



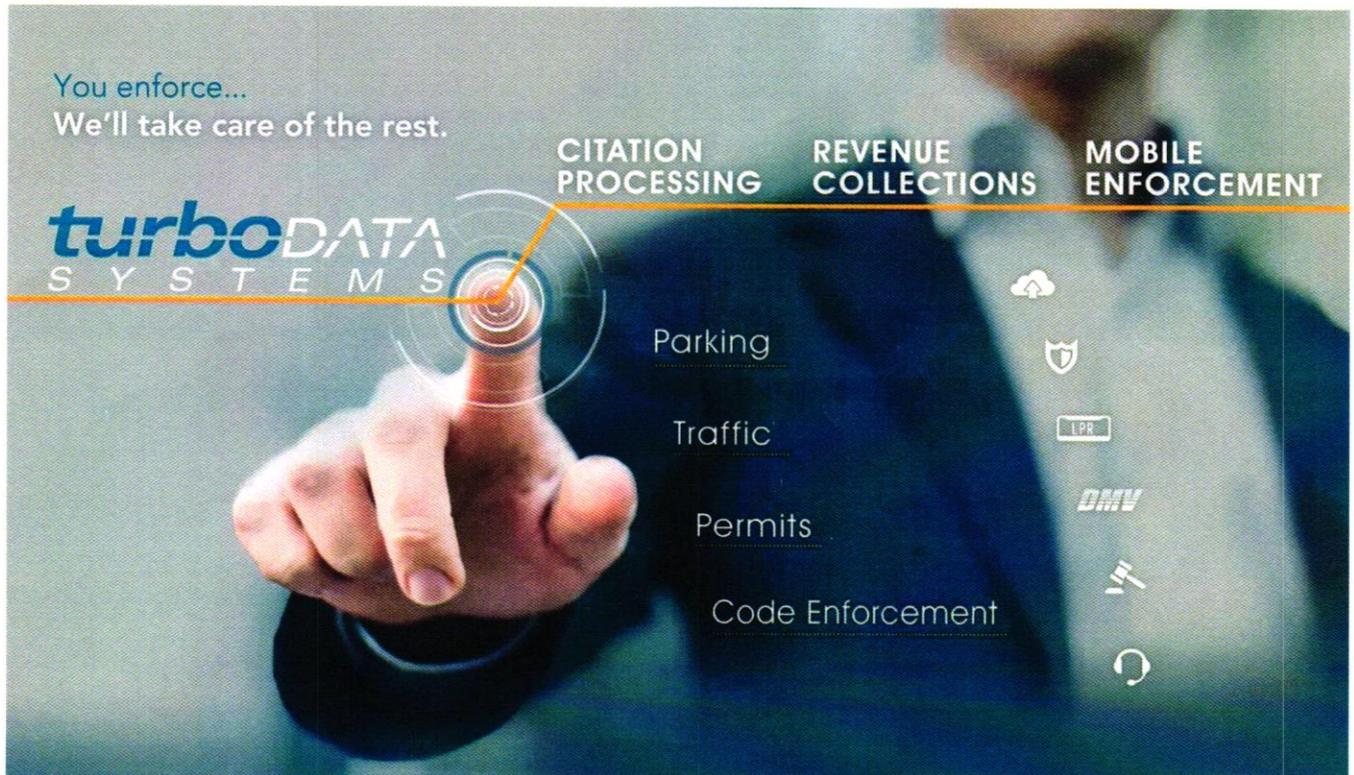
# PROPOSAL FOR

## Parking Citation Processing & Mobile Enforcement Services

Submitted by:



Submitted to:



### CONFIDENTIAL INFORMATION DISCLAIMER:

*This proposal contains certain confidential and valuable information in the form of ideas, know-how, concepts, processes, plans and trade secrets that belong to Turbo Data Systems, Inc. In accordance with the California Public Records Act, this confidential information shall not be disclosed outside the agency and shall not be duplicated, used, or disclosed in whole or in part for any purpose except in the procurement process. Confidential information contained in this document is noted on each applicable page or image. Serious and irreparable competitive disadvantage in future procurements could result from the release of any confidential information contained in this proposal. Please notify us immediately, in writing, if there is a request for disclosure of any confidential information, so that we will have an opportunity to participate in any disclosure discussions.*

