

Service Agreement Change Notice

ISSUED BY:

Parking & Outsource Services Department
Inglewood Citation Management Services
P.O. Box 4367
Inglewood, CA 90309
Attn: Dean Viereck, Manager

Contract No.
07-134 Effective
12/11/2007

Change Notice:
No. 12-001

Requisition No:
N/A

Effective Date:
08/01/2012

Contract Title:

Parking Citation Management Services for City of Bell, CA

Reference Document Attached:

Exhibit A to City of Inglewood agreement 07-134 dated December 11, 2007 with the City of Bell for providing parking citation processing services.

Contract Adjustment:

The Contract Amount is:

Not Changed Increased Decreased

In the total amount of: \$15,307 (for online services, includes \$11,500 one-time setup.)

Contract Term:

The Contract Time is:

Increased Decreased Not Changed

Contract Expiration Date is: 11/30/2012

Description of Change:

Approve updated Exhibit A Services and Compensation to add new revenue enhancing and time saving services. Includes lockbox processing, administrative support, citizen online web portals for Citation Inquire with Photo Review, Online Administrative Review creation, Correspondence Imaging Capture and Workflow using DocuPeak™ hosted application platform, e-Subpoena and ScanBench. Investment includes Professional Services for one-time configuration, testing, training and implementation support. Hosted software subscription services are billed per quarter in advance of service period.

Contract Authority for Change:

Agreement 07-134 authorizes addition of services and system capabilities during the term of the service agreement. City of Inglewood City Council has authorized the Assistant City Manager and the Manager of Parking and Outsourcing Services Department to add services to ICMS service agreements.

Background Information: (If needed)

The City of Bell purchases citation processing services from the City of Inglewood under the ICMS program. The current service agreement provides an option to add services during the term of the ICMS citation processing and collections service agreement. The City of Bell has requested the current service agreement Exhibit A be modified to add these services to reduce administrative workload.

SIGNATURES:

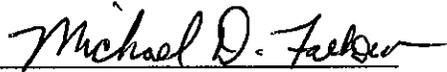
The undersigned affirms that he or she has the authority to execute this Change Notice on behalf of the agency he or she represents.

Accepted By:

CONTRACTOR: CITY OF INGLEWOOD, CA

By: 

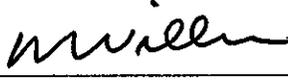
DEAN VIERECK,
MANAGER PARKING & OUTSOURCE
SERVICES

By: 

MICHAEL D. FALKOW
ASSISTANT CITY MANAGER

Accepted By:

CLIENT AGENCY: CITY OF BELL

By: 

DOUG WILLMORE
PRINT NAME

CITY MANAGER
TITLE

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

1			
2	Client: City of Bell (as of 8/1/2012)		
3	Citation Processing 10 K to 50K Citations per Year	Rates (12)	Selected
4	Citation Processing		
5	Citation Processing (2)	\$1.56	YES
6	Customer Services		
7	Manual Citation Imaging/Data Entry	\$.25	YES
8	Postage, printing & handling - Postcard Type Notice (3)	\$.42	YES
9	Postage, printing & handling - Postcard Type Delq. Notice (3)	\$.42	YES
10	Postage, printing & handling - Letter Type Notice (3)	\$.65	NO
11	Postage, printing & handling - Letter Type Delq. Notice (3)	\$.65	YES
12	Customer Service - per citation entered (4)	\$.23	NO
13	Administrative Support - per citation entered (4)	\$.42	YES
14	Lockbox Processing - per payment processed (5)	\$.42	YES
15	Lockbox Payment Adjustment (5)	\$.42	YES
16	Payment Exception Processing (6)	\$.19	YES
17	Phone Payments - Client's Merchant Acct (7)	\$1.09	YES
18	Phone Payments - Duncan Merchant Acct (8)	\$2.76	NO
19	Phone Payments - Duncan Merchant & Bank Acct (9)	\$3.00	NO
20	Internet Payments - Client's Merchant Acct (7)	\$1.09	YES
21	Internet Payments - Duncan Merchant Acct (8)	\$2.76	NO
22	Internet Payments - Duncan Merchant & Bank Acct (9)	\$3.00	NO
23	AutoPROCESS Lockdown by IP Address	\$250.00 per mo	NO
24	Obtain RO From DMV		
25	Obtain California Registration information (10)	At Cost	YES
26	Obtain Out-of-State Registration information (10)	\$.98 to \$4.50	YES
27	Collection Services (11)		
28	FTB "Limited" Service	15% + \$3.00	NO

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FTB Full-Service	35%	NO
Comprehensive Collection Services	35%	YES
Civil Filing Collection Services	45%	NO
Hosted Software Subscription Services	Categories	
a. Citation Processing System Multi-Media Integration with 2 GB storage and requires AutoCITE X3 with digital camera and voice recorder and hosted AutoISSUE (14)	\$2,500 setup \$250/mo	YES
b. Hosted Website for Violator View of Citation Images with payment forms and requires multi-media service. (14)	\$1,500setup \$150/mo	YES
c. Hosted Website for Violator Online Administrative Review Request including workflow processing and document upload (14)	\$2,500 setup \$135/mo	YES
d. Hosted Website for Violator Online Administrative Hearing Request including workflow processing and document upload. (14)	\$2,500 setup \$150/mo	NO
e. Correspondence Image Capture and Workflow and e-Subpoena Applications Using DocuPeak™ hosted application platform and ScanBench (15)	\$5,000 setup \$1,250/qtr	YES
f. Management Web Service Dashboard with standard 4 data fields (14)	\$1,500 setup \$215/mo	NO
g. Multi-Media – Additional Storage Capacity 5 GB (14)	\$115/mo	NO
h. Online Parking Permit Renewal or Purchase (14)	Quote	Quote
Other Equipment - (13)		
PC Equipment	Cost + 10%	Quote
Handheld Citation Writer - Duncan Solutions AutoCite X3	10% Discount	Quote
Parking Meters	10% Discount	Quote
Kiosk for Self Service		Quote
Automated License Plate Recognition (LPR) Equipment		Quote

