

Council Meeting of
November 6, 2012

Honorable Mayor and Members
Of the City Council
City Hall
Torrance, California

Members of the Council:

SUBJECT: City Treasurer – Approve agreement for parking citation services. Expenditure : \$227,500.

RECOMMENDATION

Recommendation of the City Treasurer that City Council approve an agreement with the City of Inglewood for parking citation services for an amount not to exceed \$227,500 for a five (5) year period beginning November 1, 2012 through October 31, 2017.

FUNDING

Funding of \$45,500 annually is available in the Department's Operating Budget.

BACKGROUND and ANALYSIS

The City of Torrance has been contracting for parking citation processing systems and services with the City of Inglewood since December 1988. The current agreement which was approved by your Honorable Body began November 1, 2007 and will terminate October 31, 2012.

The proposed new contract would be a new (5) year agreement with a term of November 1, 2012 through October 31, 2017 with an option for one two year renewal. We believe awarding this agreement to continue services with the City of Inglewood (ICMS) is in the best interest of the City to maximize parking revenue and avoid disruption in services.

The ICMS Government-2-Government Parking Processing service allows public agencies, like the City of Torrance to contract with the City of Inglewood for parking citation processing and related services. Using the City of Inglewood's services avoids cost to the City for system development, hardware acquisition and maintenance and IT staff costs. The City of Torrance's staff has access to the "AutoProcess Citation Processing System" and provides the customer service as well as processing payments. The City of Torrance also saves money due to competitive rates charged by ICMS due to their joint agency volume and consortium efficiency.

The approval of an agreement for renewal of ICMS services is recommended by the City Treasurer's Department based on the following reasons :

1. The department is pleased with the quality of services and use of technology that has been customized to meet the needs of the City of Torrance
2. ICMS provides the AutoPROCESS citation processing system under this agreement. The City of Inglewood is the only city that has ventured out to create a "Government-2-Government" consortium with the sole purpose of vetting out vendors that would provide competitive pricing for parking citation processing. The consortium is comprised of 58 agencies with a volume of approximately 1.2 million parking citations at a dollar value of \$60 million dollars. This group volume allows its participants to benefit from pricing which a stand alone agency would not be able to negotiate on their own. The group pricing offers a menu of services which allows a participant to pay for selected services applicable to each participant's needs.
3. Client agencies save on information systems costs, staff resources for technical support and implementation of enhancements. The City of Torrance saves significant time and money by relying on ICMS for their parking citation IT and operational staff.
4. Parking enforcement equipment and supplies can be purchased through the ICMS Program using negotiated discounted pricing for handheld ticket writers and accessories, document imaging software and web site hosting services.

Respectfully submitted,

Dana Cortez
City Treasurer

By Annie F. [Signature]
for Dana Cortez
City Treasurer

CONCUR:

[Signature]
LeRoy J. Jackson
City Manager

Attachments:

- A. Contract

1 **CITY OF INGLEWOOD**

2 **AGREEMENT NO. 12 – _____**

3 **THIS AGREEMENT**, is made and entered into this ___ day of November, 2012,
 4 by and between City of Inglewood a charter city and municipal corporation, with its
 5 principal offices located at One Manchester Boulevard, Inglewood, California 90301
 6 (hereinafter referred to as "City" or "Inglewood"), and the City of Torrance ("Client
 7 Agency"), a charter city, with its principal place of business located at 3031 Torrance
 8 Blvd., Torrance, CA 90509.

9 **RECITALS:**

10 A. City is a municipal corporation duly organized and validly existing under
 11 the laws of the State of California with the power to carry on its business as it is now
 12 being conducted under the statutes of the State of California and the Charter of the
 13 City.

14 B. Client Agency desires to enter into an agreement
 15 to establish a contractual relationship to receive parking citation management goods
 16 and services; and

17 C. Inglewood, pursuant to California Vehicle Code (CVC) § 40200.5, is
 18 desirous of establishing a contractual relationship with Client Agency, wherein City
 19 assists Client Agency with computerized parking citation management services and
 20 collection services; and

21 NOW, THEREFORE, it is mutually agreed by and between the undersigned
 22 parties as follows:

23 **ARTICLE 1 – TERM**

24 This agreement is to remain in effect from November 1, 2012 through October 31,
 25 2017, (5 year term) with an option for renewal for a two (2) year term contingent upon
 26 the approval of the Inglewood City Council. Client Agency may exercise the right to
 27 extend the term of the Agreement by providing written notice to Inglewood not less than
 28 sixty (60) days prior to the last day of the service term, subject to the approval of the

1 Inglewood City Council.

2 **ARTICLE 2 – CITY DUTIES**

3 A. Inglewood Citation Management Services (ICMS)

4 The City of Inglewood provides citation management services through the organization
5 called “Inglewood Citation Management Services (ICMS)”. Staff provides contract
6 management services to plan and direct all contract service providers’ performance
7 and provide coordination of all services to client agencies. The ICMS staff also
8 provides technical direction for each contractor’s services and takes corrective action
9 for any problems or issues that develop.

10 B. ICMS Program Management Services

11 The services provided by ICMS under this agreement include the following program
12 management services:

- 13 1. Contract services for citation processing, parking permit system and related
14 services
- 15 2. Direction of day-to-day operations between contract service providers and client
16 agencies
- 17 3. Coordinate client group meetings and conferences
- 18 4. Management consulting services
- 19 5. Expedited purchasing of services and equipment

20 **ARTICLE 3 – CLIENT AGENCY’S DUTIES**

21 Client Agency agrees to the following obligations:

- 22 A. To fully cooperate with City and its service providers.
- 23 B. To provide City with all information necessary for the performance of its
24 services under this agreement.
- 25 C. To have representatives attend City sponsored Parking Citation training,
26 conferences and seminars as appropriate to learn the functions of the citation
27 management system, operating policies and procedures and regulations related to
28 parking citation processing and collections.

1 D. To obtain and maintain an Internet Service Provider (ISP) connection, at
2 its sole expense, for access to the Inglewood Citation Management System (ICMS)
3 AutoPROCESS (AP) and Client Services Management System (CSM).

4 **ARTICLE 4 – SERVICES AND COMPENSATION**

5 A. Citation Processing Fees

6 The Client Agency agrees to pay City for its citation management services the fees
7 described in Exhibit "A" for all services it selects to purchase. Client Agency's current
8 rates, as set forth in Exhibit "A", are subject to an annual adjustment. The citation
9 processing fees, including but not limited to those set forth in Exhibit "A", shall be
10 adjusted July 1st of each year based on the annual percentage change in the All Items
11 Consumer Price Index (CPI) Los Angeles-Riverside-Orange County, California as
12 identified each June for the prior twelve (12) month period. The annual adjustment
13 shall not exceed (five percent) 5% in any one year. The annual adjustment to the
14 citation management services shall commence July 1, 2014 and shall be applicable for
15 each year thereafter during the term of this agreement.

16 B. Optional Equipment, Supplies and Services

17 Exhibit "B" provides a list of optional equipment, supplies and services that the Client
18 Agency may purchase. These items require a price quote and confirming purchase
19 order to the supplier Professional Account Management, LLC.

20 C. Delinquent Citation Collection Services

21 Exhibit "C" provides services and rates for collection services that the Client Agency
22 can purchase, including tax offset lien filing services with the State of California
23 Franchise Tax Board (FTB). The cost of this service requires a price quote and
24 depends on volume, scope of work, filing fees and other requirements.