## Contents

**Parking Processing Management ..... 2**

1. Electronic and Manual Parking Citations..... 2
2. ticketPRO Platform Hosting & Maintenance..... 2
3. Reminder Notices (Notice of Violation) ..... 2
4. Other Correspondence, Notices and Letters..... 2
5. Initial Review and Hearing Notices/Letters..... 2
6. Paperless Appeals..... 2
7. Payment Plan Processing..... 2
8. Out-of-State Collections ..... 3
9. ICS Delinquent Collections ..... 3
10. Franchise Tax Board Collections ..... 3
11. Credit Card Payments (Internet and Phone/IVR)..... 3
12. Banking..... 3
13. Hearing Examiner Services – Parking Citations..... 3
14. Postal Rate Increase Offset ..... 3

**ticketPRO Mobile Enforcement..... 4**

**Parking Processing Management**

<p><b>1. Electronic and Manual Parking Citations</b></p>	<p>\$0.50 - Electronic \$0.70 - Manual</p>
<ul style="list-style-type: none"> <li>• Entry of all citations.</li> <li>• Citation dispositions (bounced checks, payments, extensions, etc.)</li> <li>• DMV interface (r/o retrieval and placing and releasing registration holds)</li> <li>• Toll-free telephone number (for public access)</li> <li>• Multi-lingual interactive voice response system (IVR)</li> <li>• Customer services representatives (8 am – 5 PM, Mon - Fri, excluding holidays)</li> <li>• Daily pick up of payments and other documents from a TDS provided P.O. box.</li> <li>• Scan and remote deposit checks into agency's bank account.</li> <li>• pticket.com web pages customized for the agency.</li> <li>• Database maintenance and daily system backups.</li> <li>• Secure, cloud access for agency staff to citation database.</li> <li>• Documentation and training for use of TDS provided online system.</li> <li>• Ongoing client support and training.</li> </ul>	
<p><b>2. ticketPRO Platform Hosting &amp; Maintenance</b></p>	<p>\$300/month</p>
<ul style="list-style-type: none"> <li>• Cloud Hosting.</li> <li>• Security and PCI Compliance.</li> <li>• Provides ongoing support and maintenance of hosting platforms.</li> <li>• Provide Testing/Staging environment for early software releases.</li> <li>• Online training for Mobile App and backend.</li> <li>• RMS system export - if available and supported by vendor.</li> <li>• Electronic storage and archival of captured images.</li> <li>• Scheduled shift-summary reporting and on-demand reports.</li> <li>• Access to ticketPRO WEB and TPMViewer backend Web interface.</li> </ul>	
<p><b>3. Reminder Notices (Notice of Violation)</b></p>	<p>\$0.50 per notice</p>
<p>Includes all forms, envelopes, return envelopes and printing. Reminder notices are mailed 21 days after issuance or per agency timeline. First Class postage charged separately.</p>	
<p><b>4. Other Correspondence, Notices and Letters</b></p>	<p>\$0.50 per notice</p>
<p>Includes all forms, envelopes, and printing. NSF letters, partial payments, name, and address changes, drive away notice, etc. First Class postage charged separately.</p>	
<p><b>5. Initial Review and Hearing Notices/Letters</b></p>	<p>\$0.50 per notice</p>
<p>TDS mails all initial review results letters, hearing notification letters and hearing result letters as required. All forms, envelopes and printing are included with the mailing. First Class postage charged separately.</p>	
<p><b>6. Paperless Appeals</b></p>	<p>\$1.25 per appeal</p>
<p>This service allows for online submitted appeals and a 100% PAPERLESS appeal system. All mailed-in appeals are scanned into the system and are reviewable by Agency staff using the eAppeals PRO online review system. All appeals are in the same place, and the documentation is saved electronically. A complete history of all appeals, results, and who made the decisions, etc., is always available online for the Agency. Includes Hearing services, scheduling, and coordination. Documents for Court provided to agency when required.</p>	
<p><b>7. Payment Plan Processing</b></p>	<p>\$10.00 per Plan</p>
<p>The payment plan supports AB503 legislation. All payment plan letters will be at the "Correspondence" rate.</p>	

