

Council Meeting of
December 7, 2010

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

Members of the Council:

**SUBJECT: Approve contract extension to provide parking citation services.
Expenditure: \$42,000.00**

RECOMMENDATION

Recommendation of the City Treasurer that the City Council approve the one year extension to the contract agreement with the City of Inglewood (C2007-188) in the amount of \$42,000 to provide parking citation management services beginning, November 1, 2010 through October 31, 2011 with the option of a further one year extension.

FUNDING

Funding is available in the FY 10-11 City Treasurer's Operating Budget.

BACKGROUND and ANALYSIS

City of Inglewood has provided a complete menu of services for parking citation services and this extension of the existing agreement includes new the pricing schedule along with the new features of the system. The extension is for one year with a further one year extension provision.

The City of Torrance currently contracts for "Citation Management" services from the City of Inglewood. The City of Inglewood provides Citation Management Services under our Government-2-Government (G2G) outsource service program known as *Inglewood Citation Management Services (ICMS)*. The service is used by approximately 70 public agencies in California. By being part of this cooperative purchasing group we were able to negotiate competitive pricing for a superior product.

Respectfully submitted,



Dana Cortez
City Treasurer

CONCUR:



LeRoy J. Jackson
City Manager

Exhibit A: Service Agreement Change Notice

Service Agreement Change Notice		Contract No. 08-16 dated 01/29/2008
ISSUED BY: Information Technology & Communications Department Enterprise Services - ICMS P.O. Box 6500 Inglewood, CA 90301 Attn: Dean Viereck, Enterprise Services Manager		Change Notice: No. 10-001
		Requisition No.: N/A
		Effective Date: 11/01/2010
Contract Title: Parking Citation Management Services for the City of Torrance		
Reference Document Attached: Exhibits A – “Services and Pricing”, Exhibit B – “Equipment Pricing List” associated with Service Agreement Number 08-16, dated 01/29/2008.		
Contract Adjustment: The Contract Amount is: <input checked="" type="checkbox"/> Not Changed <input type="checkbox"/> Increased <input type="checkbox"/> Decreased In the total amount of: \$	Contract Term: The Contract Time is: <input checked="" type="checkbox"/> Increased <input type="checkbox"/> Decreased <input type="checkbox"/> Not Changed Revised Contract Expiration Date is: 10/31/2011	
Description of Change: a. Authorize the extension of the Citation Processing and Collections Service Agreement between City of Inglewood and City of Torrance for an additional 12 month period of November 1, 2010 through October 31, 2011. b. Replace Exhibit A – “Services and Pricing” with updated version c. Replace Exhibit B – “Equipment Pricing List” with updated version d. Change Client Agency contact for notice purposes to “Dana Cortez, City Treasurer.”		
Contract Authority for Change: Example Agreement 08-16 provides for two one year renewal period. This renewal covers the first renewal for the period of 11/01/2010 through 10/31/2011.		
Background Information: (If needed) Client Agencies have the option to add services during the life of the ICMS citation processing and collections service agreement. Exhibits A and B provide the current available services, equipment, systems and supplies that are available to Client Agencies. No change in services is being made as part of this service agreement extension.		

SIGNATURES:

The undersigned affirms that he or she has the authority to execute this Change Notice on behalf of the agency he or she represents.

Accepted By:

CONTRACTOR: CITY OF INGLEWOOD, CA

By: _____

DEAN VIERECK,
MANAGER ENTERPRISE SERVICES

By: _____

MICHAEL D. FALKOW
DEPUTY CITY ADMINISTRATOR/CIO

Accepted By:

CLIENT AGENCY: CITY OF TORRANCE

Frank Scotto
MAYOR

ATTEST:

Sue Herbers
CITY CLERK

APPROVED AS TO FORM:
JOHN L. FELLOWS III
CITY ATTORNEY

CONTRACTOR'S RECEIPT OF AN EXECUTED COPY OF THIS FORM SHALL SERVE AS A CONTRACTOR'S OFFICIAL NOTICE TO PROCEED WITH THE CHANGE TO WORK INCLUDED HEREIN.

