

VILLAGE OF DOWNERS GROVE
REPORT FOR THE VILLAGE COUNCIL MEETING
JANUARY 14, 2014 AGENDA

SUBJECT:	TYPE:	SUBMITTED BY:
Approval of Data Ticket, Inc. Agreement	Resolution Ordinance ✓ Motion Discussion Only	Robert Porter Chief of Police

SYNOPSIS

A motion is requested to award a one year agreement to Data Ticket, Inc., of Newport Beach, CA, for the administration of the police department's parking citation process. Data Ticket Inc. will maintain all citation records, provide citation software for police department staff, and manage the billing/collections process. Anticipated cost of this agreement will be approximately \$18,000; however, actual total cost will be based on the number of citations handled by the vendor.

STRATEGIC PLAN ALIGNMENT

The goals for 2011-2018 identified Strong, Diverse Local Economy.

FISCAL IMPACT

The Village will see a savings of approximately \$23,500 by entering into this agreement. Although the cost of this service will be deducted from each citation handled by the vendor, the Village was able to eliminate one full time position and transition to two part-time employees in anticipation of this outsourcing. The elimination of the full time position resulted in savings of benefits costs. Also, the cost of the current parking citation software and hardware maintenance can be eliminated since Data Ticket, Inc. will be providing a software solution.

RECOMMENDATION

Approval on the January 14, 2014 consent agenda.

BACKGROUND

This contract will outsource the parking citation administration process, resulting in a lower overall cost while maintaining the same customer service standards currently provided by Village staff. Payment for parking citations will continue to be made in person at the Police Department, by mail or online. The vendor will maintain all citation records, manage the payment process, send out the required late notifications and administer the collections process. Additionally, the vendor will provide software for the issuance of citations, which will allow all citation information to be transmitted electronically to the vendor.

A Request for Proposals (RFP) was issued and published in accordance with the Village's Purchasing Policy. Three proposals were received by the due date of October 9, 2013. Demonstrations were conducted with all three vendors.

The bids were based on a per citation fee structure. Staff conducted an analysis of each proposal using six months of the 2012 citation data to determine the anticipated annual cost.

Vendor	Anticipated Cost
Data Ticket, Inc.	\$18,136
ComPlus	\$29,218
Passport Parking	\$27,514

Staff recommends awarding this contract to Data Ticket, Inc. as the proposer with the lowest cost. Data Ticket, Inc. has satisfactorily provided similar services to the Village of Oak Park (collections and payment processing only), City of Lakewood, OH and the City of Salinas, CA.

ATTACHMENTS

Contract Document

VILLAGE OF DOWNERS GROVE

**REQUEST FOR PROPOSALS (RFP)
ADMINISITRATION, BILLING/COLLECTIONS AND RECORD
KEEPING FOR PARKING TICKETS AND PARKING PERMITS**

**4:00 P.M.
OCTOBER 14, 2013**

Copy

Submitted by:



**Data Ticket, Inc.
4600 Campus Drive, Suite 200
Newport Beach, CA 92660
Phone: (949) 752-6937 ext. 310
Fax: (949) 752-6033**

VILLAGE OF DOWNERS GROVE

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TICKET inc.

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Newport Beach, CA 92660
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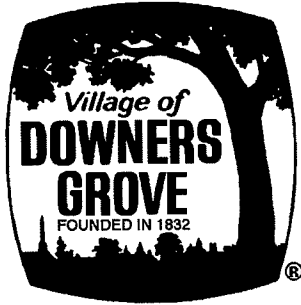
CONFIDENTIAL INFORMATION DISCLAIMER

This proposal contains certain confidential and valuable information in the form of ideas, know-how, concepts, processes, plans and trade secrets that belong to Data Ticket, 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.

The following data, furnished in connection with this solicitation, shall not be disclosed except to those who are directly involved with the evaluation within the Agency and shall not be duplicated, used or disclosed in whole or in part for any purpose other than to evaluate the proposal; provided that if a contract is awarded to this offer or as a result of, or in connection with, the submission of this data, the Agency shall have the right to duplicate, use or disclose the data to the extent provided in the contract. This restriction does not limit the Agency's right to use information contained in the data, if it is obtained under proper authorization from another source without restriction.

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REQUEST FOR PROPOSAL (Professional Services)

Name of Proposing Company: Data Ticket, Inc.

**Project Name: ADMINISTRATION, BILLING/COLLECTIONS AND
RECORD KEEPING FOR PARKING TICKETS AND PARKING PERMITS**

Proposal No: RFP-0-49-2013/tt

Proposal Due: October 9, 2013. 4:00 p.m.

Pre-Proposal Conference: **Required – Call to Schedule**

Required of Awarded Contractor:

Certificate of Insurance: Yes

Legal Advertisement Published: September 19, 2013

Date Issued: September 19, 2013

This document consists of 27 pages.

Return **original** and **two duplicate copies** of proposal in a **sealed envelope** marked with the
Proposal Number as noted above to:

THERESA H. TARKA
PURCHASING ASSISTANT
VILLAGE OF DOWNERS GROVE
801 BURLINGTON AVENUE
DOWNERS GROVE, IL 60515
PHONE: 630/434-5530
FAX: 630/434-5571
www.downers.us

Village of Downers Grove

The VILLAGE OF DOWNERS GROVE will receive proposals Monday thru Friday, 8:00 A.M. to 5:00 P.M. at the Village Hall, 801 Burlington Avenue, Downers Grove, IL 60515.

SPECIFICATIONS MUST BE MET AT THE TIME THE PROPOSAL IS DUE.

The Village Council reserves the right to accept or reject any and all proposals, to waive technicalities and to accept or reject any item of any proposal.

The documents constituting component parts of this Contract are the following:

- I. REQUEST FOR PROPOSALS
- II. TERMS & CONDITIONS
- III. DETAILED SPECIFICATIONS
- IV. PROPOSER'S RESPONSE TO RFP (Professional Services)
- V. PROPOSAL/CONTRACT FORM

DO NOT DETACH ANY PORTION OF THIS DOCUMENT. INVALIDATION COULD RESULT. Proposers MUST submit an original, and 2 additional paper copies of the total proposal. Upon formal award of the proposal this RFP document shall become the Contract, the successful Proposer will receive a copy of the executed Contract.