<p><b>8. Out-of-State Collections</b></p>	<p>25% of amount collected</p>
<p>TDS absorbs all costs to retrieve out of state registered owner information. NLETS electronic access for out-of-state license plates.</p>	
<p><b>9. ICS Delinquent Collections</b></p>	<p>25% of amount collected</p>
<p>Applies to citations that are past DMV registration hold. Additional penalties applied, and up to two letters mailed from Innovative at no cost to the Agency. Includes taking toll-free phone calls from ICS customers and other follow-up efforts. Payments collected at DMV will not be billed this fee. <b>Cost recovery option available</b></p>	
<p><b>10. Franchise Tax Board Collections</b></p>	<p>\$2.50 Per Account Letter +15% of amount paid</p>
<p>TDS pursues otherwise uncollectible accounts by retrieving social security numbers from a third party, mailing required pre-intercept letters, and then sending the accounts to the FTB to intercept any state tax refunds or lottery winnings. *This fee is subject to change each new FTB year.</p>	
<p><b>11. Credit Card Payments (Internet and Phone/IVR)</b></p>	<p>No Charge to Agency</p>
<p>A \$4 or 4% convenience fee (whichever is higher) per citation paid will be charged to the public. TDS controls all processing. (Fee subject to change).</p>	
<p><b>12. Banking</b></p>	<p>No Charge to Agency</p>
<p><i>Remote (Scan) Check Deposits</i></p> <ul style="list-style-type: none"> <li>• Electronic deposits (scanning checks) into the Agency’s existing bank account incur no monthly fee. <b>Agency’s Bank must accept remote deposits.</b></li> <li>• Same day funding credit for bank deposits.</li> <li>• Scanned check images available for investigations.</li> </ul>	
<p><b>13. Hearing Examiner Services – Parking Citations</b></p>	<p>Unavailable</p>
<p><i>Each trip to the city for in-person hearings</i></p>	<p>Unavailable</p>
<p>TDS will provide an independent, fair, and impartial hearing examiner who will conduct phone, written, and in-person hearings. TDS agrees to perform the hearing examiner services at a date and time mutually agreed upon. Hearing examiners will comply with the training requirements for the position as outlined in California Vehicle Code Section 40215. TDS will ensure that hearings are completed in a timely manner, that decisions are rendered to uphold or deny each appeal and that all paperwork is completed.</p>	
<p><b>14. Postal Rate Increase Offset</b></p>	
<p>If postal rates increase during the term of this agreement, fees to TDS shall be raised immediately to offset the effect of the postal rate increase.</p>	

ticketPRO Mobile Enforcement



ticketPRO Magic 2-piece

<b>ticketPRO Mobile Lease</b>	
This option is a complete solution that includes phone, printer, software, 4G data plan, support, and maintenance for a single monthly price per unit.	
Initial One-time Fees	Unit Cost
<b>ticketPRO Mobile software setup and configuration:</b> Initial setup and installation of software with agency specific information	\$100 per unit
60-Month Lease	Monthly Rate
<b>Monthly Lease Details - Rugged Smartphone/Printer Combo + Data Plan</b> <ul style="list-style-type: none"> <li>• Samsung Galaxy XCover6 PRO smartphone</li> <li>• Zebra ZQ511 Bluetooth printer</li> <li>• USB-C Power Adaptor</li> <li>• 4/5G data plan</li> <li>• ticketPRO™ Mobile parking software</li> <li>• Remote management software</li> <li>• ticketPRO™ Mobile and RM software licenses</li> <li>• Maintenance and support</li> </ul>	\$135 per month per unit
Monthly Lease Details	Rate
<b>Smartphone:</b> Rugged Samsung smartphone or equivalent   High-Res Camera   Military spec. MIL-810G rated   Bluetooth   USB Charging   4/5G LTE   Dedicated Push-to-Talk Button.	Included
<b>Bluetooth Printer:</b> Zebra Printer   Includes Lithium-Ion Battery   AC Charger   Belt Clip   2 years Parts & Labor Warranty (1year on printhead)   Configured to Agency's ticketPRO Mobile system   Additional accessories: spare battery, case with shoulder strap, charging dock are available for purchase.	Included
<b>Managed 4/5G Voice and Data Plan</b> <b>(Push-to-Talk service optional for an additional fee)</b>	Included
<b>ticketPRO Mobile Software:</b> Parking Software   Real-Time citation & photo transfer   Live Lookups for prior citations   Built-in LPR   ALPR interface   Electronic Chalking   GPS tracking   Live shared data between all devices   Interfacing with pay-stations, and payment by phone systems   Scofflaw and hotlist vehicle alerts	Included
<b>ticketPRO Mobile Software Annual License</b>	Included
<b>Remote Management Software Maintenance and Support:</b> Remote servicing and updates   Field support including remote-connect assistance   email support for Agency requests	Included

1. Sales tax will be applied to all items listed. At the end of the lease term, all equipment must be returned to TDS in good working condition. If the equipment is not returned, the lease will convert to a month-to-month lease, requiring a 30-day notice before returning the equipment. An early Termination Fee of \$25 per unit for each remaining month of the lease will be charged.
2. Rugged Smartphone and printer hardware are subject to availability.