25 D. Compensation to City

26 City shall be compensated for services performed pursuant to this Agreement in the
27 amount and manner set forth in Exhibit "A, B, and C" which are incorporated herein by
28 this reference. Payment will be made in the same manner that claims of a like

1 character are paid by the Client Agency, with checks drawn on the treasury of said
 2 Client Agency. As specified in Section E of this Article, the Client Agency may
 3 authorize payment of amount due for services by deducting the amount due from
 4 citation revenues paid to the City on behalf of the Client Agency. Should this payment
 5 option be selected, the City will submit to Client Agency a detailed monthly
 6 reconciliation of revenues received and service fees deducted.

7 E. Invoicing

8 Invoices for services rendered pursuant to this agreement will be prepared by City and
 9 submitted to the Client Agency on a monthly basis. Invoices shall be paid by Client
 10 Agency within thirty (30) days of receipt of invoice.

- 11 1. Client Agency has the option to authorize the City to deduct monthly
 12 invoice amounts, or any portion of the monthly invoice amounts, from
 13 proceeds of any parking citation funds that the City has received from
 14 customers.
- 15 2. City has the option to deduct monthly invoice amounts that are 60
 16 days or more late from payment due date, from proceeds of any
 17 parking citation funds that the City has received from customers.

18 **ARTICLE 5 – PROFESSIONAL SERVICES**

19 The City hereby warrants and represents that the services provided by City pursuant to
 20 this Agreement shall be performed in a professional and workmanlike manner.

21 **ARTICLE 6 – INDEPENDENT CONTRACTOR**

22 City shall be an independent contractor of Client Agency. This agreement is not
 23 intended, and shall not be construed, to create the relationship of agency, servant,
 24 employee, partnership, joint venture or association, as between City and Client
 25 Agency. The manner and means of conducting the work are under the control of the
 26 City, except to the extent they are limited by statute, rule or regulation, and the
 27 expressed terms of the Agreement.

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ARTICLE 7 – IMMIGRATION REFORM AND CONTROL ACT (IRCA)

City assumes any and all responsibility for verifying the identity and employment authorization of all of its employees performing work hereunder, pursuant to all applicable IRCA or other Federal, or State rules and regulations. City shall indemnify and hold Client Agency harmless from and against any loss, damage, liability, costs or expenses arising from any noncompliance of this provision by City.

ARTICLE 8 – EQUAL EMPLOYMENT OPPORTUNITY

Consistent with City's policy that harassment and discrimination are unacceptable employer/employee conduct, Inglewood agrees that harassment or discrimination directed toward a job applicant, a City employee, or a citizen by Inglewood or Inglewood's employee on the basis of race, religious creed, color, national origin, ancestry, handicap, disability, marital status, pregnancy, sex, age, or sexual orientation will not be tolerated. Inglewood agrees that any and all violations of this provision shall constitute a material breach of this Agreement.

ARTICLE 9 – INDEMNIFICATION

A. Neither Client Agency nor any officer or employee of the Client Agency shall be responsible for any damage or liability occurring by reason of anything done or omitted to be done by City under or in connection with any work, authority or jurisdiction delegated to Inglewood under this agreement. It is also understood and agreed that, pursuant to California Government Code Sections 895 through 895.8, City shall fully indemnify, defend and hold harmless Client Agency from any liability imposed for injury, as defined by California Government Code Section 810.8, occurring by reason of anything done or omitted to be done by City under or in connection with any work, authority or jurisdiction delegated to City under this agreement.

B. Neither City nor any officer or employee of City shall be responsible for any damage or liability occurring by reason of anything done or omitted to be done by the Client Agency under or in connection with any work, authority or jurisdiction delegated to City under this agreement. It is also understood and agreed that, pursuant

1 to California Government Code Sections 895 through 895.8, the Client Agency shall
2 fully indemnify, defend and hold harmless City from any liability imposed for injury, as
3 defined by California Government Code Section 810.8, occurring by reason of anything
4 done or omitted to be done by the Client Agency under or in connection with any work,
5 authority or jurisdiction delegated to City under this agreement.

6 **ARTICLE 10 – LIMITATION OF LIABILITY**

7 In no event shall City be liable for special, indirect, incidental, consequential, or
8 exemplary damages, including, without limitation, any damages resulting from loss of
9 use, loss of data, interruption of business activities, or failure to realize savings arising
10 out of or in connection with the use of City's services or products provided by
11 Inglewood staff or contractors. City's liability for damages and expenses arising out of
12 this agreement, whether based on a theory of contract or tort, including negligence and
13 strict liability, shall not exceed one year's compensation of Citation Processing
14 transaction service charges as determined by rate in Exhibit "A" of this agreement.

15 **ARTICLE 11 – INSURANCE**

16 On or before the commencement of the terms of this Agreement, City shall furnish
17 Client Agency with certificate showing the type, amount, class of operations covered,
18 effective dates and dates of expiration of insurance coverage in compliance with
19 paragraphs 11 A, B, C and D. Such certificate, which does not limit City's
20 indemnification, shall also contain substantially the following statement: "Should any of
21 the above insurance covered by this certificate be canceled or coverage reduced
22 before the expiration date thereof, the insurer affording coverage shall provide thirty
23 (30) days advance written notice to the Client Agency by certified mail. It is agreed that
24 City shall maintain in force at all times during the performance of this Agreement all
25 appropriate coverage of insurance required by this Agreement with an insurance
26 company that is acceptable to Client Agency and licensed to do insurance business in
27 the State of California. Endorsements naming the Client Agency as additional insured
28 shall be submitted with the insurance certificates.

1 **A. COVERAGE:**

2 City shall maintain the following insurance coverage:

3 (1) **Workers' Compensation:**

4 Statutory coverage as required by the State of California.

5 (2) **Liability:**

6 Commercial general liability coverage in the following minimum
7 limits:

8 Bodily Injury: \$500,000 each occurrence

9 \$1,000,000 aggregate - all other

10 Property Damage: \$100,000 each occurrence

11 \$250,000 aggregate

12 If submitted, combined single limit policy with aggregate limits in
13 the amounts of \$1,000,000 will be considered equivalent to the
14 required minimum limits shown above.

15 (3) **Employee Dishonesty Bond:**

16 Coverage of up to \$100,000 each occurrence

17 Coverage shall be for Faithful Performance of Duty Coverage for government
18 employees including, but not limited to, employee theft, forgery or alteration, theft of
19 money and securities, money orders and counterfeit paper currency, and computer
20 fraud.

21 **B. FAILURE TO SECURE:**

22 If City at any time during the term hereof should fail to secure or maintain the foregoing
23 insurance, Client Agency shall be permitted to obtain such insurance in the City's name
24 or as an agent of Inglewood and shall be compensated by City for the costs of the
25 insurance premiums at the maximum rate permitted by law and computed from the
26 date written notice is received that the premiums have not been paid.

27 **C. ADDITIONAL INSURED:**

28 Client Agency, its City Council, boards and commissions, officers, employees, and

1 volunteers shall be named as an additional insured under all insurance coverage,
 2 except worker's compensation insurance. The naming of an additional insured shall
 3 not affect any recovery to which such additional insured would be entitled under this
 4 policy if not named as such additional insured. An additional insured named herein
 5 shall not be held liable for any premium, deductible portion of any loss, or expense of
 6 any nature on this policy or any extension thereof. Any other insurance held by an
 7 additional insured shall not be required to contribute anything toward any loss or
 8 expense covered by the insurance provided by this policy.