I. REQUEST FOR PROPOSALS

1. GENERAL

- 1.1 Notice is hereby given that the Village of Downers Grove will receive sealed Proposals up to **October 9, 2013, 4:00 p.m.**
- 1.2 Proposals must be received at the Village of Downers Grove by the time and date specified. Proposals received after the specified time and date will not be accepted and will be returned unopened to the Proposer.
- 1.3 Proposal forms shall be sent to the Village of Downers Grove, ATTN: **Theresa Tarka**, in a sealed envelope marked "SEALED PROPOSAL". The envelope shall be marked with the name of the project, date, and time set for receipt of Proposals.
- 1.4 All Proposals must be submitted on the forms supplied by the Village and signed by a proper official of the company submitting the Proposal. Telephone, email and fax Proposals will not be accepted.
- 1.5 By submitting this Proposal, the Proposer certifies under penalty of perjury that they have not acted in collusion with any other Proposer or potential Proposer.

2. PREPARATION OF PROPOSAL

- 2.1 It is the responsibility of the Proposer to carefully examine the specifications and proposal documents and to be familiar with all of the requirements, stipulations, provisions, and conditions surrounding the proposed services. **DO NOT SUBMIT A PROPOSED CONTRACT. UPON ACCEPTANCE BY THE VILLAGE, THIS RFP DOCUMENT SHALL BECOME A BINDING CONTRACT.**
- 2.2 No oral or telephone interpretations of specifications shall be binding upon the Village. All requests for interpretations or clarifications shall be made in writing and received by the Village at least five (5) business days prior to the date set for receipt of Proposals. All changes or interpretations of the specifications shall be made by the Village in a written addendum to the Village's proposers of record.
- 2.3 In case of error in the extension of prices in the Proposal, the hourly rate or unit price will govern. In case of discrepancy in the price between the written and numerical amounts, the written amount will govern.
- 2.4 All costs incurred in the preparation, submission, and/or presentation of any Proposal including any Proposer's travel or personal expenses shall be the sole responsibility of the Proposer and will not be reimbursed by the Village.
- 2.5 The Proposer hereby affirms and states that the prices quoted herein constitute the total cost to the Village for all work involved in the respective items and that this cost also includes all insurance, bonds, royalties, transportation charges, use of all tools and equipment, superintendence, overhead expense, all profits and all other work, services and conditions

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necessarily involved in the work to be done and materials to be furnished in accordance with the requirements of the Contract Documents considered severally and collectively.

3. MODIFICATION OR WITHDRAWAL OF PROPOSALS

3.1 A Proposal that is in the possession of the Village may be altered by a letter bearing the signature or name of the person authorized for submitting a Proposal, provided that it is received prior to the time and date set for the Proposal opening. Telephone, email or verbal alterations of a Proposal will not be accepted.

3.2 A Proposal that is in the possession of the Village may be withdrawn by the Proposer, up to the time set for the Proposal opening, by a letter bearing the signature or name of the person authorized for submitting Proposals. Proposals may not be withdrawn after the Proposal opening and shall remain valid for a period of ninety (90) days from the date set for the Proposal opening, unless otherwise specified.

4. RESERVED RIGHTS

4.1 The Village reserves the exclusive right to waive sections, technicalities, irregularities and informalities and to accept or reject any and all Proposals and to disapprove of any and all subcontractors as may be in the best interest of the Village. Time and date requirements for receipt of Proposals will not be waived.

II. TERMS AND CONDITIONS

5. VILLAGE ORDINANCES

- 5.1 The successful Proposer will strictly comply with all ordinances of the Village of Downers Grove and laws of the State of Illinois.

6. USE OF VILLAGE'S NAME

- 6.1 The Proposer is specifically denied the right of using in any form or medium the name of the Village for public advertising unless express permission is granted by the Village.

7. INDEMNITY AND HOLD HARMLESS AGREEMENT

- 7.1 To the fullest extent permitted by law, the Proposer shall indemnify, keep and save harmless the Village and its agents, officers, and employees, against all injuries, deaths, losses, damages, claims, suits, liabilities, judgments, costs and expenses, which may arise directly or indirectly from any negligence or from the reckless or willful misconduct of the Proposer, its employees, or its subcontractors, and the Proposer shall at its own expense, appear, defend and pay all charges of attorneys and all costs and other expenses arising therefrom or incurred in connection therewith, and, if any judgment shall be rendered against the Village in any such action, the Proposer shall, at its own expense, satisfy and discharge the same. This agreement shall not be construed as requiring the Proposer to indemnify the Village for its own negligence. The Proposer shall indemnify, keep and save harmless the Village only where a loss was caused by the negligent, willful or reckless acts or omissions of the Proposer, its employees, or its subcontractors.

Village of Downers Grove

- 10.1.1 That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental disability unrelated to ability, order of protection status, military status, sexual orientation, sexual identity or an unfavorable discharge from military service; and further that it will examine all job classifications to determine if minority persons or women are underutilized and will take appropriate affirmative action to rectify any such underutilization.
- 10.1.2 That, if it hires additional employees in order to perform this Contract or any portion thereof, it will determine the availability (in accordance with the Department's Rules and Regulations) of minorities and women in the area(s) from which it may reasonably recruit and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized.
- 10.1.3 That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state that all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental disability unrelated to ability, order of protection status, military status, sexual orientation, or an unfavorable discharge from military services.
- 10.1.4 That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other agreement or understanding, a notice advising such labor organization or representative of the Proposer's obligations under the Illinois Human Rights Act and the Department's Rules and Regulations. If any such labor organization or representative fails or refuses to cooperate with the Proposer in its efforts to comply with such Act and Rules and Regulations, the Proposer will promptly so notify the Department and the contracting agency and will recruit employees from other sources when necessary to fulfill its obligations thereunder.
- 10.1.5 That it will submit reports as required by the Department's Rules and Regulations, furnish all relevant information as may from time to time be requested by the Department or the contracting agency, and in all respects comply with the Illinois Human Rights Act and the Department's Rules and Regulations.
- 10.1.6 That it will permit access to all relevant books, records, accounts and work sites by personnel of the contracting agency and the Department for purpose of investigation to ascertain compliance with the Illinois Human Rights Act and the Department's Rules and Regulations.
- 10.1.7 That it will include verbatim or by reference the provisions of this clause in every subcontract it awards under which any portion of the contract obligations are undertaken or assumed, so that such provisions will be binding upon such subcontractor. In the same manner as with other provisions of this Contract, the Proposer will be liable for compliance with applicable provisions of this clause by