1	Cashier Module Equipment and Customization (12)		Quote
2	Other Services - Scope of Work/Quote Required (16)		
3	Dedicated Customer Service Staff		Quote
4	Correspondence Administrative Review Temp Services		Quote
5	Onsite Technical Staff		Quote
6	Payment Courier Service Charge per Bank Delivery) (18)	TBD	Quote
7	Custom Programming (plus travel + expenses)	\$125/hr	Quote
8	Parking Permit Processing (13)		Quote
9	Auxiliary Mail Payment Processing Services		Quote
10	Automated License Plate Recognition Services		Quote
11	Boot and/or Tow Program Services		Quote
12	On-street Parking Meter Management Services		Quote
13	On-street Parking Enforcement Services		Quote
14	Off-street Parking Enforcement Services		Quote

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16 **NOTES**

- 17 1. Each Client approves a contract with Inglewood for reimbursement of cost of citation
18 processing services based on the Client's service level and volume. Clients can modify their
19 scope of services to add or stop individual services by issuing written change notice to
20 ICMS. Fees for services in Exhibit A include all Inglewood direct cost, administrative costs
21 to and indirect costs for providing citation management services. See notes for additional
22 details about fees and administrative charges.
- 23 2. The fee for use of the AutoPROCESS System is a transaction charge per citation
24 processed. The rate charged is dependent on the Clients annual citation volume.
25 Determination of "volume" is based on a Client's citations processed during the prior
26 calendar year.
- 27 3. Rates for notice printing and mailing include postage at the current prevailing rate. This
28 service fee will be adjusted to offset any increase in the standard U.S. first class postage

1 rate in the future. Client will be notified of postal rate changes and the impact on service
2 fees for letter and post card notices as they occur.

3 4. Customer service is an optional service with charges based fixed fee per total citations
4 processed. Two (2) levels of service are available. If Client select the Administrative
5 Support level, the Client shall receive the following services: call center services with a toll
6 free number for violators to call with citation inquiries, interactive voice response service for
7 inquiry on outstanding citations and frequently asked questions, correspondence services
8 including processing of all in-bound correspondence from customers, scheduling of
9 administrative review and hearing requests and resolution of, administrative reviews when
10 required and online forms for customers' correspondence.

11 5. Lockbox payment processing is an optional service with charges based on citation
12 payments processed. Funds collected will be deposited to a Client's designated bank
13 account or mailed to the Client based on mutual agreement of the preferred method. The
14 Client is responsible to notify Inglewood if a NSF check situation occurs and they wish to
15 reinstate the amount due, plus any NSF fee they wish to impose. The Client has the option
16 to request a charge to customers be added to the amount due for the citation.

17 6. Payment exception processing services relates to Lockbox payment processing services
18 with charges based on actual transactions processed. The notice letter fee applies when a
19 letter to customer is required.

20 7. The ICMS fee of \$1.09 per transaction for Internet and IVR payment processing includes
21 system use, telephone usage charges. Client is responsible for charges for merchant
22 service fees, bank charges and credit card discount fees. Net proceeds will be transferred
23 to the Client's designated bank account or paid on agreed upon scheduled. Clients have
24 option to add a customer convenience fee to the transactions to recover cost of this
25 automated payment services.

26 8. The ICMS fee of \$2.76 per transaction for Internet and IVR payment processing includes
27 system use, telephone usage charges. This fee includes charges for merchant service fees,
28 bank charges and credit card discount fees. Net proceeds will be transferred to the Client's

1 designated bank account or paid on agreed upon scheduled. Clients have option to add a
2 customer convenience fee to the transactions to recover cost of this automated payment
3 services.

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

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

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

15 12. 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. All
17 customization or special one-time services must be documented in writing with a work order
18 and cost estimate prior to initiating the work. All reasonable out of pocket expenses and
19 travel expenses related to this service will be reimbursed by the Client upon submittal of
20 receipts.

21 13. 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 of
23 parking permits and processing of payments, ICMS can provide a proposal for these
24 services, including purchasing of permit stock ICMS offers Client the option to use discounts
25 price schedule for equipment, supplies and services. The equipment, supplies and services
26 can be quoted by the ICMS contractor Professional Account Management LLC (Duncan
27 Solutions). Duncan Solutions may offer Client flexible financing terms including monthly
28 lease-purchase pricing. Prices will vary bases on number of devices, equipment

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

4 14. Multi-media, hosted web services and dashboard systems require a price quote. The initial
5 cost and monthly subscription fee for hosted IT service and base data/image storage quoted
6 is based on projected volume for a Client Agency and their document retention plans .

7 15. ICMS offers Clients the option to use discount price schedules for equipment, supplies and
8 professional services. The DocuPeak™ business process automation platform and related
9 professional services can be quoted by the ICMS. Pricing options may include software as
10 a service or licensed on-premise use of DocuPeak™. Prices may vary based on number of
11 end users and data/image storage requirements, complexity of application, application
12 configuration, training and on-going technical support.

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

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

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