<b>ticketPRO Mobile Purchase</b>	
This is a complete solution that includes phone, printer, software, 4G data plan, support, and maintenance for a single monthly price per unit.	
Initial One-time Fees	Unit Cost
<b>ticketPRO Mobile software setup and configuration:</b> Initial setup and installation of software with agency specific information	\$100 per unit
Hardware Purchase	Unit Cost
<b>Rugged Smartphone</b> <ul style="list-style-type: none"> <li>• Samsung Galaxy XCover6 PRO smartphone</li> <li>• Zebra ZQ511 Bluetooth printer</li> <li>• USB-C Power Adaptor</li> <li>• ticketPRO™ Mobile parking software</li> <li>• Maintenance and support</li> </ul>	\$800 Per Unit
<b>Bluetooth Printer</b> <ul style="list-style-type: none"> <li>• Zebra ZQ511 Rugged Bluetooth Printer</li> </ul>	\$850 per unit
Monthly Details	Rate
<ul style="list-style-type: none"> <li>• <b>Managed 4/5G Voice and Data Plan</b></li> <li>• <b>ticketPRO Mobile Software Annual License</b></li> <li>• <b>Remote Management Software Maintenance and Support (SMS):</b> Remote servicing and updates   Remote-connect assistance   email support for Agency requests</li> </ul>	\$80/month/unit (paid annually)
<ul style="list-style-type: none"> <li>• <b>ticketPRO Mobile Software:</b> Parking Software   Real-Time citation &amp; photo transfer   Live Plate Lookups for prior citations   Built-in LPR   GPS   Other features</li> </ul>	Included

Parking Tickets Printed Media

<b>Citations and Envelopes</b>	
	Unit Cost
TDS provides Standard or Custom citations and envelopes that are compatible with our ticketPRO Mobile solution. For a single device use with multiple ticketPRO Apps, a plain paper option is available which allow printing of parking and admin citations on the same stock.	Varies with size and quantity ordered

**Disclaimer:**

TDS may subscribe to various third-party software services to automate information input while writing the ticket. These services may include Google Maps, location services, GPS, LPR services, and VIN lookups. TDS reserves the right to disable these services in the software should they terminate. These services are integrated into software for convenience and do not affect the issuance of citations.

**All quoted prices are valid 60 days from the date submitted.**

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

This Agreement is entered into by and between **Turbo Data Systems, Inc. (TDS)**, a California Corporation, and **the City of Imperial**, (hereinafter collectively referred to as "Customer").

Whereas TDS and the Customer desire to enter into an agreement whereby TDS will process parking citations for the Customer pursuant to the terms and conditions set forth herein.

In consideration of the mutual covenants, conditions, representations and warranties contained herein the parties hereby agree as follows:

1. **PURPOSE.** The purpose of this Agreement is for TDS to process parking citations for the Customer in a timely manner.

2. **SCOPE OF SERVICES.** When and as directed by the Customer, TDS shall perform the following services in processing all parking citations:

**See Attached EXHIBIT A – SCOPE OF SERVICES**

3. **TERM.** This agreement shall become effective for a period of five years, starting November 1, 2025, and ending October 31, 2030. This agreement shall be extended annually after that unless either party gives the other at least 60 days' written notice of its intent to terminate prior to the start of the renewal year.

4. **CONSIDERATION.** In consideration of services performed by TDS as provided in this agreement, Customer shall pay TDS pursuant to the terms set forth in **Exhibit "B" CONSIDERATION**, which is attached hereto and incorporated herein by this reference.

5. **PAYMENT OF FEES.** Charges determined on the basis set forth in Exhibit "B" shall be billed monthly in arrears and payment therefore shall be made within fifteen (15) days after submission of each separate invoice.