Village of Downers Grove

such subcontractors; and further it will promptly notify the contracting agency and the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the Proposer will not utilize any subcontractor declared by the Illinois Human Rights Commission to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

11. DRUG FREE WORK PLACE

Proposer, as a party to a public contract, certifies and agrees that it will provide a drug free workplace by:

- 11.1 Publishing a statement: (1) Notifying employees that the unlawful manufacture, distribution, dispensation, possession or use of a controlled substance, including cannabis, is prohibited in the Village's or Proposer's workplace. (2) Specifying the actions that will be taken against employees for violations of such prohibition. (3) Notifying the employee that, as a condition of employment on such contract or grant, the employee will: (A) abide by the terms of the statement; and (B) notify the employer of any criminal drug statute conviction for a violation occurring in the workplace no later than five (5) days after such conviction.
- 11.2 Establishing a drug free awareness program to inform employees about: (1) the dangers of drug abuse in the workplace; (2) the Village's or Proposer's policy of maintaining a drug free workplace; (3) any available drug counseling, rehabilitation and employee assistance programs; (4) the penalties that may be imposed upon employees for drug violations.
- 11.3 Providing a copy of the statement required above to each employee engaged in the performance of the contract or grant and to post the statement in a prominent place in the workplace.
- 11.4 Notifying the contracting or granting agency within ten (10) days after receiving notice of any criminal drug statute conviction for a violation occurring in the workplace from an employee or otherwise receiving actual notice of such conviction.
- 11.5 Imposing a sanction on, or requiring the satisfactory participation in a drug abuse assistance or rehabilitation program by, any employee who is so convicted as required by section 5 of the Drug Free Workplace Act.
- 11.6 Assisting employees in selecting a course of action in the event drug counseling, treatment and rehabilitation is required and indicating that a trained referral team is in place.
- 11.7 Making a good faith effort to continue to maintain a drug free workplace through implementation of the Drug Free Workplace Act.

12. PATRIOT ACT COMPLIANCE

- 12.1 The Proposer represents and warrants to the Village that neither it nor any of its principals, shareholders, members, partners, or affiliates, as applicable, is a person or entity named as a Specially Designated National and Blocked Person (as defined in Presidential Executive Order 13224) and that it is not acting, directly or indirectly, for or on behalf of a Specially

Village of Downers Grove

Designated National and Blocked Person. The Proposer further represents and warrants to the Village that the Proposer and its principals, shareholders, members, partners, or affiliates, as applicable are not, directly or indirectly, engaged in, and are not facilitating, the transactions contemplated by this Contract on behalf of any person or entity named as a Specially Designated National and Blocked Person. The Proposer hereby agrees to defend, indemnify and hold harmless the Village, and its elected or appointed officers, employees, agents, representatives, engineers and attorneys, from and against any and all claims, damages, losses, risks, liabilities and expenses (including reasonable attorney's fees and costs) arising from or related to any breach of the foregoing representations and warranties.

13. INSURANCE REQUIREMENTS

- 13.1 The Proposer shall be required to obtain, from a company or companies lawfully authorized to do business in the jurisdiction in which the project is located, such general liability insurance which, at a minimum, will protect the Proposer from the types of claims set forth below which may arise out of or result from the Proposer's operations under this Contract and for which the Proposer may legally liable:
- 13.1.1 Claims under workers compensation, disability benefit and other similar employee benefit acts which are applicable to the operation to be performed;
 - 13.1.2 Claims for damages resulting from bodily injury, occupational sickness or disease, or death of the Proposer's employees;
 - 13.1.3 Claims for damages resulting from bodily injury, sickness or disease, or death of any person other than the Proposer's employees;
 - 13.1.4 Claims for damages insured by the usual personal injury liability coverage which are sustained: (1) by a person as a result of an offense directly or indirectly related to employment of such person by the Proposer, or (2) by another person;
 - 13.1.5 Claims for damages, other than to the work itself, because of injury to or destruction of tangible property, including loss of use resulting therefrom;
 - 13.1.6 Claims for damages because of bodily injury, death of a person or property damage arising out of ownership, maintenance or use of a motor vehicle;
 - 13.1.7 Claims for damages as a result of professional or any other type of negligent action by the Proposer or failure to properly perform services under the scope of the agreement between the Proposer and the Village.
- 13.2 The Proposer shall demonstrate having insurance coverage for a minimum of \$2 million for professional liability (errors and omissions).
- 13.3 As evidence of said coverages, Proposer shall provide the Village with certificates of insurance naming the Village of Downers Grove as an additional insured and include a provision for cancellation only upon at least 30 days prior notice to the Village.

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14. CAMPAIGN DISCLOSURE

- 14.1 Any contractor, proposer, bidder or vendor who responds by submitting a bid or proposal to the Village shall be required to submit with its submission, an executed Campaign Disclosure Certificate, attached hereto.
- 14.2 The Campaign Disclosure Certificate is required pursuant to the Village of Downers Grove Council Policy on Ethical Standards and is applicable to those campaign contributions made to any member of the Village Council.
- 14.3 Said Campaign Disclosure Certificate requires any individual or entity bidding to disclose campaign contributions, as defined in Section 9-1.4 of the Election Code (10 ILCS 5/9-1.4), made to current members of the Village Council within the five (5) year period preceding the date of the bid or proposal release.
- 14.4 By signing the bid or proposal documents, contractor/proposer/bidder/vendor agrees to refrain from making any campaign contributions as defined in Section 9-1.4 of the Election Code (10 ILCS 5/9-1.4) to any Village Council member and any challengers seeking to serve as a member of the Downers Grove Village Council.

15. SUBLETTING OF CONTRACT

- 15.1 No contract awarded by the Village shall be assigned or any part subcontracted without the written consent of the Village Manager. In no case shall such consent relieve the Proposer from its obligation or change the terms of the Contract.

All approved subcontracts shall contain language which incorporates the terms and conditions of this Contract.