EXHIBIT A

Client: City of Torrance		
Fees based on estimated citation volume of 50K to 100K citations per year (as of 11/01/2010)	Rates (17)	Services Selected
Citation Processing		
Citation Processing (1)	\$1.51	YES
Customer Services		
Manual Citation Imaging/Data Entry	\$.24	NO
Postage, printing & handling - Postcard Type Notice (2)	\$.38	YES
Postage, printing & handling - Postcard Type Delq. Notice (2)	\$.38	NO
Postage, printing & handling - Letter Type Notice (2)	\$.62	NO
Postage, printing & handling - Letter Type Delq. Notice (2)	\$.62	YES
Customer Service - per citation entered (3)	\$.22	NO
Administrative Support - per citation entered (3)	\$.39	NO
Lockbox Processing - per payment processed without OCR or barcode (4)	\$.41	NO
Lockbox Processing - per payment processed with OCR or barcode (4)	\$.38	NO
Lockbox Processing - per payment processed (4)	\$.41	NO
Lockbox Payment Adjustment (4)	\$.41	NO
Payment Exception Processing (5)	\$.18	NO
Phone Payments - Duncan Merchant & Bank Acct (8)	\$3.00	NO
Phone Payments - Duncan Merchant Acct (6)	\$2.68	NO
Phone Payments - Client's Merchant Acct (7)	\$1.06	YES
Internet Payments - Duncan Merchant & Bank Acct (8)	\$3.00	NO
Internet Payments - Duncan Merchant Acct (6)	\$2.68	NO
Internet Payments - Client's Merchant Acct (7)	\$1.06	YES
Telephone toll charges (no cost if toll # is provided)	At cost	YES

1	In-state registration information (8)	No Charge	YES
2	Out-of-State registration information (9)	\$.98 to \$4.50	YES
3	AutoPROCESS Lockdown by IP Address	\$250.00 per mo	NO
4	Obtain RO From DMV		
5	Obtain California Registration information (7)	At Cost	YES
6	Obtain Out-of-State Registration information (7)	\$.98 to \$4.50	YES
7	Hosted Software Subscription Services (13, 14, 16)	Categories	
8	a. Citation Processing System Multi-Media Integration with 2		Quote
9	GB storage (requires AutoCITE X3 with digital camera and	\$2,500 setup	
10	voice recorder and hosted AutoISSUE)	\$250/mo	
11	b. Hosted Website for Violator View of Citation Images with	\$1,500setup	Quote
12	payment forms (Requires multi-media service)	\$150/mo	
13	c. Hosted Website for Violator Online Administrative Review	\$2,500 setup	Quote
14	Request including workflow processing and document upload	\$350/mo	
15	d. Hosted Website for Violator Online Administrative Hearing	\$2,500 setup	Quote
16	Request including workflow processing and document upload	\$200/mo	
17	e. Correspondence Image Capture and Workflow Using	\$4,500 setup	Quote
18	DocuPeak™ hosted application platform and ScanBench	\$600/mo	
19	f. Management Web Service Dashboard (Standard 4 data	\$1,500 setup	Quote
20	fields)	\$200/mo	
21	g. Multi-Media – Additional Storage Capacity (5 GB)	\$115/mo	Quote
22	h. Online Parking Permit Renewal or Purchase	Quote	Quote
23	Collection Services (10)		
24	FTB "Limited" Service	15% + \$2.50	NO
25	FTB Full-Service	35%	NO
26	Comprehensive Collection Services	35%	YES
27	Civil Filing Collection Services	45%	NO
28	Other Equipment - (13)		

1	PC Equipment	Cost + 10%	Quote
2	Handheld Citation Writer - Duncan Solutions AutoCite X3	10% Discount	Quote
3	Parking Meters	10% Discount	Quote
4	Kiosk for Self Service		Quote
5	Automated License Plate Recognition (LPR) Equipment		Quote
6	Cashier Module Equipment and customization (10)		Quote
7	Other Services - Scope of Work/Quote Required (15)		
8	Dedicated Customer Service Staff		Quote
9	Correspondence Administrative Review Temp Services		Quote
10	Onsite Technical Staff		Quote
11	Custom Programming (plus travel + expenses)	\$110/hr	Quote
12	Parking Permit Processing (11)		Quote
13	Auxiliary Mail Payment Processing Services		Quote
14	Automated License Plate Recognition Services		Quote
15	Boot and/or Tow Program Services		Quote
16	On-street Parking Meter Management Services		Quote
17	On-street Parking Enforcement Services		Quote
18	Off-street Parking Enforcement Services		Quote

19 Each Client approves a contract with Inglewood for reimbursement of cost of citation processing
20 services based on the Client's service level and volume. Clients can modify their scope of
21 services to add or stop individual services by issuing written change notice to ICMS. Fees for
22 services in Exhibit A include all Inglewood direct cost, administrative costs to and indirect costs
23 for providing citation management services. See notes for additional details about fees and
24 administrative charges.

25 NOTES

- 26 1. The fee for use of the AutoPROCESS System is a transaction charge per citation
27 processed. The rate charged is dependent on the Clients annual citation volume.
28 Determination of "volume" is based on a Client's citations processed during the

1 prior calendar year.