6. **ACCOUNTING RECORDS.** Records of the citations processed by TDS shall be available for examination by the Customer or its authorized representative(s) at a time agreeable to the Customer and TDS within one week following a request to examine such records.

7. **TIME OF PERFORMANCE.** Time is of the essence, and TDS shall perform the services required by this agreement in an expeditious and timely manner so as not to unreasonably delay the purpose of this agreement as set forth in Sections 1 and 2.

8. **INDEPENDENT CONTRACTOR.** At all times during the term of this agreement, TDS shall be an independent contractor and shall not be an employee of the Customer. The Customer shall have the right to control TDS only insofar as the results of TDS's services rendered pursuant to this agreement; however, Customer shall not have the right to control how TDS accomplishes the

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

services rendered pursuant to this agreement.

9. FACILITIES AND EQUIPMENT. TDS shall, at its own cost and expense, provide all facilities and equipment that may be required for performance of the services required by this agreement.

10. INDEMNIFICATION BY TDS. TDS agrees to defend, indemnify, hold free and harmless the Customer, its elected officials, officers, agents and employees, at contractor's sole expense, from and against any and all claims, actions, suits or other legal proceedings brought against the Customer, its elected officials, officers, agents and employees arising out of the performance of the contractor, its employees, and/or authorized subcontractors, of the work undertaken pursuant to this Agreement. The defense obligation provided for hereunder shall apply without any advance showing of negligence or wrongdoing by the contractor, its employees, and/or authorized subcontractors, but shall be required whenever any claim, action, complaint, or suit asserts as its basis the negligence, errors, omissions or misconduct of the contractor, its employees, and/or authorized subcontractors, and/or whenever any claim, action, complaint or suit asserts liability against the Customer, its elected officials, officers, agents and employees based upon the work performed by the contractor, its employees, and/or authorized subcontractors under this Agreement, whether or not the contractor, its employees, and/or authorized subcontractors are specifically named or otherwise asserted to be liable. Notwithstanding the foregoing, the contractor shall not be liable for the defense or indemnification of the Customer for claims, actions, complaints or suits arising out of the sole active negligence or willful misconduct of the Customer. This provision shall supersede and replace all other indemnity provisions contained either in the Customer's specifications or contractor's proposal, which shall be of no force and effect.

11. INDEMNIFICATION BY CUSTOMER. TDS shall use due care in processing work of the Customer. Any errors shall be corrected by TDS at no additional charge to the Customer. TDS shall be entitled to reimbursement from the Customer for any expenses incurred by TDS for the correction of any erroneous information provided by the Customer and TDS shall not be responsible for Customers' losses and expenses resulting from erroneous source materials provided by the Customer. Neither party shall be liable to the other for any indirect or consequential losses or damage resulting from any errors within the scope of this Section 11.

12. FAIR EMPLOYMENT PRACTICES/EQUAL OPPORTUNITY ACTS. In the performance of this agreement, TDS shall comply with all applicable provisions of the California Fair Employment Practices Act (California Labor Code Sections (410 et seq.) and the applicable equal employment provisions of the Civil Rights Act of 1964 (42 U.S.C. 200e 217), whichever is more restrictive.

13. AGENCY. Except as Customer may specify in writing TDS shall have no authority, expressed or implied, to act on behalf of the Customer in any capacity whatsoever as an agent. TDS shall have no authority, expressed or implied, pursuant to this agreement to bind Customer to any obligation whatsoever.

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

14. **CHANGES IN LAW.** Should there be any changes in the law applicable to the processing of parking citations which would require material changes in the method of the processing as contemplated in this agreement, or materially reduce or eliminate the amount of revenue received by the Customer from parking citations, this agreement shall terminate on the date such law becomes effective, provided either party gives sixty (60) days' notice of termination. Any changes in the processing of parking violations as a result of changes in the law or DMV regulations affecting such violations, which do not materially add to the cost of processing such citations by TDS shall be implemented by TDS at the request of the Customer, provided however, that the cost of such implementation does not exceed the fee paid to TDS for performing such services. If any such change results in the cost of processing citations exceeding the amounts provided for in Section 4 and the Customer declines to amend this agreement to provide for the payment of such increased costs, the agreement shall terminate as of the effective date of the change in the law or regulations.

15. **OWNERSHIP OF SOFTWARE.** Customer acknowledges that the software and software programs used by the Customer or used for the Customer's benefit which were developed by TDS are the sole property of TDS and the Customer obtains no right or interest in the software by virtue of this agreement.