16. TERM OF CONTRACT

- 16.1 The term of this Contract shall be as set forth in the Detail Specifications set forth in Section III below. This Contract is subject to the Village purchasing policy with regard to any extensions hereof.

17. TERMINATION OF CONTRACT

- 17.1 In the event of the Proposer's nonperformance, breach of the terms of the Contract, or for any other reason, and/or that sufficient funds to complete the Contract are not appropriated by the Village, the Contract may be canceled, in whole or in part, upon the Village's written notice to the Proposer. The Village will pay the Proposer's costs actually incurred as of the date of receipt of notice of default. Upon termination, the Proposer will deliver all documents and products of whatever kind, and their reproducible originals related to the project, which have been produced to the date of the notice of termination.

18. BILLING & PAYMENT PROCEDURES

- 18.1 Payment will be made upon receipt of an invoice referencing Village purchase order number. Once an invoice and receipt of materials or service have been verified, the invoice will be

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processed for payment in accordance with the Village payment schedule. The Village will comply with the Local Government Prompt Payment Act, 50 ILCS 505/1 et seq., in that any bill approved for payment must be paid or the payment issued to the Proposer within 60 days of receipt of a proper bill or invoice. If payment is not issued to the Proposer within this 60 day period, an interest penalty of 1.0% of any amount approved and unpaid shall be added for each month or fraction thereof after the end of this 60 day period, until final payment is made.

- 18.2 The Village shall review in a timely manner each bill or invoice after its receipt. If the Village determines that the bill or invoice contains a defect making it unable to process the payment request, the Village shall notify the Proposer requesting payment as soon as possible after discovering the defect pursuant to rules promulgated under 50 ILCS 505/1 et seq. The notice shall identify the defect and any additional information necessary to correct the defect.
- 18.4 Please send all invoices to the attention of Village of Downers Grove, Accounts Payable, 801 Burlington, Downers Grove, IL 60515.

19. RELATIONSHIP BETWEEN THE PROPOSER AND THE VILLAGE

- 19.1 The relationship between the Village and the Proposer is that of a buyer and seller of professional services and it is understood that the parties have not entered into any joint venture or partnership with the other.

20. STANDARD OF CARE

- 20.1. Services performed by Proposer under this Contract will be conducted in a manner consistent with that level of care and skill ordinarily exercised by members of the profession currently practicing in the same locality under similar conditions. No other representations express or implied, and no warranty or guarantee is included or intended in this Contract, or in any report, opinions, and documents or otherwise.
- 20.2 If the Proposer fails to meet the foregoing standard, Proposer will perform at its own cost, and without reimbursement from the Village, the professional services necessary to correct errors and omissions caused by Proposer's failure to comply with the above standard and reported to Proposer within one (1) year from the completion of Proposer's services for the Project.
- 20.3 For Professional Service Agreements: Project site visits by Proposer during construction or equipment installation or the furnishing of Project representatives shall not make Proposer responsible for: (i) constructions means, methods, techniques, sequences or procedures; (ii) for construction safety precautions or programs; or (iii) for any construction contactor(s') failure to perform its work in accordance with contract documents.

21. GOVERNING LAW

- 21.1 This Contract will be governed by and construed in accordance with the laws of the State of Illinois without regard for the conflict of laws provisions. Venue is proper only in the County of DuPage and the Northern District of Illinois.

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22. SUCCESSORS AND ASSIGNS

22.1 The terms of this Contract will be binding upon and inure to the benefit of the parties and their respective successors and assigns; provided, however, that neither party will assign this Contract in whole or in part without the prior written approval of the other. The Proposer will provide a list of key staff, titles, responsibilities, and contact information to include all expected subcontractors.

23. WAIVER OF CONTRACT BREACH

23.1 The waiver by one party of any breach of this Contract or the failure of one party to enforce at any time, or for any period of time, any of the provisions hereof will be limited to the particular instance and will not operate or be deemed to waive any future breaches of this Contract and will not be construed to be a waiver of any provision except for the particular instance.

24. AMENDMENT

24.1 This Contract will not be subject to amendment unless made in writing and signed by all parties.

25. NOT TO EXCEED CONTRACT

25.1 The contract price is a "not-to-exceed" cost. At any time additional work is necessary or requested, and the not-to-exceed price is increased thereby, any change, addition or price increase must be agreed to in writing by all parties who have executed the Contract.

26. SEVERABILITY OF INVALID PROVISIONS

26.1 If any provisions of this Contract are held to contravene or be invalid under the laws of any state, country or jurisdiction, contravention will not invalidate the entire Contract, but it will be construed as if not containing the invalid provision and the rights or obligations of the parties will be construed and enforced accordingly.

27. NOTICE

27.1 Any notice will be in writing and will be deemed to be effectively served when deposited in the mail with sufficient first class postage affixed, and addressed to the party at the party's place of business. Notices shall be addressed to the Village as follows:

**Village Manager
Village of Downers Grove
801 Burlington Ave.
Downers Grove, IL 60515**

And to the Proposer as designated in the Contract Form.

28. COOPERATION WITH FOIA COMPLIANCE

28.1 Contractor acknowledges that the Freedom of Information Act may apply to public records in possession of the Contractor or a subcontractor. Contractor and all of its subcontractors shall cooperate with the Village in its efforts to comply with the Freedom of Information Act. (5 ILCS 140/1 et.seq.)

III. DETAILED SPECIFICATIONS

Objective: The Village of Downers Grove is interested in outsourcing the administration, billing/collections and record keeping for parking tickets and the ordering, processing, payment collection and fulfillment of the parking permit system.

Ideally, the Village would prefer to work with one vendor that can provide both of the above listed services; however, the Village will consider awarding a contract to two separate companies in order to obtain all of the services and stipulations required.

Pre-Proposal Conference: Any Vendor desiring to submit a Proposal shall attend (in person or via webinar) a pre-proposal conference at which time the Vendor shall give a presentation/demonstration of the products and services it will offer. The Vendor shall call Tracy Adams, Police Department Records Manager, at (630) 434-5620 to schedule this conference. The conferences must be completed prior to October 4, 2013. Any Vendor that submits a proposal that has not participated in a pre-proposal conference shall not be considered.