- 2 2. Rates for notice printing and mailing include postage at the current prevailing rate. This
3 service fee will be adjusted to offset any increase in the standard U.S. first class postage
4 rate in the future. Client will be notified of postal rate changes and the impact on service
5 fees for letter and post card notices as they occur.
- 6 3. Customer service is an optional service with charges based fixed fee per total citations
7 processed. Two (2) levels of service are available. If Client select the Administrative
8 Support level, the Client shall receive the following services: call center services with a
9 toll free number for violators to call with citation inquiries, interactive voice response
10 service for inquiry on outstanding citations and frequently asked questions,
11 correspondence services including processing of all in-bound correspondence from
12 customers, scheduling of administrative review and hearing requests and resolution of,
13 administrative reviews when required and online forms for customers' correspondence.
- 14 4. Lockbox payment processing is an optional service with charges based on citation
15 payments processed. Funds collected will be deposited to a Client's designated bank
16 account or mailed to the Client based on mutual agreement of the preferred method.
17 The Client is responsible to notify Inglewood if a NSF check situation occurs and they
18 wish to reinstate the amount due, plus any NSF fee they wish to impose. The Client has
19 the option to request a charge to customers be added to the amount due for the citation.
- 20 5. Payment exception processing services relates to Lockbox payment processing services
21 with charges based on actual transactions processed. The notice letter fee applies
22 when a letter to customer is required.
- 23 6. The ICMS fee of \$2.68 per transaction for Internet and IVR payment processing includes
24 system use, telephone usage charges and charges for merchant service fees, bank
25 charges and credit card discount fees. Net proceeds will be transferred to the Client's
26 designated bank account or paid on agreed upon scheduled.
- 27 7. The ICMS fee of \$2.68 per transaction for Internet and IVR payment processing
28 includes system use, telephone usage charges and charges for merchant service

1 fees, bank charges and credit card discount fees. Net proceeds will be transferred to the
2 Client's designated bank account or paid on agreed upon scheduled.

3 8. The ICMS fee of \$3.00 per transaction for Internet and IVR payment processing includes
4 system use, telephone usage charges and charges for merchant service account and
5 associated fees, bank charges and credit card discount fees. Net proceeds will be
6 transferred to the Client's designated bank account minus the convenience fee revenue
7 and provide a daily transaction report. The Internet payment screens and IVR scripts
8 will be modified to reflect the convenience fee is assessed by the vendor not the Client.

9 9. Costs to ICMS for obtaining out of state registered owner information will be billed based
10 on the actual charges incurred from provider of this information.

11 10. Three (3) levels of optional delinquent account secondary collection services are
12 available. Client has the option of adopting collection fee charged to customer to offset
13 collection costs. Details on these services and rates are available in Exhibit "C" of this
14 Agreement.

15 11. The Client is billed for the cost of system customization, such as building cashiering
16 interface, at the custom programming hourly rate with no additional administrative fee.
17 All customization or special one-time services must be documented in writing with a
18 work order and cost estimate prior to initiating the work. All reasonable out of pocket
19 expenses and travel expenses related to this service will be reimbursed by the Client
20 upon submittal of receipts.

21 12. The AutoPROCESS includes capability to issue and track parking permits. Use of this
22 module is available at no additional cost. If the Client wishes to outsource the fulfillment
23 of parking permits and processing of payments, ICMS can provide a proposal for these
24 services, including purchasing of permit stock.

25 13. ICMS offers Client the option to use discounts price schedule for equipment, supplies
26 and services. The equipment, supplies and services can be quoted by the ICMS
27 contractor Professional Account Management LLC (Duncan Solutions). Duncan
28 Solutions may offer Client flexible financing terms including monthly lease-purchase

1 pricing. Prices will vary bases on number of devices, equipment configuration,
2 peripherals, sales tax rate, length of agreement, shipping costs, installation costs,
3 extended warranty cost and technical support requirements. A confirming purchase
4 order needs to be issued by the Client to confirm terms, pricing and services.

5 14. ICMS offers Clients the option to use discount price schedules for equipment, supplies
6 and professional services. The DocuPeak™ business process automation platform and
7 related professional services can be quoted by the ICMS contract Electronic Records
8 Solutions (eRecords). A price quote will be provided to each client based on list price
9 less 10% for software and services. Pricing options may include software as a service
10 or licensed on-premise use of DocuPeak™. Prices may vary based on number of end
11 users and data/image storage requirements, complexity of application, application
12 configuration, training and on-going technical support. A confirming purchase order
13 needs to be issued by the Client to confirm terms, pricing and services.