9 **D. PRIMARY INSURANCE AND NON-CONTRIBUTING INSURANCE:**

10 For any claims related to this project, the City's insurance coverage shall be primary as
 11 respects the Client Agency, and its officers, officials, employees and volunteers. Any
 12 insurance or self-insurance maintained by the Client Agency, its officers, officials,
 13 employees or volunteers shall be non-contributing and in excess of the of the City's
 14 insurance.

15 **ARTICLE 12 – RECORDS**

16 City shall maintain complete and accurate records with respect to the services provided
 17 to the Client Agency.

18 City shall maintain adequate records of services provided in sufficient detail to permit
 19 an evaluation of services. All such records shall be maintained in accordance with
 20 generally accepted accounting principles and shall be clearly identified and readily
 21 accessible.

22 **ARTICLE 13 – RIGHT TO AUDIT**

23 Client Agency shall have the right to audit the books and records of Inglewood that are
 24 related to this Agreement. Client Agency shall provide Inglewood with not less than
 25 forty-eight (48) hours' prior notice and the audit shall be at mutually convenient times
 26 and during Inglewood's normal business hours. Except as otherwise provided in this
 27 Agreement, the cost of any such audit shall be borne by the Client Agency.

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ARTICLE 14 – CONFIDENTIALITY OF DOCUMENTS

All of the Client Agency’s citation data is and shall remain the property of the Client Agency. All the data prepared, assembled, or maintained by City pursuant to this agreement is confidential and City agrees that they shall not be made available to any individual or organization without the prior written approval of the Client Agency, or upon proper court order, except as provided by the California Public Records Act.

ARTICLE 15 – SECURITY OF DMV DATA

City and the Client Agency agree that either prior to or as soon as is practical following the execution of this Agreement, both parties shall execute a Memorandum of Understanding with the California Department of Motor Vehicles. Inglewood and the Client Agency agree that all the terms and conditions contained in the Memorandum of Understanding which they separately execute with the California Department of Motor Vehicles shall be binding on the parties hereto. The parties hereto agree that the terms and conditions of security of DMV data include, but are not limited to the following:

A. Information Use

1. The Client Agency requesting Department of Motor Vehicles information (“Requester”) shall not use such records and information for any purpose except that which has been approved by the California Department of Motor Vehicles (“DMV”).

2. When a non-law enforcement agency receives information from DMV records that indicates a vehicle or vessel has a Department of Justice (DOJ) stop, Requester shall immediately notify local law enforcement of its location, if known.

B. General Security Requirements

1. Requester shall maintain the security and integrity of the information it receives from the DMV. A violation of any provision of the agreement, whether by omission or commission, shall be grounds for action by the DMV and may result in suspension or termination of service to the requester.

2. Requester shall ensure compliance with all the security provisions of this

1 agreement. If fraud or abuse is suspected or confirmed, Requester shall notify the
2 DMV's Information Services Branch-Policy Development Unit, by telephone, at (916)
3 657-5583 within one (1) business day. A written notification containing all facts known
4 to the Requester shall be prepared by the Requester within three (3) business days
5 and mailed to the DMV at the following address:

6 Department of Motor Vehicles
7 Information Services Branch Policy Development Unit- H225
8 P.O. Box 924890
9 Sacramento, CA 94290-0001

10 3. Requester shall require the system administrator and every employee
11 having direct or incidental access to DMV records to sign a copy of the Employee
12 Security Statement (INF 1128), upon initial authorization for access to DMV records
13 and annually thereafter. A copy of the Requester's signed statement shall be
14 maintained on file for at least two (2) years following the deactivation or termination of
15 the authorization and shall be available to the DMV upon demand.

16 4. Requester shall restrict the use and knowledge of requester codes and
17 operational manuals to persons who have signed an Employee Security Statement
18 (INF 1128).

19 5. Requester shall maintain a current list of names of persons authorized to
20 access DMV records. This list shall be available to the DMV upon demand.

21 6. Access terminals and modems shall not be unattended while in active
22 session unless secured by a locking device that prevents entry or receipt of
23 information, or are placed in a locked room that is not accessible to unauthorized
24 persons.

25 7. Video terminals, printers, hardcopy printouts, or any other form of
26 duplication of DMV approved records that are located in public access areas shall be
27 placed so that the records shall not be viewed by the public or other unauthorized
28 persons.

1 All notices, demands, requests, or approvals from Client Agency shall be
2 addressed to City at:

3 City of Inglewood
4 One Manchester Boulevard
5 Inglewood, CA 90301-1750
6 Attention: City Clerk

7 With a copy to:

8 City of Inglewood
9 One Manchester Boulevard
10 Inglewood, CA 90301-1750
11 Attention: Dean Viereck, Manager Parking & Enterprise Services

12 **ARTICLE 17 – TERMINATION**

13 **17.1 TERMINATION FOR CAUSE:**

14 Either party shall have the right to terminate this Agreement immediately by
15 written notice to the other if (i) state statutes are amended to prohibit or substantially
16 change the operation of parking citation processing and notifications; or (ii) the other
17 party commits any material breach of any of the provisions of this Agreement. Either
18 party shall have the right to remedy the cause for termination within forty-five (45)
19 calendar days (or within such other time period as the Client Agency and Inglewood
20 shall mutually agree to) after written notice from the non-causing party setting forth in
21 reasonable detail the events giving rise to cause for termination.

22 **17.2 TERMINATION WITHOUT CAUSE:**

23 Either party may initiate termination of the Agreement without cause at any time
24 by giving ninety (90) days written notice of termination to the other. If Client Agency
25 exercises its rights to terminate this Agreement in accordance with this paragraph, the
26 Client Agency shall be obligated to pay Inglewood for all services satisfactorily
27 performed in accordance with this Agreement, through and including effective
28 termination date (at least 90 days after written notice of termination), including but not

1 to exceed the payments according to the rates specified in Exhibits "A", "B" and "C".

2 **17.3 PROCEDURES UPON TERMINATION:**

3 **17.3.1 Inglewood**

4 Inglewood shall (i) immediately cease to provide services and products in
5 connection with the processing and notification of parking citations, (ii) promptly deliver
6 to the Client Agency any and all property, data, and information of the Client Agency
7 provided to Inglewood pursuant to this Agreement, (iii) promptly deliver to the Client
8 Agency a final report regarding the processing and notification of parking citations in
9 such format as the Client Agency may reasonably request, and (iv) promptly deliver to
10 Client Agency a final invoice stating all fees and charges properly owed by Client
11 Agency to Inglewood, and its subcontractors, for work performed and products
12 purchased by Client Agency prior to the termination.

13 Upon termination, the City shall transfer the property, data, and information in its
14 possession to the Client Agency by a mutually agreed upon method.

15 **17.3.2. Client Agency**

16 The Client Agency shall (i) immediately cease accessing the Inglewood System
17 and using any other intellectual Property of Inglewood, (ii) promptly deliver to
18 Inglewood any and all intellectual Property of Inglewood provide to the Client Agency
19 pursuant to this Agreement, and (iii) promptly pay any and all fees, charges and
20 amounts properly owed by Client Agency to Inglewood, and its subcontractors, for work
21 performed and products purchased by Client Agency prior to the termination.

22 **ARTICLE 18 – WAIVER**

23 A waiver by either party of any breach of any term, covenant, or condition contained
24 herein, shall not be deemed to be a waiver of any subsequent breach of the same or
25 any other term, covenant, or condition contained herein, whether of the same or a
26 different character.