16. **OWNERSHIP OF DOCUMENTS.** All citations, electronic and handwritten; reports; electronic storage media; and other documents, including copies and reproductions assembled or prepared by TDS or TDS' agents, officers, or employees in connection with this Agreement, shall be the property of the Customer and shall be delivered to the Customer upon either the completion or termination of this Agreement.

17. **FORCE MAJEURE.** Neither party shall be responsible for delays or failure in performance resulting from acts beyond the control of such parties. Such acts shall include, but are not limited to, Acts of God, strikes, riots, acts of war, epidemics, fire, communication line failure, earthquakes or other disasters.

18. **TERMINATION.** This agreement may be terminated by either party upon ninety (90) days' written notice. At such time, TDS agrees to provide Customer, in computer readable form, a copy of all data files to service its citations.

19. **NOTICE.** Whenever it shall be necessary for either party to serve notice on the other respecting this agreement, such notice shall be served by certified mail addressed to:

TDS:

Turbo Data Systems, Inc.  
1551 N Tustin Avenue Suite 950  
Santa Ana CA 92705  
Roberta J. Rosen, President



**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

**ACCEPTABILITY OF INSURERS**

Insurance is to be placed with insurers with a current A.M. Best's rating of no less than A: VII, unless otherwise acceptable to Customer.

**Verification of Coverage**

TDS shall furnish certificates of insurance evidencing all the coverage required above, naming the Customer as additional insured. All endorsements are to be received and approved by Customer before work commences. All required information is to be mailed to the address shown in the NOTICE section of the Agreement.

23. EFFECTIVE DATE OF THIS AGREEMENT. This agreement, made in duplicate, shall be effective from and after November 1, 2025.

Executed on this \_\_\_\_ day of \_\_\_\_\_, 2025.

CITY OF IMPERIAL CALIFORNIA

By: \_\_\_\_\_

Name/Title: \_\_\_\_\_

Date: \_\_\_\_\_

TURBO DATA SYSTEMS, INC.

By: \_\_\_\_\_

Roberta J. Rosen  
President

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

**EXHIBIT "A" – SCOPE OF SERVICES**

TDS shall perform the following services in processing all Parking Citations:

- A. **Basic Processing** – TDS will enter manual citations and citation dispositions into Customer’s database within 2 business days. The basic service includes database maintenance, daily system backups, toll-free phone number for the public, Interactive Voice Response System (IVRS) with customized recorded information and citation lookup capability, **pticket.com** web-based Inquiry System for the public with customized content, Customer Service Representatives (8:00 am – 5:00 pm, Monday through Friday, excluding holidays) to speak with the public regarding parking citation issues, ongoing Client support, and documentation and training for use of the TDS-provided online system.
- B. **Handheld Ticket writer Interface** - TDS will provide for automated import of electronic citations into Customers database within 1 business day. TDS will maintain and update the hot sheet or scofflaw files on a daily basis for Customer to upload into their handheld ticket writers. TDS will work with Customer to implement any changes required for handheld ticket writer equipment.
- C. **System and Document Storage** - Citations paid or dismissed will be retained on the computer system for 3 years and then removed. Unpaid citations will be retained on the computer system for 5 years and then removed. Citation documents will be stored for 2 years from date of issue and then returned to Customer or shredded. Payment documents will be stored for 2 years from the date of payment and then returned to Customer or shredded.
- D. **Online Reporting** - Provide monthly reports online indicating the status of all citations, such reports to be available for Customer access no later than the thirtieth (30th) day of the following month.
- E. **DMV Interface for Registered Owner Name Retrieval** - Attempt to obtain names and addresses of registered owners of cited vehicles for those citations that have not been cleared prior to their notice generation date.
- F. **Notice Processing** - Print the required Notice and mail to each registered owner whose name has been retrieved within 10 to 21 days after the citation has been issued. Includes second notices mailed for bounced checks, partial payments, and name or address changes. The notice date shall be extended whenever there is an unusual delay in delivery of information or citations to TDS. All postage, notice forms and envelopes will be provided by TDS.