14 15. ICMS offers a number of optional services that can be provided to Client
15 Agencies to supplement their staffing, work on backlog and provide revenue
16 enhancement services. These services require a scope of work and price
17 quote

18 16. Multi-media, workflow and dashboard systems require a price quote. The initial cost
19 and monthly subscription fee for hosted IT service and base data/image storage
20 quoted is based on projected volume for a Client Agency and their document
21 retention plans. A discount in the initial setup costs and monthly hosted IT
22 subscription will be provided when a Client Agency subscribes to two or more of the
23 multi-media services within one purchase agreement.

24 17. ICMS citation processing and service fees are subject to an annual COLA increase
25 based on U.S. Department of Labor All Items Los Angeles-Riverside-Orange County
26 CA area consumer price index, with a not to exceed limitation of 3.5% per year. The
27 COLA can be applied as of July 1, 2009 and each July 1st thereafter.
28

Exhibit B - City of Inglewood - Equipment Pricing List
Professional Account Management, a Division of Duncan Solutions, Inc
Prices Effective 01/01/2010

Description	LIST PRICE	ICMS PRICE
AutoCITE X3 Citation Issuance Devices		
X3L Base Handheld	\$3,500.00	\$ 3,150.00
X3LI Unit w/ Li+ and MSM IR	\$3,650.00	\$ 3,285.00
X3LCI Unit w/ Li+, MSM IR and Digital Camera	\$4,050.00	\$3,645.00
X3LCIS- 1D Unit w/ Li+, MSM IR, Digital Camera and 1D Bar Code Scanner	\$4,400.00	\$3,960.00
X3LCIW Unit w/ Li+, NSM IR, Digital Camera and Wireless	\$4,600.00	\$4,140.00
X3LCISW Unit w/ Li+, MSM IR, Digital Camera, Wireless and Bar Code Scanner	\$4,950.00	\$4,455.00
X3ML Unit w/ Li+ and Mag Stripe Reader	\$3,950.00	\$3,555.00
X3MLCI Unit w/ Li+, Mag Stripe Reader and Digital Camera	\$4,500.00	\$4,050.00
X3MLS Unit w/ Li+, Mag Stripe Reader and 2D Bar Code Scanner	\$ 4,400.00	\$3,960.00
X3MLCIS Unit w/ Li+, Mag Stripe Reader, Digital Camera, 2D Bar Code Scanner and MSM IR	\$ 4,950.00	\$4,455.00
X3MLCISW Unit w/ Li+, Mag Stripe Reader, Digital Camera, 2D Bar Code Scanner, MSM IR and Wireless	\$5,500.00	\$ 4,950.00
(Future models will be provided at the same discount rate)		
AutoTRAX X3 Meter Maintenance Devices		
X3LTI Unit w/ Li+, SSM IR and MSM IR	\$3,650.00	\$3,285.00
X3LTCI Unit w/ Li+, SSM IR, MSM IR & Digital Camera	\$4,200.00	\$3,780.00
X3LTCIS Unit w/ Li+, SSM IR, MSM IR, Digital Camera and 1D Bar Code Scanner	\$4,550.00	\$4,095.00
X3LTIW Unit w/ Li+, SSM IR, MSM IR and Wireless	\$4,200.00	\$3,780.00

1	X3LTCIW Unit w/ Li+, SSM IR, MSM IR, Digital Camera and Wireless	\$4,750.00	\$4,275.00
2	X3LTCISW Unit w/ Li+, SSM IR, MSM IR, Digital Camera, Wireless and	\$5,100.00	\$4,590.00
3	1D Bar Code Scanner		
4	(Future models will be provided at the same discount rate)		
5	AutoCITE Accessories and Supplies		
6	Envelope Holder - Small (X3 style ticket)	\$20.00	\$20.00
7	Cover Case With Belt Clip (X3 only)	\$75.00	\$75.00
8	Stylus (4 pack)	\$12.00	\$12.00
9	Mag - Card Cleaners (per cleaner)	\$5.00	\$5.00
10	Citation Stock (Minimum order is one 15,200 citation package. Standard	\$.15 - \$.18	\$.15 -
11	price includes white envelopes with black ink)		\$.18
12	AutoCITE Charger/Multiplexers		
13	USB Charger (6 bays)	\$1,000.00	\$900.00
14	USB Charger (6 bays) Annual Maintenance	\$50.00	\$45.00
15	Single User Charger Adapter	\$ 150.00	\$135.00
16	a. Must order cigarette lighter power cord or single unit charger AC		
17	power source		
18	b. Must specify type, X3 Lithium Ion, X3 or S3 NiCad, etc.		
19	Cigarette Lighter Power Cord (X3, Se, or older)	\$50.00	\$45.00
20	Single Unit AC Power Source (X3, S3, or older)	\$50.00	\$45.00
21	(Future models will be provided at the same discount rate)		
22	AutoCITE Maintenance		
23	X3 Base Handheld	\$500.00	\$500.00
24	X3LI Unit w/ Li+ and MSM IR	\$500.00	\$500.00
25	X3LCI Unit w/ Li+, MSM IR and Digital Camera	\$500.00	\$500.00
26	X3LCIS- 1D Unit w/ Li+, MSM IR, Digital Camera and 1D Bar Code	\$500.00	\$500.00
27	Scanner		
28	X3LCIS- 2D Unit w/ Li+, MSM IR, Digital Camera and 2D Bar Code	\$500.00	\$500.00