27 **Article 19 – INTEGRATED CONTRACT**

28 This Agreement represents the full and complete understanding of every kind or nature

1 whatsoever between the parties hereto, and all preliminary negotiations and
2 agreements of whatsoever kind or nature are merged herein. No verbal agreement or
3 implied covenant shall be held to vary the provisions hereof. Any modification of this
4 Agreement will be effective only by written execution signed by both Client Agency and
5 City.

6 **ARTICLE 20 – INSERTED PROVISIONS**

7 Each provision and clause required by law to be inserted into the Agreement shall be
8 deemed to be enacted herein, and the Agreement shall be read and enforced as
9 though each were included herein. If through mistake or otherwise, any such provision
10 is not inserted or is not correctly inserted, the Agreement shall be amended to make
11 such insertion on application by either party.

12 **ARTICLE 21 – MODIFICATIONS**

13 No change, amendment or modification to this agreement shall be effective unless it is
14 in writing and signed by the authorized representatives of the parties hereto.

15 **ARTICLE 22 – MISCELLANEOUS**

16 **22.1 Interpretations**

17 The parties waive any benefits from the principles of contra proferens and
18 interpreting ambiguities against drafters. No party shall be deemed to be the drafter of
19 this agreement, or of any particular provision or provisions, and no part of this
20 agreement shall be construed against any party on the basis that the particular party is
21 the drafter of any part of this agreement.

22 **22.2 Counterparts**

23 This agreement may be executed in counterparts, and when each party hereto
24 has signed and delivered at least one such counterpart, each counterpart shall be
25 deemed an original and, when taken together with the other signed counterparts, shall
26 constitute one agreement, which shall be binding upon and effective as to all parties
27 hereto.

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1 herein and supersedes all other agreements or understandings, whether oral or written,
2 or entered into between Inglewood and Client Agency prior to the execution of this
3 agreement. In the event of any conflict between the terms, conditions and provisions of
4 this agreement and any other such agreement, document or instrument, the terms,
5 conditions and provisions of this agreement shall prevail. No statements,
6 representations or other agreements, whether oral or written, made by any party which
7 are not embodied herein shall be valid and binding unless in writing duly executed by
8 the parties or their authorized representatives.

9 IN WITNESS WHEREOF, the parties have caused the Agreement to be executed on
10 the day and year first above written.

11 City of Inglewood
12 A Municipal Corporation

City of Torrance
A Municipal Corporation

13 _____
14 JAMES T. BUTTS
15 MAYOR

FRANK SCOTTO
MAYOR

16 _____
17 YVONNE HORTON
18 CITY CLERK

SUE HERBERS
CITY CLERK

19 APPROVED AS TO FORM:

APPROVED AS TO FORM:

20 _____
21 CAL SAUNDERS
22 CITY ATTORNEY

JOHN L. FELLOWS III
CITY ATTORNEY

EXHIBIT A

City of Inglewood – Parking Citation Services Price List

Prices Effective 11/01/2012

Client Agency: City of Torrance		
Fees based on estimated citation volume 50K – 100K citations per year	Rates (17)	Services Selected (1)
Citation Processing		
Citation Processing (2)	\$1.58	YES
Customer Services		
Manual Citation Imaging/Data Entry	\$.25	NO
Postage, printing & handling - Postcard Type Notice (3)	\$.43	YES
Postage, printing & handling - Postcard Type Delq. Notice (3)	\$.43	YES
Postage, printing & handling - Letter Type Notice (3)	\$.66	NO
Postage, printing & handling - Letter Type Delq. Notice (3)	\$.66	YES
Customer Service - per citation entered (4)	\$.23	NO
Administrative Support - per citation entered (4)	\$.43	NO
Lockbox Processing - per payment processed (5)	\$.43	NO
Lockbox Payment Adjustment (5)	\$.43	NO
Payment Exception Processing (6)	\$.19	NO
Phone Payments - Client's Merchant Acct (7)	\$1.11	YES
Phone Payments - Duncan Merchant Acct (8)	\$2.80	NO
Phone Payments - Duncan Merchant & Bank Acct (9)	\$3.00	NO
Internet Payments - Client's Merchant Acct (7)	\$1.11	YES
Internet Payments - Duncan Merchant Acct (8)	\$2.80	NO
Internet Payments - Duncan Merchant & Bank Acct (9)	\$3.00	NO

1	AutoPROCESS Lockdown by IP Address	\$250.00	NO
2		per mo	
3	Obtain Registered Owner from DMV		
4	Obtain California Registration information (10)	At Cost	YES
5	Obtain Out-of-State Registration information (10)	\$.98 to \$4.50	YES
6	Collection Services (11)		
7	FTB "Limited" Collection Services	15% + \$3.50	NO
8	FTB "Full" Collection Services	35%	YES
9	Comprehensive Collection Services	35%	NO
10	Civil Filing Collection Services	45%	NO
11	Hosted Software Subscription Services	Categories	
12	a. Citation Processing System Multi-Media Integration	\$2,000 setup	Quote
13	with 2 GB storage and requires AutoCITE X3 with digital	\$125/mo	
14	camera and voice recorder and hosted AutoISSUE (14)		
15	b. Hosted Website for Violator View of Citation Images	\$1,500	Quote
16	with payment forms and requires multi-media service.	setup	
17	(14)	\$75/mo	
18	c. Hosted Website for Violator Online Administrative	\$2,500 setup	YES
19	Review Request including workflow processing and	\$150/mo	
20	document upload (14)		
21	d. Hosted Website for Violator Online Administrative	\$2,500 setup	Quote
22	Hearing Request including workflow processing and	\$100/mo	
23	document upload. (14)		
24	e. Correspondence Image Capture and Workflow Using	\$2,000 setup	YES
25	DocuPeak™ hosted application platform and	\$350/mo	
26	ScanBench (15)		
27	f. Management Web Service Dashboard with standard 4	\$1,500 setup	Quote
28	data fields (14)	\$200/mo	

1	g. Multi-Media – Additional Storage Capacity 5 GB (14)	\$75/mo	Quote
2	h. Online Parking Permit Renewal or Purchase (14)	Quote	Quote
3	Other Equipment – (15)		
4	PC Equipment	Cost + 10%	Quote
5	Handheld Citation Writer - Duncan Solutions AutoCite	10% Discount	Quote
6	X3		
7	Parking Meters	10% Discount	Quote
8	Kiosk for Self Service		Quote
9	Automated License Plate Recognition (LPR) Equipment		Quote
10	Cashier Module Equipment and Customization (12)		Quote
11	Other Services - Scope of Work/Quote Required (16)		
12	Dedicated Customer Service Staff		Quote
13	Correspondence Administrative Review Temp Services		Quote
14	Onsite Technical Staff		Quote
15	Custom Programming (plus travel + expenses)	\$125/hr	Quote
16	Parking Permit Processing (13)		Quote
17	Auxiliary Mail Payment Processing Services		Quote
18	DocuPeak e-Subpoena Application		Quote
19	Outsource Services – Parking Enforcement		Quote
20	Outsource Services – Parking Meters		Quote
21	Outsource Services – Parking Structures		Quote
22	Outsource Services – Automated License Plate		Quote
23	Recognition		
24	Outsource Services – Boot and/or Tow		Quote

25 **NOTES**

- 26 1. Each Client Agency approves a contract with City for reimbursement of cost of
 27 citation processing services based on the Client's service level and volume. Clients
 28 can modify their scope of services to add or stop individual services by issuing

