under 30 seconds				
Remote rate issuance and lost ticket processing				
Full unrestricted access to kiosk settings and configurations				

Remote access capabilities on kiosks

App-based mobile access for technicians and administrative personnel

EXHIBIT B – PRICING WORKSHEET

Pricing Summary

Item	Quantity	Unit Cost	Extended Cost
Premium Entry Lane Equipment	2		
Economy Entry Lane Equipment	3		
Shared Exit Lane Equipment	4		
Pay-On-Foot Station	1		
Administrative Station Capability	1		
Support and Maintenance Agreement	Annual or multi-year		

EXHIBIT C – EVALUATION SCORING MATRIX

Evaluation Criteria

Category	Maximum Points
Technical Compliance and Functionality	35
System Management and Visibility	15
Implementation, Training, and Support	20
Vendor Experience and References	15
Cost and Total Cost of Ownership	15