1	Scanner		
2	X3LCIW Unit w/ Li+, NSM IR, Digital Camera and Wireless	\$550.00	\$550.00
3	X3LCISW Unit w/ Li+, MSM IR, Digital Camera, Wireless and Bar Code	\$550.00	\$550.00
4	Scanner		
5	X3ML Unit w/ Li+ and Mag Stripe Reader	\$550.00	\$550.00
6	X3MLCI Unit w/ Li+, Mag Stripe Reader and Digital Camera	\$550.00	\$550.00
7	X3MLS Unit w/ Li+, Mag Stripe Reader and 2D Bar Code Scanner	\$550.00	\$550.00
8	X3MLCIS Unit w/ Li+, Mag Stripe Reader, Digital Camera, 2D Bar Code	\$550.00	\$550.00
9	Scanner and MSM IR		
10	X3MLCISW Unit w/ Li+, Mag Stripe Reader, Digital Camera, 2D Bar	\$550.00	\$550.00
11	Code Scanner, MSM IR and Wireless		
12	(Future models will be provided at the same discount rate)		
13	AutoTRAX Maintenance		
14	X3LTI Unit w/ Li+, SSM IR and MSM IR	\$500.00	\$500.00
15	X3LTCI Unit w/ Li+, SSM IR, MSM IR & Digital Camera	\$500.00	\$500.00
16	X3LTIW Unit w/ Li+, SSM IR, MSM IR and Wireless	\$550.00	\$550.00
17	X3LTCIW Unit w/ Li+, SSM IR, MSM IR, Digital Camera and Wireless	\$550.00	\$550.00
18	X3LTCISW Unit w/ Li+, SSM IR, MSM IR, Digital Camera, Wireless and	\$550.00	\$550.00
19	1D Bar Code Scanner		
20	AutoISSUE Modules		
21	Parking Citation Issuance (.NET version)	\$6,000.00	\$5,400.00
22	a. Includes Task Group Manager & Scheduler		
23	Traffic Citation Issuance (.NET version)	\$6,000.00	\$5,400.00
24	a. Includes Task Group Manager & Scheduler		
25	Municipal Citation Issuance (.NET version)	\$6,000.00	\$5,400.00
26	a. Includes Task Group Manager & Scheduler		
27	Network Version .NET 3 user license	\$3,000.00	\$2,700.00
28	a. \$1000 per user thereafter		

1	AutoTRAX SS 2.0 - Single-Space Meter Management Module	\$6,000.00	\$5,400.00
2	ACDI Wireless Communication - Basic	\$6,000.00	\$5,400.00
3	a. Basic communication between X3 & AI.NET only (wireless airtime not		
4	included)		
5	1D BarCode Reading (intended for Parking. Included with required	Included	Included
6	hardware)		
7	Digital Images Included with required hardware	Included	Included
8	Voice Recordings (Included with required hardware)	Included	Included
9	Abandoned Vehicles	\$6,000.00	\$5,400.00
10	Animal Violations	\$4,000.00	\$3,600.00
11	AutoCLUSTER - Wireless Enforcement Module for Multispace Meters	\$3,000.00	\$2,700.00
12	Barcode Printing 1D 128 A, B or C	\$1,000.00	\$900.00
13	Broken Meter Reporting	\$1,000.00	\$900.00
14	Code Enforcement	\$6,000.00	\$5,400.00
15	Damaged Sign Reporting	\$1,000.00	\$900.00
16	Diagrams - free form, no template	\$2,000.00	\$1,800.00
17	Field Investigation	\$4,000.00	\$3,600.00
18	Habitual Offender Escalation	\$8,000.00	\$7,200.00
19	IrDA Interface for Multi-Space Meters - SneakerNET	\$2,000.00	\$1,800.00
20	Meter/Location Matrix	\$1,000.00	\$900.00
21	OCR A Size 1 Printing (X3, S3, S4 & T Series)	\$2,000.00	\$1,800.00
22	Officer Activity Logging	\$1,000.00	\$900.00
23	Parking Permit Cross Reference	\$1,000.00	\$900.00
24	Public Contacts	\$4,000.00	\$3,600.00
25	Search Only Mode	\$1,000.00	\$900.00
26	Signature Capture (Officer)	\$2,000.00	\$1,800.00
27	Signature Capture (Violator)	\$2,000.00	\$1,800.00
28	Time Limit Marking	\$1,000.00	\$900.00