- 1 written change notice to City. Fees for services in Exhibit A include all City direct
2 cost, administrative costs to and indirect costs for providing citation management
3 services. See notes for additional details about fees and administrative charges.
- 4 2. The fee for use of the AutoPROCESS System is a transaction charge per citation
5 processed. The rate charged is dependent on the Clients annual citation volume.
6 Determination of "volume" is based on a Client's citations processed during the
7 prior calendar year.
- 8 3. Rates for notice printing and mailing include postage at the current prevailing rate.
9 This service fee will be adjusted to offset any increase in the standard U.S. first
10 class postage rate in the future. Client will be notified of postal rate changes and
11 the impact on service fees for letter and post card notices as they occur.
- 12 4. Customer service is an optional service with charges based on a fixed fee per total
13 citations processed. Two (2) levels of service are available. If Client selects the
14 Customer Service level, the Client shall receive the following services: call center
15 services with a toll free number for violators to call with citation inquiries, interactive
16 voice response service for inquiry on outstanding citations and frequently asked
17 questions. With Administrative Support level the Client shall receive all Customer
18 Service services in addition to administrative and correspondence services which
19 include processing of all in-bound correspondence from customers, online forms for
20 customers' correspondence, scheduling of administrative review and hearing
21 requests and resolution of administrative reviews when required.
- 22 5. Lockbox payment processing is an optional service with charges based on citation
23 payments processed. Funds collected will be deposited to a Client's designated
24 bank account or mailed to the Client based on mutual agreement of the preferred
25 method. The Client is responsible to notify Inglewood if a NSF check situation
26 occurs and they wish to reinstate the amount due, plus any NSF fee they wish to
27 impose. The Client has the option to request a charge to customers be added to
28 the amount due for the citation.

- 1 6. Payment exception processing services relates to Lockbox payment processing
2 services with charges based on actual transactions processed. The notice letter
3 fee applies when a letter to customer is required.
- 4 7. The City's transaction fee for Internet and IVR payment processing includes system
5 use, telephone usage charges. Client is responsible for charges for merchant
6 service fees, bank charges and credit card discount fees. Net proceeds will be
7 transferred to the Client's designated bank account or paid on agreed upon
8 scheduled. Clients have option to add a customer convenience fee to the
9 transactions to recover cost of this automated payment services.
- 10 8. The City's transaction fee for Internet and IVR payment processing includes system
11 use, telephone usage charges. This fee includes charges for merchant service
12 fees, bank charges and credit card discount fees. Net proceeds will be transferred
13 to the Client's designated bank account or paid on agreed upon scheduled. Clients
14 have option to add a customer convenience fee to the transactions to recover cost
15 of this automated payment services.
- 16 9. The City's transaction fee for Internet and IVR payment processing includes system
17 use, telephone usage charges. This fee includes charges for merchant service
18 account and associated fees, bank charges and credit card discount fees. Net
19 proceeds will be transferred to the Client's designated bank account minus the
20 convenience fee revenue and provide a daily transaction report. The Internet
21 payment screens and IVR scripts are modified to reflect the convenience fee is
22 assessed by the vendor, not the Client.
- 23 10. Costs to City for obtaining in and out of state registered owner information will be
24 billed based on the actual charges incurred from provider of this information.
- 25 11. Three (3) levels of optional delinquent account secondary collection services are
26 available. Client has the option of adopting collection fee charged to customer to
27 offset collection costs. Details on these services and rates are available in Exhibit
28 "C" of this Agreement.

- 1 12. The Client is billed for the cost of system customization, such as building cashiering
2 interface, at the custom programming hourly rate with no additional administrative
3 fee. All customization or special one-time services must be documented in writing
4 with a work order and cost estimate prior to initiating the work. All reasonable out of
5 pocket expenses and travel expenses related to this service will be reimbursed by
6 the Client upon submittal of receipts.
- 7 13. The AutoPROCESS includes capability to issue and track parking permits. Use of
8 this module is available at no additional cost. If the Client wishes to outsource the
9 fulfillment of parking permits and processing of payments, City can provide a
10 proposal for these services, including purchasing of permit stock City offers Client
11 the option to use discounts price schedule for equipment, supplies and services.
12 The equipment, supplies and services can be quoted by the City contractor
13 Professional Account Management LLC (Duncan Solutions). Duncan Solutions
14 may offer Client flexible financing terms including monthly lease-purchase pricing.
15 Prices will vary bases on number of devices, equipment configuration, peripherals,
16 sales tax rate, length of agreement, shipping costs, installation costs, extended
17 warranty cost and technical support requirements. A confirming purchase order
18 needs to be issued by the Client to confirm terms, pricing and services.
- 19 14. Multi-media, hosted web services and dashboard systems require a price quote.
20 The initial cost and monthly subscription fee for hosted IT service and base
21 data/image storage quoted is based on projected volume for a Client Agency and
22 their document retention plans.
- 23 15. City offers Clients the option to use discount price schedules for equipment,
24 supplies and professional services. The DocuPeak™ business process automation
25 platform and related professional services can be quoted by the City. Pricing
26 options may include software as a service or licensed on-premise use of
27 DocuPeak™. Prices may vary based on number of end users and data/image
28 storage requirements, complexity of application, application configuration, training

1 and on-going technical support.

2 16. City offers a number of optional services that can be provided to Client Agencies to
3 supplement their staffing, work on backlog and provide revenue enhancement
4 services. These services require a scope of work and price quote.

5 17. City citation processing and service fees are subject to an annual Cost of Living
6 Adjustment (COLA) increase based on U.S. Department of Labor Consumer Price
7 Index (CPI-U) rate for Los Angeles-Riverside-Orange County CA area, with a not to
8 exceed limitation of 5% per year. The COLA can be applied as of July 1, 2014 and
9 each July 1st thereafter.

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1	Exhibit B - City of Inglewood - Equipment Pricing List		
2	Professional Account Management, a Division of Duncan Solutions, Inc		
3	Prices Effective 11/01/2012		
4	Description	LIST PRICE	ICMS PRICE
6	AutoCITE X3 Citation Issuance Devices		
7	X3LTI Base Handheld	\$3,500.00	\$3,150.00
8	X3LTCI Unit w/ Li+, MSM IR & Standard Digital Camera	\$3,950.00	\$3,555.00
9	X3LTDI Unit w/ Li+, MSM IR & 3-MP Digital Camera w/ Flash	\$4,100.00	\$3,690.00
11	X3LTDIS 1D Unit w/ Li+, MSM IR, 3-MP Digital Camera w/ Flash and 1D Barcode Scanner	\$4,400.00	\$3,960.00
13	X3LTDIS 2D Unit w/ Li+, MSM IR, 3-MP Digital Camera w/ Flash and Intermec 2D Barcode Imager	\$4,700.00	\$4,230.00
15	X3LTDIW Unit w/ Li+, MSM IR, 3-MP Digital Camera w/ Flash & Wireless	\$4,600.00	\$4,140.00
17	X3LTDISW 1D Unit w/ Li+, MSM IR, 3-MP Digital Camera w/ Flash, 1 D Bar Code Scanner & Wireless	\$4,950.00	\$4,455.00
19	X3LTDISW 2D Unit w/ Li+, MSM IR, 3-MP Digital Camera w/ Flash, Intermec 2D Bar Code Imager & Wireless	\$5,150.00	\$4,635.00
21	X3MLTI Unit w/ Li+ and Mag Stripe Reader	\$3,950.00	\$3,555.00
22	X3MLTDI Unit w/ Li+, Mag Stripe Reader and 3-MP Digital Camera w/ Flash	\$4,500.00	\$4,050.00
24	X3MLTDIS Unit w/ Li+, Mag Stripe Reader, 3-MP Digital Camera w/ Flash and Intermec 2D Bar Code Imager	\$ 5,150.00	\$4,635.00
26	X3MLTDISW Unit w/ Li+, Mag Stripe Reader, 3-MP Digital Camera w/ Flash, Intermec 2D Bar Code Imager and Wireless	\$ 5,700.00	\$5,130.00