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

- G. **DMV Interface for Placing Registration Holds** - Transmit a Notice of Delinquency to the California DMV for vehicles with California license plates after a Notice of Violation has been mailed to the registered owner and TDS has not received notification that the citation has been cleared. This Notice of Delinquency will be transmitted to the California DMV within 2 business days after the date specified by the Customer to be the DMV Date.
- H. **DMV Interface for Releasing Registration Holds** - Transmit a Notice to the California DMV that a Notice of Delinquency has been cleared within 2 business days after TDS has received notification of clearance.
- I. **DMV Interface for Monthly Payment File** – Receive payment file from DMV as available (currently monthly) and update DMV transactions into Customers database, providing reporting for reconciliation purposes.
- J. **Delivery Service** – Manual citations will be mailed or scanned to TDS by Customer at their own expense. TDS reports will be provided online. TDS will return any required documents via UPS and/or US Mail.
- K. **Collection and Payment Processing** - TDS will provide the following collection and payment processing services for Customer:
- Provide P. O. Box where payments are mailed
  - Courier pickup from P. O. Box daily
  - Open all mail
  - Verify payment amounts and record on computer system within 2 business days (48 hours)
  - Respond to reasonable non-judicial public inquiries by phone and mail
  - Return questionable mail to Customer for decision
  - Make bank deposits to Customer bank account using check scanning
  - Verify amounts deposited, by citation number
  - Provide toll-free number for citizen inquiries
  - Provide reports for bank statement reconciliation
  - Provide monthly Paid Citation Distribution Report for surcharge payments to the County

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

- Scan checks and deposit parking funds into Customer bank account.
- L. **Out of State Citations** - TDS shall process citations for non-California license plates by entering the citation information into the system database and reporting them along with all other citations on the database with the standard reports. If they become delinquent, requests for registered owner information will be sent to the appropriate out-of-state DMV. The Notice of Intent will be generated to the registered owner and the fine amount requested. TDS will incur all costs for out of state name retrieval, including out-of-state DMV fees and charges. TDS will receive payment from Customer based on the amount of revenues collected from out-of-state citations after the Notice of Intent has been issued. This amount will be billed monthly for the prior months' receipts (as determined from our database and/or reports). Payments collected via credit card will also incur credit card fees.
- M. **IVR and Web Payment Systems - Payment by Credit Card** - Through the Interactive Voice Response (IVR) System, and through the pticket.com web site, we accept credit card payments via Visa, MasterCard and Discover. The systems authorize each transaction while the caller is on the phone or online. Customers are given an authorization number or email confirmation to confirm their charge. The IVR system and the pticket.com web payment system both automatically update the citation database with the payment immediately. Credit Card monies are paid to a Turbo Data Systems bank account and are reconciled monthly. Each customer receives their own credit card postlog which shows in detail which citations were paid and for what amount, along with the deposit slip from the bank or the ACH deposit email showing that these funds have been deposited into the customer's account. Should there be any charge backs to a merchant account, the funds are pulled directly from the Turbo Data master account and the citation will be reactivated, much like a bounced check. The violator will be sent a notice and will then proceed to DMV hold. TDS will provide all services regarding reconciliation, reactivation of charge backs, etc. Customer will not be involved in the daily processing.
- N. **Administrative Adjudication Processing** - TDS will provide for the processing of requests for contesting citations, allowing for Customer processing of administrative reviews, tracking and monitoring all relevant dates on an automated system, mailing timely notification to respondents regarding the status of their claims, and scheduling of administrative hearings. All Administrative Adjudication information entered into the system is done in real time and is linked to existing database

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

information to ensure proper tracking of relevant dates, mailing names and addresses and other pertinent information. Administrative Review requests will be entered within 2 business days of receipt. Adjudication documents will be stored for 2 years from their activity date and then shredded.