1	Transit Violations	\$6,000.00	\$5,400.00
2	Visitor Information	\$1,000.00	\$900.00
3	Warnings Tracking	\$2,000.00	\$1,800.00
4	Wireless Real-Time Hotsheet Look-up Module	\$2,000.00	\$1,800.00
5	Wireless Ticket upload Software Module	\$2,000.00	\$1,800.00
6	Any interface to other systems	based on quote	
7	AutoISSUE Maintenance		
8	Parking Citation Issuance (.NET version)	\$600.00	\$600.00
9	a. Includes Task Group Manager & Scheduler		
10	Traffic Citation Issuance (.NET version)	\$600.00	\$600.00
11	a. Includes Task Group Manager & Scheduler		
12	Municipal Citation Issuance (.NET version)	\$600.00	\$600.00
13	a. Includes Task Group Manager & Scheduler		
14	Network Version .NET 3 user license	\$300.00	\$300.00
15	a. \$100 per user thereafter		
16	AutoTRAX SS 2.0 - Single-Space Meter Management Module	\$600.00	\$600.00
17	ACDI Wireless Communication - Basic	\$600.00	\$600.00
18	a. Basic communication between X3 & AI.NET only (wireless airtime not		
19	included)		
20	1D BarCode Reading (Intended for Parking. Included with required	Included	Included
21	hardware)		
22	Digital Images (Included with required hardware)	Included	Included
23	Voice Recordings (Included with required hardware)	Included	Included
24	Abandoned Vehicles	\$600.00	\$600.00
25	Animal Violations	\$400.00	\$400.00
26	AutoCLUSTER - Wireless Enforcement Module for Multispace Meters	\$300.00	\$300.00
27	Barcode Printing 1D 128 A, B or C	\$100.00	\$100.00
28	Broken Meter Reporting	\$100.00	\$100.00

1	Code Enforcement	\$600.00	\$600.00
2	Damaged Sign Reporting	\$100.00	\$100.00
3	Diagrams - free form, no template	\$200.00	\$200.00
4	Field Investigation	\$400.00	\$400.00
5	GIS Reporting Module	\$600.00	\$540.00
6	GPS Tracking Module (only for wireless handhelds)	\$600.00	\$540.00
7	Habitual Offender Escalation	\$800.00	\$800.00
8	IrDA Interface for Multi-Space Meters - SneakerNET	\$200.00	\$200.00
9	Meter/Location Matrix	\$100.00	\$100.00
10	OCR A Size 1 Printing (X3, S3, S4 & T Series)	\$200.00	\$200.00
11	Officer Activity Logging	\$100.00	\$100.00
12	Parking Permit Cross Reference	\$100.00	\$100.00
13	Public Contacts	\$400.00	\$400.00
14	RFID Permit Module (currently only offered on PDS's)	\$500.00	\$500.00
15	Search Only Mode	\$100.00	\$100.00
16	Signature Capture (Officer)	\$200.00	\$200.00
17	Signature Capture (Violator)	\$200.00	\$200.00
18	Time Limit Marking	\$100.00	\$100.00
19	Transit Violations	\$600.00	\$600.00
20	Visitor Information	\$100.00	\$100.00
21	Warnings Tracking	\$200.00	\$200.00
22	Wireless Real-Time Hotsheet Look-up Module	\$180.00	\$180.00
23	Wireless Ticket Upload Software Module	\$200.00	\$200.00
24	Any interface to other systems	based on quote	
25	Multi-Space Meters		
26	Duncan Pay by Space Meters		
27	VM Meter (Steel, Standard Powder-Coat, Coin only, including	\$3,690.00	\$3,321.00
28	mechanical locks and intelligent cashbox)		