A. ADMINISTRATION, BILLING/COLLECTIONS AND RECORD KEEPING FOR PARKING TICKETS

Current Operations

Currently, all parking tickets are processed by the Police Department. The Village accepts payments in person, through the mail and on-line. Approximately 8,500 tickets are issued each year by the Village's police officers. The Police Department sends out overdue notices which inform violators that parking tickets have not been paid within the time period as established by the Village. Unpaid parking tickets are forwarded to a contracted collection agency. The average payment rate is 73%.

Scope of Services Requested

1. DATABASE CONVERSION

The Vendor must be able to convert and take over the processing of files that make up the Village's existing parking ticket database which is currently stored in Cardinal's Ticketrac system. All costs for conversion must be absorbed by the Vendor. Vendor will work with the Village to determine uncollectible outstanding tickets and purge these from the master file as part of the conversion. This shall be completed within thirty (30) days after the Village Council's approval of the agreement.

Vendor shall attach a narrative that describes the proposed methodology for conversion and migration of data from the existing citation management system to the new system.

2. HARDWARE/SOFTWARE/SUPPORT/TRAINING

Village of Downers Grove

a. Laptop Applications

The Village's preference is to be able to use a laptop application to create and print tickets. (Please note that printers will not be required as part of the Proposal as they are already in all squad cars.)

The following are requirements for a laptop application:

- Ability to issue tickets using software that is comparable to the functionality of the handheld unit
- Ability to print to a 4" wide in squad printer using roll feed blank paper
- Ability to communicate with the server via laptop communications currently using Verizon/Netmotion

b. Handheld Units – (If in-car laptops are not an option)

The requirements for handheld units are as follows:

- Each unit shall be a one-piece, self contained unit with a built-in-thermal printer
- Weigh less than two (2) pounds
- Readable in all weather conditions
- Drop durability of four (4) feet to concrete
- Operating temperature of -4°F to 122°F
- Comply with the IP54 rating for dust and water-splash protection
- No loss of data while transferring data from handheld to server
- Customizable programming to include outlay of printed citation
- Ability to communicate with a variety of multi-space meter manufacturers' pay stations and pay-by-cell phone vendors
- Availability of GPS tracking
- Ability to sort drop-down fields according to most frequently used, (i.e. violations, locations, license plate state, etc.).
- Ability to alert officer of scofflaw hits
- Ability to alert officer of a violator who is a registered permit holder
- Ability to search current day's tickets issued on handheld
- Shall have appropriate security features to prevent unauthorized use
- Ability to download ticket information from handheld unit to database

The Vendor is responsible for providing all handheld ticket stock throughout the term of the agreement at no additional cost for use with the handheld units. (Note: The Village will continue to manually enter any handwritten ticket information into the database.)

c. Data Fields on Ticket

- Ticket#
- Issue Date
- Issue Time – Military or Time with AM/PM indicator
- Issued By – Badge# and associated name

Village of Downers Grove

- Amount Due
- Due Date
- Violation
- Location – Drop Down and Free Form allowed–Block/Address # and Street Name/Lot Name
- Grid#
- Meter/Space Number
- Comment Field
- License Plate #
- License Type
- License State
- License Tag Year
- VIN
- Make
- Color
- Registered Owner Name, Address
- Chalk Time

Ticket Payment Data Elements

Amount Paid

Payment Type – Online, Credit Card, Cash, Check

Reference# - Check #, Credit Card Transaction#

Date Paid

Voided Ticket Data Elements

Void Reason – (Drop down list)

Date Voided

Ticket Status Data Elements

Appeal – Hearing Requested

Hold – ability to place ticket on hold for extended due dates

In Collection – ticket has been filed with a collection agency

Dates of status changes

d. Training of Village Staff

Vendor shall provide training on the administrative end of the system to Police and Village staff. Training will also be required in a “train the trainer” for all Police staff who will be utilizing a handheld unit and/or laptop software. Vendor should briefly explain how training shall be implemented.

e. Tech Support

Vendor is responsible for the maintenance, repair and replacement of the handheld units, except for repairs that are in the opinion of the original manufacturer or authorized repair facility to be the result of accident, neglect or misuse.

Village of Downers Grove

Vendor shall provide, at no additional cost to the Village, hardware and software support to Village staff for a minimum of 8 hours every weekday, preferably from 8:00am – 5:00pm CST.

Vendor shall attach a narrative that describes capacity and availability to meet ongoing need for technical problem resolution and support for both hardware and software systems. The narrative should include the following:

- Any maintenance agreements provided by Vendor, including all services provided
- Vendor's toll-free support line, including the hours and days available
- Remote diagnostics capability
- Whether 24-by-7 coverage is available
- Number of customers and systems served
- Average response time
- Number of trained support personnel
- Description of Software Update/New Release Scheduling

f. Backup System/Recovery Plan

Vendor must provide for total backup for all software, hardware and other equipment. All data files and databases are to be backed up at least once per day. The backed up data is to be sent to offsite storage on a daily basis.

In addition to backups, the Vendor should describe its disaster recovery plan is for its computer facility.

3. PAYMENT PROCESSING

Vendor will process and account for all online and mailed parking payments. The Vendor shall accept check or credit card payments which are made online or by mail. The Vendor's system shall have the ability to accept a partial payment as payment in full. Vendor will perform all online and mailed payment processing functions and deposit the funds into a Village-owned bank account within 24 hours of receipt. Vendor will have security measures in force to ensure the safety and integrity of payments being processed. Vendor must provide for the ability to reinstate tickets for which checks have been returned. When tickets are reinstated to the file, revenue accounting must reflect the reduction. The Vendor's system must have the ability to flag a violator who has previously issued a bounced check so that said violator can no longer make payments by check.

Vendor must have the ability to provide an interactive, real-time internet site to allow violators the ability to review and pay open tickets online with a credit card. This feature will be completely integrated with the Vendor software system so that as transactions are processed, the parking ticket database is updated in real-time. The online payment system must be secured with the latest encryption technology and offer a quick and easy solution for processing violation payments.