- O. **Paperless Appeals (eAppealsPRO & Scanning)** – TDS will provide online appeal capability for the public to appeal their citations online. TDS will provide the scanning of all mailed-in appeal documents and electronic storage of those documents. TDS will provide an online application to access the appeals, which will be searchable and sortable. TDS will keep an electronic history of processed appeals for at least two years.
- P. **Online Inquiry Access for Customers' Staff** - Access includes online access 24 hours a day, 7 days a week for Agency personnel to inquire on Customer's database. This access includes citation inquiry (includes citation status, history status, administrative adjudication status, notes, etc.), the ability to enter and view notes, post dismissals/payments, view daily deposits made at TDS' facility and view daily file transfers sent from the handheld ticket writer software and received at TDS' facility. TDS' technical staff will provide support. TDS will provide a real-time secured high-speed connection to the citation database through the Customers' Internet connection.
- Q. **Additional Notices**– TDS will mail **Other Correspondence** as required for processing.
- R. **ICS Collection Service – Special Collections** - Outstanding citations (DMV No-Holds or DMV Transfer of Ownership Releases or Non-California plates) and any other citations deemed as delinquent citations by Customer are transferred into the ICS system on a weekly basis. Up to two collection letters will be mailed for each ICS account requesting payment. Payments are processed daily and deposited to the Customer's regular citation processing bank account. The TDS Customer Service Center will handle all ICS related calls through a special toll-free number dedicated to ICS accounts. Monthly reporting shows all accounts moved to the ICS system and all payments received due to ICS efforts.
- S. **Franchise Tax Board Offset Program** – TDS will combine citations by license number for total amount due, eliminate corporate names, retrieve SSN's by name from a 3rd party, combine accounts by SSN, mail required FTB letters in advance of placing accounts at FTB, process payments generated by the FTB process, receive phone calls generated by the FTB process, provide all systems and operational procedures required for the FTB process, and provide complete reporting and reconciliation for the FTB process. Customer will be required to complete required FTB paperwork and forms (with TDS'

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

assistance), establish a SWIFT account with the FTB, and provide whatever assistance may be required to work with the FTB regarding the FTB process.

- T. **Payment Plans** - TDS will have a payment plan system in place to comply with all legislation. The plan will allow for waivers, when necessary, for indigent and non-indigent individuals. Plan requests will be submitted to the Customer for review/approval/denial. The Contractor will mail correspondence to let the applicant know the status of their payment plan application and other details. Payment Plans allow the agency to waive fees for indigent persons, adjust the length of the plan and set minimum payments due. If a plan defaults prior to full payment, the system automatically resumes the citation process (DMV, Collections, etc.). TDS will provide customized agency specific information for indigent payment plans on pticket.com.

U. **Handheld Ticketwriters – ticketPRO Magic**

TDS will provide ticketPRO Magic Units (phones and printers) and citations and envelopes as required at the pricing then in effect. TDS will provide maintenance and support for the Automated Citation Issuance System and the Field Units. RemoteConnect Support for devices while in the field. TDS will provide a data plan with unlimited voice/text messaging for field units. Software upgrades as newer versions become available. Support via email for support requests and for reporting software/hardware issues.

**AGREEMENT FOR PROCESSING  
OF PARKING CITATIONS**

**EXHIBIT "B" - CONSIDERATION**

<b>Electronic Parking Citations</b>	<b>\$0.50 Electronic, per citation</b>
<b>Manual Hand Written Parking Citations</b>	<b>\$0.70 Electronic, per citation</b>
<b>ticketPRO Platform Hosting &amp; Maintenance</b>	<b>\$300 per month</b>
<b>Reminder Notices</b>	<b>\$0.50 per letter mailed + 1<sup>st</sup> class postage</b>
<b>Other Correspondence, Notices and Letters</b>	<b>\$0.50 per letter mailed + 1<sup>st</sup> class postage</b>
<b>Administrative Adjudication Processing</b>	<b>\$1.25 per appeal</b>
<b>Administrative Adjudication Letters</b>	<b>\$0.50 per letter mailed + 1<sup>st</sup> class postage</b>
<b>Paperless Appeals (eAppeals PRO)</b>	<b>included with Administrative Adjudication</b>
<b>Payment Plan Processing</b>	<b>\$10 per payment plan</b>
<b>Payment Plan Letters</b>	<b>\$0.50 per letter mailed + 1<sup>st</sup> class postage</b>
<b>Out of State Processing</b>	<b>25% of amounts collected</b>
<b>ICS Delinquent Collections</b>	<b>25% of amounts collected</b>
<b>FTB Interagency Processing</b>	<b>\$2.50 per letter + 15% of amount collected</b>
<b>Credit Card Payment Processing</b>	<b>\$4 or 4% convenience fee, whichever is higher - Fee Paid by Violator, No charge to City</b>
<b>Remote (Scan) Check Deposits City's bank must accept remote deposits</b>	<b>No charge</b>

**Fee Increases:**

Postal Rate Increase Offset – Fees will increase immediately to offset the amount of any postal increase.  
Annual CPI Increase – Fees will increase according to the CPI for each 12-month period.