1	VS Meter (Stainless Steel, Standard Powder-Coat, Coin only, including	\$4,890.00	\$4,401.00
2	mechanical locks and intelligent cashbox)		
3	VS Meter (Stainless Steel, 316-grade natural finish, Coin only, including	\$5,690.00	\$5,121.00
4	mechanical locks and intelligent cashbox)		
5	Pay by Space New Meter Options		
6	Wireless Communications Module (GPRS) Fitted	\$790.00	\$711.00
7	Hybrid Card Reader Module Fitted	\$450.00	\$405.00
8	Smart Card Interface Module Fitted	\$290.00	\$261.00
9	Anti Probe Device Fitted	\$350.00	\$315.00
10	Enforcer (flipdot) Module Fitted	\$350.00	\$315.00
11	Green Cell Battery	\$90.00	\$81.00
12	Surface Mount Meter Installation kit	\$190.00	\$171.00
13	Cash Key Payment Module	\$1,500.00	\$1,350.00
14	Cash key Reload Module	\$2,500.00	\$2,250.00
15	Vehicle Sensing Module (includes Gateway)	\$600.00	\$540.00
16	Green Cell Battery	\$90.00	\$81.00
17	Winterization Kit (Includes C-Cell battery Booster)	\$450.00	\$405.00
18	Mains Power Kit	\$500.00	\$450.00
19	Solar Panel w/built in antenna	\$550.00	\$495.00
20	Surface Mount Meter Installation Kit	\$190.00	\$171.00
21	Surface Mount Installation Kit w/ Protective Skirt (Steel, Powder-Coated)	\$275.00	\$247.50
22	Surface Mount Installation Kit w/ Protective Skirt (Stainless Steel,	\$355.00	\$ 319.50
23	Powder-Coated)		
24	Surface Mount Installation Kit w/ Protective Skirt (Stainless Steel, 316-	\$450.00	\$405.00
25	grade natural finish)		
26	Electronic Vault Lock - Medeco Nexgen	\$230.00	\$207.00
27	Electronic Head Lock - Medeco Nexgen	\$230.00	\$207.00
28	Pay-at-Meter Software License Fee	\$2,000.00	\$1,800.00

1	(Future models will be provided at the same discount rate)		
2	Duncan Pay and Display Meter		
3	MX Meter (Stainless Steel, Standard Powder-Coat, Coin-only, including	\$7,260.00	\$6,534.00
4	integrated solar panel, rechargeable battery, top door decal, mechanical		
5	locks and keys)		
6	(Future models will be provided at the same discount rate)		
7	Pay and Display New Meter Options		
8	Wireless Communications Module (GPRS) Fitted	\$790.00	\$711.00
9	Card Reader Module Fitted	\$450.00	\$405.00
10	Silver Intelligent Cash Box - Standard	\$450.00	\$405.00
11	Fiber Ticket Roll	\$65.00	\$58.50
12	Poly Thermal Ticket Paper Roll	\$85.00	\$76.50
13	Installation Kit - Subterranean	\$150.00	\$135.00
14	Battery Charger	\$290.00	\$261.00
15	Decal - lower door (standard design)	\$90.00	\$81.00
16	(Future models will be provided at the same discount rate)		
17	AutoTRAX (Multi-space Meter Mgt System)		
18	Access & Communication (per Meter/per Month) may vary depending on	\$40.00	\$40.00
19	length of contract and current 3rd party service provider pricing		
20	(Future models will be provided at the same discount rate)		
21	Duncan Multi-space Miscellaneous		
22	Fascia (Rate Card) Creation (Per Rate Card)	\$20.00	\$20.00
23	Fascia (Rate Card) Design Modification Fee	\$60.00	\$60.00
24	Stamark - 1 Digit	\$24.00	\$24.00
25	Stamark - 2 Digit	\$48.00	\$48.00
26	Stamark - 3 Digit	\$72.00	\$72.00
27	Stamark Arrow	\$11.00	\$11.00
28	3M Primer	\$99.00	\$99.00