Payment Timeline

- All tickets allow 14 days for payment

Village of Downers Grove

- Late notice can be generated a minimum of 1 day after and a maximum of 30 days after the due date in the event Vendor prefers to do monthly bills as opposed to daily
- Late notices allow 14 days for payment
- Failure to pay late notice results in the ticket being forwarded to a collection agency
- Note: Billing processes used by a vendor will be open for discussion if different than the process identified above; however, Village will need to provide final approval on any variance

Violation Notices - The Vendor shall generate and mail late notices to the violators in accordance with the above timeline. The information contained in the notice shall be approved by the Village. The software must allow a ticket to be placed on hold.

In-State Processing – Vendor is required to directly interface with the State of Illinois Secretary of State and must have an account with them for license plate lookup services.

4. REPORTS

The Vendor shall be responsible for the programming and generation of all reports listed below. The Vendor shall, at no charge to the Village, fulfill any requests for new reports or modifications to existing reports.

- Weekly Cash Report – Payments accepted by the Police Department
- Monthly Cash Report – Payments accepted by Police Department and Vendor
- Monthly VOID Report – Listing of all tickets voided including name, date, violation, reason
- Monthly Violation Report – Summary breakdown of tickets issued by violation
- Monthly Officer Report – Summary breakdown of tickets issued by officer and violation
- Ad-Hoc Reporting – ability to access database to write on the fly reports for parking information as requested by various Village and Police Department personnel
- Registered Owner Report – ability to generate a report indicating any tickets for which the Vendor was unable to obtain registered owner information and the ability to report back to Vendor if police department is successful in obtaining owner
- Non-Deliverable Report – ability to generate a report indicating any tickets for which non-payment notices were returned non-deliverable and the ability to report back to Vendor if police department is successful in obtaining an address

The database must be able to be searched using the following criteria:

- Name
- License Plate
- Location
- Access to data for writing custom in-house reports and queries

Village of Downers Grove

5. MISCELLANEOUS

- a. **Rental Cars** – ability to change name associated with license plate when a rental company provides renter information as required by State law.
- b. **Non-Deliverables** – ability to provide vendor with updated address information.
- c. **Ticket Printing** – ability to print a copy of a ticket(s) for use in attachments to VOID reports, hearings, etc.
- d. **Suspended Drivers License Program** – ability to remove tickets from Collection if a registered owner accumulates 10 or more unpaid tickets. Collections will then be taken over by Police Department though the State of Illinois Suspended driver's license program. Full collection fees will not apply if payment is obtained by the Police Department through this program.
- e. **Hearings** – Hearings will be scheduled by the Police Department. Police Department will flag the ticket for hearing and all collection process and fee escalations will halt until the hearing process is completed.
- f. **Scofflaw Alerts** - Ability to define scofflaw alerts. This is currently used to enforce Super Tickets in the Downtown Business District for certain violations. A violator receiving a third ticket within a 60 day period for a qualifying violation is subject to receiving a \$100.00 fine instead of the standard \$25.00 fine. Parking enforcement personnel need to be alerted when entering a license plate on a ticket when the violator is eligible.

6. REFERENCES

Vendor must provide references which show experience with at least three (3) municipalities – preferably with at least one being an Illinois municipality.

7. TERM OF AGREEMENT

The term of this Agreement shall be for 1 year unless terminated sooner in accordance with Section 17 above.

8. FEES FOR SERVICE

Vendor will attach a fee schedule and/or plan for all of the services, hardware, software and support being provided.

B. ADMINISTRATION, BILLING/COLLECTIONS AND RECORD KEEPING FOR PARKING PERMIT SYSTEM

The objective of this portion of the RFP is to determine if one system will allow the Village to combine the upfront distribution of parking tags/permits and collection of fees with the areas of ticketing and collection of fines.

Administration and Record Keeping

The Vendor must provide the following services:

- Develop and maintain database containing names, addresses, license plates, phone numbers and vehicles for various purposes
- Current system works with quarterly hang tags, recommend alternatives
- Run quarterly parking invoices – need flexibility to potentially bill semi-annual/annual
- Print parking invoices – provide options for e-billing, emailing
- Sort invoices by group
 1. Regular commuters
 2. DB (Downtown Businesses)
- Run Lot R (reverse overnight commuters) parking invoices separate from other invoices
- DB invoices need to be sorted by individual permit records and assigned specific tag # per permit in order to assist with downtown parking enforcement issues
- Before mailing notate invoices for upfront payments by permit holders- resulting in credit balance on parking account
- Mail all invoices and tags/permits 3 ½ months prior to start of quarter
- Have procedure for replacement of parking tags/permits due to loss of tag or non receipt of initial tag
- Have procedure for issuing permits/tags on a pro-rated basis (during quarter)- i.e. new employees for DB or commuter permits that become available mid -quarter

Collections

- Generate and send late notices
- Send late notice the day following the original due date which includes late fee
 - Regular commuters have 11 additional days to pay permit and late fees (after original invoice due date). If fees are not paid by late notice due date, permit must be invalidated in system.
 - DBs also have 11 additional days to pay permit and late fees (after original invoice due date). If DB does not pay by late notice date, permit is not invalidated (the next permit would be held until fees are paid).
 - Lot R – no late fee is assessed - tag just held until paid
- Need to account for upfront payments of (permit holders) “paying on account.”
- Need flexibility to refund money when necessary

Village of Downers Grove

Other

- Maintain wait list for 3 train stations – consisting of 10 commuter parking lots -update on regular basis
- Provide notifications to permit holders for special events and/or construction projects that affect parking in commuter lots
- Wire transfer of collected funds to Village on regular basis (frequency TBD)
- Provide Village a “change” file – details TBD
- Provide training for Village personnel to navigate system
- Audit wait list before going live

The term of this Agreement shall be for two (2) years unless terminated sooner in accordance with Section 17 above.

Vendor will attach a fee schedule and/or plan for all of the services, hardware, software and support being provided.

Please recommend any additional services that you offer in which the Village may be interested that have not been addressed above.

Would the vendor welcome and pursue new ideas presented by the Village? Yes



October 11, 2013
Village of Downers Grove
Ms. Theresa H. Tarka, Purchasing Assistant
801 Burlington Avenue
Downers Grove, IL 60515

Dear Ms. Tarka:

Data Ticket, Inc. appreciates the opportunity to respond to the Request for Proposals for the Village of Downers Grove for the Administrative, Billing/Collections and Records Keeping for Parking Tickets and Parking Permits. In addition, we appreciated the time the Village's Personnel spent reviewing our Solution via a WebEx conference call on Thursday October 3, 2013.