1	AutoTRAX X3 Meter Maintenance Devices		
2	X3LTI Unit w/ Li+, SSM IR and MSM IR	\$3,650.00	\$3,285.00
3	AutoCITE Accessories and Supplies		
4	Envelope Holder - Small (X3 style ticket)	\$20.00	\$20.00
5	Cover Case With Belt Clip (X3 only)	\$75.00	\$75.00
6	Stylus (4 pack)	\$12.00	\$12.00
7	Mag - Card Cleaners (per cleaner)	\$5.00	\$5.00
8	Citation Stock (Minimum order is 15,200 citation package	\$.15 - \$.18	\$.15 - \$.18
9	and includes white envelopes with black ink. Price		
10	depends on lot order size)		
11	AutoCITE Charger/Multiplexers		
12	USB Charger (6 bays)	\$1,000.00	\$900.00
13	USB Charger (6 bays) Annual Maintenance	\$50.00	\$45.00
14	Single User Charger Adapter	\$ 150.00	\$150.00
15	a. Must order cigarette lighter power cord or single unit		
16	charger AC power source		
17	b. Must specify type, X3 Lithium Ion, X3 or S3 NiCad, etc.		
18	Cigarette Lighter Power Cord (X3, Se, or older)	\$50.00	\$50.00
19	Single Unit AC Power Source (X3, S3, or older)	\$50.00	\$50.00
20	AutoCITE Maintenance		
21	X3LTI Base Handheld	\$500.00	\$450.00
22	X3LTCI Unit w/ Li+, MSM IR & Standard Digital Camera	\$500.00	\$450.00
23	X3LTDI Unit w/ Li+, MSM IR & 3-MP Digital Camera w/	\$500.00	\$450.00
24	Flash		
25	X3LTDIS 1D Unit w/ Li+, MSM IR, 3-MP Digital Camera	\$500.00	\$450.00
26	w/ Flash and 1D Barcode Scanner		
27	X3LTDIS 2D Unit w/ Li+, MSM IR, 3-MP Digital Camera	\$500.00	\$450.00
28	w/ Flash and Intermec 2D Barcode Imager		

1	X3LTDIW Unit w/ Li+, MSM IR, 3-MP Digital Camera	\$550.00	\$495.00
2	w/ Flash & Wireless		
3	X3LTDISW Unit w/ Li+, MSM IR, 3-MP Digital Camera	\$550.00	\$495.00
4	w/ Flash, 1D Bar Code Scanner & Wireless		
5	X3LTDISW Unit w/ Li+, MSM IR, 3-MP Digital Camera	\$550.00	\$495.00
6	w/ Flash, Intermec 2 D Bar Code Imager & Wireless		
7	X3MLTI Unit w/ Li+ and Mag Stripe Reader	\$550.00	\$495.00
8	X3MLTDI Unit w/ Li+, Mag Stripe Reader, 3-MP Digital	\$550.00	\$495.00
9	Camera w/ Flash		
10	X3MLTDIS Unit w/ Li+, Mag Stripe Reader, 3-MP Digital	\$550.00	\$495.00
11	Camera w/ Flash and Intermec 2D Bar Code Imager		
12	X3MLTDISW Unit w/ Li+, Mag Stripe Reader, 3-MP Digital	\$550.00	\$495.00
13	Camera w/ Flash, 2D Bar Code Imager and Wireless		
14	AutoTRAX Maintenance		
15	X3LTI Unit w/ Li+, SSM IR and MSM IR	\$500.00	\$450.00
16	AutoISSUE Modules		
17	Parking Citation Issuance (.NET version)	\$6,000.00	\$5,400.00
18	a. Includes Task Group Manager & Scheduler		
19	Traffic Citation Issuance (.NET version)	\$6,000.00	\$5,400.00
20	a. Includes Task Group Manager & Scheduler		
21	Municipal Citation Issuance (.NET version)	\$6,000.00	\$5,400.00
22	a. Includes Task Group Manager & Scheduler		
23	Network Version .NET 3 user license	\$3,000.00	\$2,700.00
24	a. \$1000 per user thereafter		
25	AutoTRAX SS 2.0 - Single-Space Meter Management	\$6,000.00	\$5,400.00
26	Module		
27	ACDI Wireless Communication - Basic	\$6,000.00	\$5,400.00
28	a. Basic communication between X3 & AI.NET only		

1	(wireless airtime not included)		
2	1D BarCode Reading (intended for Parking. Included with	Included	Included
3	required hardware)		
4	Digital Images Included with required hardware	Included	Included
5	Voice Recordings (Included with required hardware)	Included	Included
6	Abandoned Vehicles	\$6,000.00	\$5,400.00
7	Animal Violations	\$4,000.00	\$3,600.00
8	AutoCLUSTER - Wireless Enforcement Module for	\$3,000.00	\$2,700.00
9	Multispace Meters		
10	AutoCLUSTER - Wireless Enforcement Module for	\$8,000.00	\$7,200.00
11	Parkeon Multispace meters (integrated with AutoISSUE)		
12	AutoCLUSTER - Wireless Enforcement Module for Digital	\$8,000.00	\$7,200.00
13	Multispace meters (integrated with AutoISSUE)		
14	Barcode Printing 1D 128 A, B or C	\$1,000.00	\$900.00
15	Broken Meter Reporting	\$1,000.00	\$900.00
16	Code Enforcement	\$6,000.00	\$5,400.00
17	Damaged Sign Reporting	\$1,000.00	\$900.00
18	Diagrams - free form, no template	\$2,000.00	\$1,800.00
19	Field Investigation	\$4,000.00	\$3,600.00
20	GIS Reporting Module	\$6,000.00	\$5,400.00
21	GPS Tracking Module (only available on select devices	\$6,000.00	\$5,400.00
22	with GPS capability, please consult sales representative)		
23	Habitual Offender Escalation	\$8,000.00	\$7,200.00
24	IrDA Interface for Multi-Space Meters - SneakerNet	\$2,000.00	\$1,800.00
25	Meter/Location Matrix	\$1,000.00	\$900.00
26	OCR A Size 1 Printing (X3, S3, S4 & T Series)	\$2,000.00	\$1,800.00
27	Officer Activity Logging	\$1,000.00	\$900.00
28	Parking Permit Cross Reference	\$1,000.00	\$900.00