1	Pole mounted Space Marker - Sleeve (2 spaces per marker)	\$17.00	\$15.30
2	Pole mounted Space Marker - Assembly (2 spaces per marker)	\$90.00	\$81.00
3	Intelligent Cash Box Reader Station	\$1,800.00	\$1,620.00
4	Technician's Infra-Red ID Key	\$290.00	\$261.00
5	mPARK Establishment (per Meter)	\$50.00	\$50.00
6	mPARK Access Fee (per Meter/per Month)	\$5.00	\$5.00
7	mPARK Transaction Fee (per transaction)	Greater of 6% or \$0.15	
8	mPARK Service Fee (per transaction) - Motorist fee	\$0.25	\$0.25
9	Credit Card Processing Gateway (per transaction)	Volume dependent	
10	Gateway and Sensor Equipment, Configuration, Integration and Services	Quote	
11	(Must be quoted separately on a per project basis)		
12	Multi-space Maintenance Fees		
13	Annual Support Fee (Per meter per year)	\$150.00	\$150.00
14	Single-Space Meters		
15	Duncan Meter Products		
16	EAGLE STANDARD, NO CASHKEY RECEPTACLE	\$149.95	\$134.96
17	EAGLE CASHKEY	\$174.95	\$157.46
18	EAGLE 2100 (WITH CARD READER)	\$184.95	\$166.46
19	EAGLE 2100 (W/O CARD READER)	\$174.95	\$157.46
20	(Future models will be provided at the same discount rate)		
21	Duncan Housing Products		
22	MODEL 76 SINGLE HOUSING COMPLETE	\$199.00	\$179.10
23	MODEL 70 VIP SINGLE HOUSING COMPLETE	\$223.00	\$200.70
24	MODEL 80 VIP SINGLE HOUSING COMPLETE	\$290.00	\$261.00
25	MODEL 90 VIP SINGLE HOUSING COMPLETE	\$229.00	\$206.10
26	MODEL 90 VIP DUPLEX HOUSING COMPLETE	\$455.00	\$409.50
27	MODEL 95 VIP SINGLE HOUSING COMPLETE	\$316.00	\$284.40
28	MODEL 95 VIP DUPLEX HOUSING COMPLETE	\$563.00	\$506.70

1	AutoPROCESS Cashiering Equipment		
2	POS Cash Register System (PC, Display Pole, Cash Drawer, Credit	\$2,850.00	\$2,850.00
3	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 basis
 11 based on hourly rate, plus out of pocket travel and expenses.
- 12 2. Prices quoted do not include installation charges, shipping costs, project management
 13 fees, configuration fees and/or specialized customization charges which will be quoted on a
 14 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 upgrades to
 18 this list if price is offered at a discount equal or greater than the discount on the item it is
 19 replacing.
- 20 6. Additional equipment and services not included in this price list will be quoted separately
 21 on a project specific basis.
- 22 7. Duncan reserves the right to modify the provided price list(s) on a quarterly basis starting
 23 three months after all clients are implemented with AutoProcess System and will submit such
 24 revised pricing to the City's Contract Administrator for review and approval.

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EXHIBIT C

Collection Services Fee Schedule

Category / Scope	Rates to ICMS Client
Level 1 FTB "Limited" Service	
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 generated by pre-intercept notices. The collection process starts at assignment citation, typically 120 days unpaid.	15% of FTB collections plus \$2.50 per "plate" assigned to FTB Process
Level 2 FTB "Full-Service"	
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 refunds. Full service includes payment of all FTB filing fee and research costs.	a) ICMS clients <100K citations per year - 35% of collections b) ICMS clients >100K citations/year - 30% of collections
Level 3 Comprehensive Secondary Collection Services	
The collection process starts at assignment citation, typically 120 days unpaid. Citations transition to DMV liens and FTB tax intercept filings via collection agency. Provides all services under Level 2 FTB "Full-Service" plus full secondary collections with calls, letters and other efforts locate responsible party and collect citation fees and penalties.	a) ICMS clients <100K citations per year - 35% of collections b) ICMS clients >100K citations/year - 30% of collections

See notes for additional detail on services and billing rates.

- 1 1. FTB "Limited" Service: This service will be offered to provide continuity to the existing
2 FTB process that Inglewood - PTS has supported for many years. Franchise Tax Board
3 tax intercept processing service (FTB-Limited) will not include any of the value-added
4 revenue enhancement and clerical reduction services offered in FTB Full-Service.
5 Generic Pre-Intercept letters will be used and no skip tracing takes place. All violator
6 complaints, requests for refunds and payments will be directed to the client agency.
7 LES will be entitled to fee of 15% of revenue collected via FTB Liens and a cost
8 recovery fee of \$2.50 per account assigned to the FTB process.
- 9 2. Full-Service FTB Liens: The 35% collection fee will apply to client agencies which issue
10 less than 100,000 citations and 30% fee for agencies which issue more than 100,000
11 citations annually. LES services include: Combine plates, obtain Social Security #s,
12 skip trace, FTB Pre-Intercept notice on LES letterhead, customer call center service for
13 violator calls, lockbox payment processing, file liens, handle disputes and refunds, and
14 payment tracking. ICMS will distribute funds received from FTB using LES collection
15 tracking data. Client agency receives the agreed upon fee:
 - 16 A. 100% where agency has enacted an add-on fee except where an account is not
17 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 3. Comprehensive Secondary Collection Services:
 - 20 A. FTB Liens: For full service collection clients, the collection fee for FTB liens is 30%
21 to 35% based on volume
 - 22 B. DMV Holds: ICMS client agencies have the option to include DMV Liens as part of
23 the collection process scope of services. LES will pay for all DMV Lien fees for Full
24 Secondary Collection Service clients.
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