We have reviewed the Detailed Specifications provided by the Village and we are confident we were able to demonstrate our ability to exceed the Village Staff's expectations.

The individual authorized to negotiate and bind the firm contractually to all statements in this proposal, is Marjorie A. Fleming, President. Data Ticket, Inc. is a California Corporation, a California Certified Small Business Enterprise and a California Certified Woman-Owned Business. Questions regarding this proposal should be directed to Marjorie A. Fleming, President or Brook Westcott, Chief Operating Officer, at Data Ticket's legal headquarters, which is at the following address:

Data Ticket, Inc.
4600 Campus Drive, Suite 200
Newport Beach, CA 92660
949-752-6937 ext. 310 or 949-752-6937 ext 337
949-752-6972 – fax

MFleming@DataTicket.com or BWestcott@DataTicket.com

We believe after review of the enclosed proposal, you will agree that Data Ticket, Inc. is the most qualified partner to provide the professional, focused service necessary for superior citation and permit management and processing and collections services. We look forward to the opportunity to provide excellent service and maximize collected revenue for the Village of Downers Grove.

Best regards,

A handwritten signature in black ink, appearing to read "Marjorie A. Fleming", is written over a horizontal line.

Marjorie A. Fleming, President

CORPORATE BACKGROUND

Description / History

Data Ticket, Inc. is a California Corporation that provides parking citation and permit management and collection services for Cities, Villages, Towns, Counties, Universities, Districts and other Public entities nationwide. Data Ticket was incorporated in California in 1989. We provide expertise to ensure that citations get processed and collected in a timely manner for over 250 Agencies, nationwide. Corporate office location is not an issue for any of our Clients since we are 100% web-based and provide real-time functionality.

Data Ticket is located in Newport Beach, California and employs 42 full time individuals. Our offices are always open to our clients and we encourage in-person communication on a regular basis. Data Ticket, Inc. is a California certified Small Business Enterprise and a California certified Woman-Owned Business Enterprise.

Data Ticket, Inc.'s collection techniques reach out assertively, yet respectfully, to ensure maximum parking revenue recovery. Patrons are treated politely and professionally, thus producing a win-win situation. For over 24 years our clients have found parking revenue has dramatically increased and issues have decreased using our secure, proprietary, 100 % web-based citation management solution.

Providing access to our Clients and their Patrons is of primary importance because it encourages communication between all interested parties, transparency in the data processing to our clients and prompt payment by patrons. Data Ticket offers the Village and the Village's patron's access to their citations via the web, IVR, and via a bi-lingual customer service department.

Citizens and visitors have access to lookup their citation(s) and permit(s), pay for their citation(s) and permit(s), and print a receipt, get specific information about their citation(s), appeal their citations and attach supporting documentation; all online and all via real-time data. In addition, the Village's citizens and visitors will have access to a toll-free, bi-lingual customer service department who will answer general and specific questions about each citation and will accept payment over the phone via a real-time interface. Finally, the Village's patrons will also be able to submit payment and appeals to the Village or to Data Ticket via mail, online real-time or at a location designated by the Village. All of the types of access we allow are intended to make the process simple for the Village's patrons so they pay their obligations in a timely manner.

Access to the data for the Village's personnel is equally as important as is access for the Village's patrons. We provide online access to our clients to lookup citations, enter notes on citations, process voids, dismissals, reductions, refunds, refund requests, view online reports, print receipts and process and review the adjudication process. Each capability is provided based on the level of access each person is given. For example, if you want only specific individuals to perform specific functions, our system can accommodate that.

Data Ticket allows for real-time processing of payments via VISA, MasterCard, Discover, and American Express. Credit card payments are accepted online, via phone with a customer service representative or using our state of the art IVR system or via paper. Website payments are updated in the system real-time, as soon as they are authorized and accepted by the bank. Payments are immediately updated to the citation records and receipts can be printed verifying payment for the payer.

We are Payment Card Industry (PCI) certified and submit to both quarterly, scheduled scans of our database as well as unscheduled scans, thus providing the ultimate security for our clients as well as their patrons. Our website offers each client the ability to view and/or interact with each citation as desired. There is no fee to the client for expenses associated with this service.

We also offer all adjudication services via our online appeals website. This sets us apart from other vendors as we actually allow the Village's Patrons to place their citation(s) on hold and submit their full explanation and attach backup documentation via the web. This allows patrons to appeal their citation(s) online only if they are eligible to appeal based on the rules set forth by the Village. Once the appeal is submitted, either online, via U.S. Mail or via a walk-in facility, it is eligible to have a disposition entered directly on the web. We understand the Village is currently in the process of trying to implement a Hearing Officer process to replace the Court function. Our Solution will support either option selected by the Village.

Our online reporting provides daily, weekly and monthly reports via the web. These reports can be saved to the Village's network, copied into Excel for additional manipulation as the client wishes or they can simply be viewed. These reports are available to the Village as long as the Village is a client. In addition, when the Village needs ad hoc reports or additional data, Data Ticket will provide that at no cost.

Data Ticket is experienced at working backlog and delinquent citations, which all agencies seem to have. We have years of experience collecting from "old databases and citations", and we do it carefully and professionally, with the utmost care given to the agency image and collection attitude. As a final collections option, Data Ticket partners with a FDCPA Collections Agency that skip traces, uses a dialer system and provides credit bureau reporting for those clients interested in additional Advanced Collections. Data Ticket's database remains the "system of record" throughout the entire collections process, providing transparency and a complete audit trail for the life of each citation.