1	Public Contacts	\$4,000.00	\$3,600.00
2	Search Only Mode	\$1,000.00	\$900.00
3	Signature Capture (Officer)	\$2,000.00	\$1,800.00
4	Signature Capture (Violator)	\$2,000.00	\$1,800.00
5	Time Limit Marking	\$1,000.00	\$900.00
6	Transit Violations	\$6,000.00	\$5,400.00
7	Visitor Information	\$1,000.00	\$900.00
8	Warnings Tracking	\$2,000.00	\$1,800.00
9	Wireless Real-Time Hotsheet Look-up Module	\$2,000.00	\$1,800.00
10	Wireless Ticket upload Software Module	\$2,000.00	\$1,800.00
11	Any interface to other systems	based on quote	
12	AutoISSUE Maintenance		
13	Parking Citation Issuance (.NET version)	\$600.00	\$540.00
14	a. Includes Task Group Manager & Scheduler		
15	Traffic Citation Issuance (.NET version)	\$600.00	\$540.00
16	a. Includes Task Group Manager & Scheduler		
17	Municipal Citation Issuance (.NET version)	\$600.00	\$540.00
18	a. Includes Task Group Manager & Scheduler		
19	Network Version .NET 3 user license	\$300.00	\$270.00
20	a. \$100 per user thereafter		
21	AutoTRAX SS 2.0 - Single-Space Meter Management	\$600.00	\$540.00
22	Module		
23	ACDI Wireless Communication - Basic	\$600.00	\$540.00
24	a. Basic communication between X3 & AI.NET only		
25	(wireless airtime not included)		
26	1D Bar Code Reading (Intended for Parking. Included with	Included	Included
27	required hardware)		
28	Digital Images (Included with required hardware)	Included	Included

1	Voice Recordings (Included with required hardware)	Included	Included
2	Abandoned Vehicles	\$600.00	\$540.00
3	Animal Violations	\$400.00	\$360.00
4	AutoCLUSTER - Wireless Enforcement Module for	\$300.00	\$270.00
5	Multispace Meters		
6	AutoCLUSTER - Wireless Enforcement Module for	\$800.00	\$720.00
7	Parkeon Multispace meters (integrated with AutoISSUE)		
8	AutoCLUSTER - Wireless Enforcement Module for Digital	\$800.00	\$720.00
9	Multispace meters (integrated with AutoISSUE)		
10	Barcode Printing 1D 128 A, B or C	\$100.00	\$90.00
11	Broken Meter Reporting	\$100.00	\$90.00
12	Code Enforcement	\$600.00	\$540.00
13	Damaged Sign Reporting	\$100.00	\$90.00
14	Diagrams - free form, no template	\$200.00	\$180.00
15	Field Investigation	\$400.00	\$360.00
16	GIS Reporting Module	\$600.00	\$540.00
17	GPS Tracking Module (only available on select devices	\$600.00	\$540.00
18	with GPS capability, please consult sales representative)		
19	Habitual Offender Escalation	\$800.00	\$720.00
20	IrDA Interface for Multi-Space Meters - SneakerNet	\$200.00	\$180.00
21	Meter/Location Matrix	\$100.00	\$90.00
22	OCR A Size 1 Printing (X3, S3, S4 & T Series)	\$200.00	\$180.00
23	Officer Activity Logging	\$100.00	\$90.00
24	Parking Permit Cross Reference	\$100.00	\$90.00
25	Public Contacts	\$400.00	\$360.00
26	RFID Permit Module (currently only offered on PDS's)	\$500.00	\$450.00
27	Search Only Mode	\$100.00	\$90.00
28	Signature Capture (Officer)	\$200.00	\$180.00

1	Signature Capture (Violator)	\$200.00	\$180.00
2	Time Limit Marking	\$100.00	\$90.00
3	Transit Violations	\$600.00	\$540.00
4	Visitor Information	\$100.00	\$90.00
5	Warnings Tracking	\$200.00	\$180.00
6	Wireless Real-Time Hotsheet Look-up Module	\$200.00	\$180.00
7	Wireless Ticket Upload Software Module	\$200.00	\$180.00
8	Any interface to other systems	based on quote	
9	Multi-Space Meters		
10	Duncan Pay by Space Meters		
11	VM Meter (Steel, Standard Powder-Coat, Coin only, including mechanical locks and intelligent cashbox)	\$4,425.00	\$3,982.50
12			
13	VS Meter (Stainless Steel, Standard Powder-Coat, Coin only, including mechanical locks and intelligent cashbox)	\$5,825.00	\$5,242.50
14			
15	VS Meter (Stainless Steel, 316-grade natural finish, Coin only, including mechanical locks and intelligent cashbox)	\$6,425.00	\$5,782.50
16			
17	Pay by Space New Meter Options		
18	Wireless Communications Module (GPRS) Fitted	\$790.00	\$711.00
19	Hybrid Card Reader Module Fitted	\$450.00	\$405.00
20	Smart Card Interface Module Fitted	\$250.00	\$225.00
21	Anti Probe Device Fitted	\$350.00	\$315.00
22	Enforcer (flip dot) Module Fitted	\$350.00	\$315.00
23	Green Cell Battery	\$95.00	\$85.50
24	Cash Key Payment Module	\$750.00	\$675.00
25	Cash key Reload Module	\$1,000.00	\$900.00
26	Winterization Kit (Includes C-Cell battery Booster)	\$750.00	\$675.00
27	Mains Power Kit	\$690.00	\$621.00
28	Solar Panel w/built in antenna	\$550.00	\$495.00

1	Surface Mount Meter Installation kit	\$195.00	\$175.50
2	Surface Mount Installation Kit w/ Protective Skirt	\$295.00	\$265.50
3	(Steel, Powder-Coated)		
4	Surface Mount Installation Kit w/ Protective Skirt	\$355.00	\$319.50
5	(Stainless Steel, Powder-Coated)		
6	Surface Mount Installation Kit w/ Protective Skirt	\$450.00	\$405.00
7	(Stainless Steel, 316-grade natural finish)		
8	Electronic Vault Lock - Medeco Nexgen	\$250.00	\$225.00
9	Electronic Head Lock - Medeco Nexgen	\$250.00	\$225.00
10	Pay-at-Meter Software License Fee	\$2,000.00	\$1,800.00
11	Duncan Pay and Display Meter		
12	MX Meter (Stainless Steel, Standard Powder-Coat, Coin-	\$7,750.00	\$6,975.00
13	only, including integrated solar panel, rechargeable battery,		
14	top door decal, mechanical locks and keys)		
15	Pay and Display New Meter Options		
16	Wireless Communications Module (GPRS) Fitted	\$790.00	\$711.00
17	Card Reader Module Fitted	\$450.00	\$405.00
18	Silver Intelligent Cash Box – Standard	\$750.00	\$675.00
19	Fiber Ticket Roll	\$65.00	\$58.50
20	Poly Thermal Ticket Paper Roll	\$85.00	\$76.50
21	Installation Kit – Subterranean	\$175.00	\$157.50
22	Battery Charger	\$350.00	\$315.00
23	Decal - lower door (standard design)	\$150.00	\$135.00
24	AutoTRAX (Multi-space Meter Mgt System)		
25	AutoTRAX Wireless Parking Management includes user	\$55.00	\$55.00
26	licensing, remote access via Internet, system hosting,		
27	wireless communications costs and support via telephone		
28	and internet (per meter/per month). May vary depending on		

1	length of contract and current 3rd party service provider		
2	pricing		
3	Duncan Multi-space Miscellaneous		
4	Fascia (Rate Card) Creation (Per Rate Card)	\$20.00	\$20.00
5	Fascia (Rate Card) Design Modification Fee	\$60.00	\$60.00
6	DecoMark Space Number 5x5 block with white number and	\$35.00	\$35.00
7	black contrast (price is per digit, volume pricing is available		
8	for large custom orders)		
9	Pole mounted Space Marker - 1 sign per pole, includes	\$39.00	\$39.00
10	sign, mounting bracket and mounting hardware (pole not		
11	included)		
12	Decorative Sleeve for Pole	\$75.00	\$75.00
13	Decorative Base for Pole	\$64.45	\$64.45
14	Intelligent Cash Box Reader Station		
15		\$1,800.00	\$1,620.00
16	Technician's Infra-Red ID Key	\$300.00	\$270.00
17	Credit Card Processing Gateway (per transaction)	Volume dependent	
18	Gateway and Sensor Equipment, Configuration, Integration	Quote	
19	and Services (Must be quoted separately on a per project		
20	basis)		
21	Single-Space Meters		
22	Duncan Meter Products		
23	LIBERTY SINGLE SPACE ELECTRONIC MECHANISM W/	\$499.00	\$495.00
24	CREDIT CARD ACCEPTANCE AND WIRELESS		
25	COMMUNICATION*		
26	*Liberty Mechanisms are subject to availability, lead-times		
27	are negotiable		
28	EAGLE STANDARD, NO CASHKEY RECEPTACLE	\$160.00	\$144.00

1	EAGLE CASHKEY	\$185.00	\$166.50
2	EAGLE 2100 (WITH CARD READER)	\$195.00	\$175.50
3	EAGLE 2100 (W/O CARD READER)	\$185.00	\$166.50
4	Duncan Housing Products		
5	MODEL 76 SINGLE HOUSING COMPLETE	\$215.00	\$193.50
6	MODEL 70 VIP SINGLE HOUSING COMPLETE	\$238.00	\$214.20
7	MODEL 80 VIP SINGLE HOUSING COMPLETE	\$310.00	\$279.00
8	MODEL 90 VIP SINGLE HOUSING COMPLETE	\$240.00	\$216.00
9	MODEL 90 VIP DUPLEX HOUSING COMPLETE	\$487.00	\$438.30
10	MODEL 95 VIP SINGLE HOUSING COMPLETE	\$338.00	\$304.20
11	MODEL 95 VIP DUPLEX HOUSING COMPLETE	\$602.00	\$541.80
12	AutoTRAX (Single-space Meter Mgt System)		
13	Monthly wireless AutoTRAX Meter Management fee per	\$8.50	\$8.50
14	single space credit card meter (per meter/per month) May		
15	vary depending on length of contract and current 3rd party		
16	service provider pricing		
17	Duncan Vehicle Sensors*		
18	Duncan Si Vehicle Sensor (Pole mounted, integrated with	\$310.00	\$290.00
19	Duncan Liberty Single Space meters)		
20	Duncan Sc Vehicle Sensor (mounted to curb face)	\$350.00	\$325.00
21	Duncan Ss Vehicle Sensor (surface mounted)	\$350.00	\$325.00
22	Duncan Sr Vehicle Sensor (subterranean mounted)	\$350.00	\$325.00
23	Monthly Wireless Fee for pole mounted Si Vehicle Sensor	\$9.50	\$9.50
24	when deployed with Liberty meter (per sensor/per month)		
25	Monthly Wireless Fee for Sc, Ss and Sr Vehicle Sensors	\$9.50	\$9.50
26	(per sensor/per month) Vehicle		
27	*Sensors are subject to availability		
28	/////		

1	AutoPROCESS Cashiering Equipment		
2	POS Cash Register System (PC, Display Pole, Cash	\$2,850.00	\$2,850.00
3	Drawer, Credit Card Reader, Receipt Endorsement Printer)		
4	POS Cash Register System Annual Maintenance	\$780.00	\$780.00
5	Laser Printer with USB Cable	\$325.00	\$325.00
6	Cashiering Barcode Reader	\$250.00	\$250.00
7	AutoPROCESS Programming/Customization/Interfaces		
8	Labor per hour (plus travel costs and expenses)	\$125.00	\$110.00

9 **NOTES**

- 10 1. Programming/Customization/Interfaces charges will be quoted on a project specific
11 basis based on hourly rate, plus out of pocket travel and expenses.
- 12 2. Prices quoted do not include installation charges, shipping costs, project
13 management fees, configuration fees and/or specialized customization charges
14 which will be quoted on a project specific basis.
- 15 3. Prices quoted do not include any applicable taxes.
- 16 4. Sales tax rates will be quoted to point of delivery.
- 17 5. Equipment and supplies may be substituted for new releases, models and
18 upgrades to this list if price is offered at a discount equal or greater than the
19 discount on the item it is replacing.
- 20 6. Additional equipment and services not included in this price list will be quoted
21 separately on a project specific basis.
- 22 7. Professional Account Management LLC (Duncan Solutions) reserves the right to
23 modify the provided price list(s) with thirty days notice.

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EXHIBIT C

City of Inglewood – Delinquent Citation Collection Services Fee Schedule

Prices Effective 11/01/2012

Category/Scope	Client Agency Rates
Level 1 FTB "Limited" Collection Services	
Services are limited to FTB lien processing and include: create list of eligible violations, combining plates, obtain Social Security #s, skip trace, create generic FTB notice letters, send FTB letter and file liens. The Client Agency is responsible for customer calls and payment processing.	15% of FTB collections plus \$3.50 per "plate" assigned to FTB Process
Level 2 FTB "Full" Collections Services	
Services are limited to FTB lien processing and include: create list of eligible violations, combining plates, obtain Social Security #s, skip trace, FTB Pre-Intercept notice on LES letterhead. Full service also includes customer service call center for violator calls, lockbox payment processing, handling disputes and refund and includes payment of FTB filing fees.	35 % of revenue collected
Level 3 Comprehensive Collection Services	
Collection services apply to all delinquent citations. Process starts at assignment of citation, typically 120 days unpaid. Collection services include DMV liens and FTB tax intercept filings. All filing fees are paid or reimbursed. Provides all services under Level 2 plus full skip tracing, outbound calls, and additional collection notices.	35 % of revenue collected

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1 **NOTES**

2 FTB "Limited" Service: This service will be offered to provide continuity to the existing
3 FTB process that Inglewood - PTS has supported for many years. Franchise Tax
4 Board tax intercept processing service (FTB-Limited) will not include any of the value-
5 added revenue enhancement and clerical reduction services offered in FTB Full-
6 Service. Generic Pre-Intercept letters will be used and no skip tracing takes place. All
7 violator complaints, requests for refunds and payments will be directed to the Client
8 Agency. LES will be entitled to fee of 15% of revenue collected via FTB Liens and a
9 cost recovery fee of \$3.50 per account assigned to the FTB process.

10 1. Full-Service FTB Liens: LES services include: Combine plates, obtain Social
11 Security #s, skip trace, FTB Pre-Intercept notice on LES letterhead, customer call
12 center service for violator calls, lockbox payment processing, file liens, handle
13 disputes and refunds, and payment tracking. ICMS will distribute funds received
14 from FTB using LES collection tracking data. Client Agency receives the agreed
15 upon fee:

16 a. 100% where agency has enacted an add-on fee except where an account is
17 not paid-in-full in which case the collection fee is paid from revenue received.

18 b. No add-on fee: The amount collected less LES' agreed upon fee.

19 2. Comprehensive Secondary Collection Services:

20 c. FTB Liens: For full service collection clients, the collection fee for FTB liens
21 is 35% of revenue collected.

22 d. DMV Holds: ICMS client agencies have the option to include DMV Liens as
23 part of the collection process scope of services. LES will pay for all DMV
24 Lien fees for Full Secondary Collection Service clients.

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