Company Organization

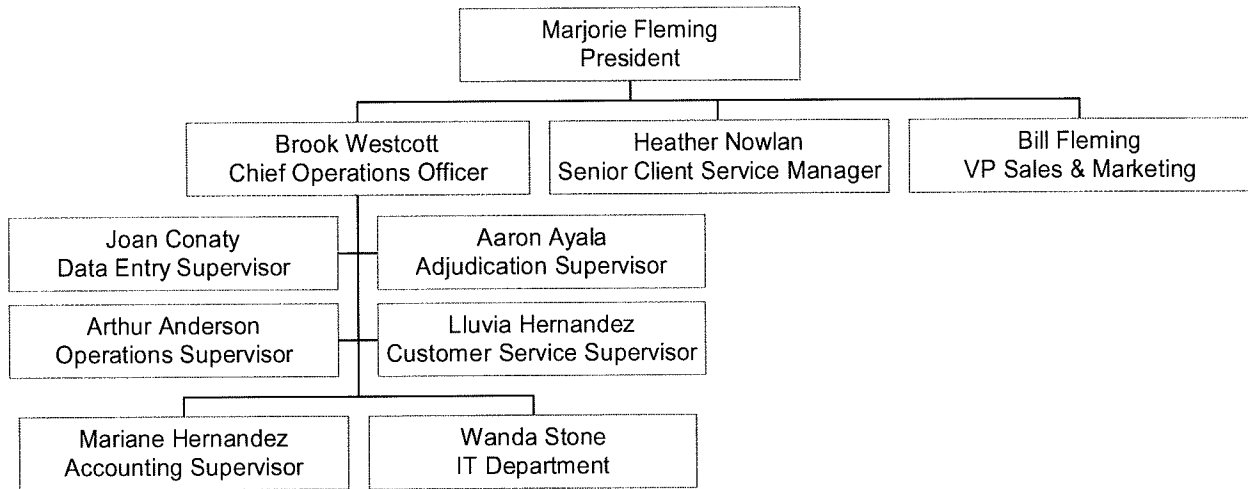
Data Ticket will provide several Principals to the Village project. These individuals will be responsible for managing the citation processing and permit processing through its various stages.

Heather Nowlan, Senior Client Services Manager, will be responsible for working directly with the Village on implementation. Specifically, she will be responsible for acquiring data from the Village that will aid in conversion and she will be responsible for providing each Village's staff member with a unique username and password that will provide access to the Citation Processing System at the appropriate, requested level. In addition, Heather will be responsible for providing all user training with regard to the Citation Processing and Permit Solution. This training will be performed in person, via the Internet and over the phone. Finally, Heather will be responsible for reviewing all noticing and correspondence to be sent on behalf of the Village, for approval.

Marjorie Fleming, President, will be responsible for overseeing the contract with the Village. She will be responsible for ensuring the contract is signed and followed. She will also oversee the integrity of the service and performance.

Brook Westcott, Chief Operating Officer, will be responsible for ensuring the conversion from the Village's existing database to Data Ticket is performed accurately and in a timely manner. Brook will be responsible for ensuring the data received from the Village's existing database is understood and loaded into our system correctly and accurately. In addition, Brook will be responsible for ensuring our Accounting Department, Operations Department, Mail Room, Data Entry Department, Adjudication Department, and Customer Service Department are up to speed on all processing requirements of the Village.

The organization chart presented on the following page depicts Data Ticket's organization. Each of the individuals depicted will be available to the Village of Downers Grove during the entire length of the contract to answer questions, provide assistance, resolution and confirm that daily operations are expertly handled.



**Marjorie A. Fleming
President, 24 Years with Data Ticket**

Marjorie attended both the University of Illinois and the University of Wisconsin and is a graduate of the University of Wisconsin with a Bachelor of Arts Degree and double major in Sociology and Psychology. Marjorie has been with Data Ticket since inception. She began her career with Data Ticket as Director of Sales and Marketing, was promoted to Senior Vice-President and attained the position of President after 14 years of service.

Marjorie's expertise in corporate management and project management has been highlighted by Data Ticket's excellent reputation in the parking industry. Since joining Data Ticket, Inc. she has been the prime contact and communicator with our clients, overseeing contracts, implementations, system optimization, reports and training of internal staff. She is actively involved in maintaining each client's public relations and image. Marjorie maintains a high profile with each of Data Ticket, Inc.'s clients, visiting customer sites, attending trade shows and ensuring that our corporate policy regarding client/customer service and collections for our clients is implemented in a positive and professional manner. Marjorie stays up-to-date on all new developments in the parking industry.

**Brook Westcott
Chief Operations Officer, 8 years with Data Ticket**

Brook has been a key member of the Data Ticket team for the past eight years; actively managing each client's citation processing to ensure each implementation is successful. Brook's expertise in Project Management includes planning, designing, testing, and executing client conversion, IT enhancements, new IT development, data management, and process re-engineering. Brook's focus since joining Data Ticket has been to develop new processes to streamline the flow of data through the system in order to provide more detailed data to our clients via real-time, online reporting. Brook also focuses her time on significantly increasing the collection rates that Data Ticket provides for its Clients. Her goal

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is to keep Data Ticket's collection rates above the competition, providing leading edge technology, while enhancing the professionalism and customer care that each department exhibits.

Brook is a graduate of Baylor University with a Bachelor of Business Administration in Business Management. Prior to joining Data Ticket, Brook was with Accenture for 11 years, where she was a Senior Manager handling project management worldwide including working in Spain, France, Italy, Chicago, New York, San Francisco, Minneapolis, Memphis, and Orange County. Brook is responsible for overseeing the Information Technology, Accounting, Data Entry, Adjudication, and Operations Departments.

Heather Nowlan

Senior Client Services Manager, 5 years with Data Ticket

Heather joined Data Ticket over five years ago and is responsible for managing our clients' needs via email, phone, web-x training sessions and personal visits. She is responsible for assisting in the implementation of new clients, as well as for the retention of existing clients by understanding their needs and making sure Data Ticket staff understands how our clients work.

Heather is a graduate of Texas Christian University and her experience includes over 15 years of customer service in a fast-paced, high energy, clients facing business. She brings to Data Ticket a very solid foundation of the best client service through communication and detail-oriented services. She has worked on numerous CRM's (customer relationship management) programs and has been able to apply this knowledge directly to Data Ticket. Heather's goal is to enhance the experience that our Data Ticket clients receive through personal attention, by dedicating time and understanding to their unique needs.

DETAILED SPECIFICATIONS

A. ADMINISTRATION, BILLING/COLLECTIONS AND RECORD KEEPING FOR PARKING TICKETS

1. DATABASE CONVERSION

Data conversion is extremely important and must be done with the utmost care in order to keep the integrity of the data intact. Data Ticket has 2 full time individuals dedicated to converting new Clients from their existing vendors. We are confident in our ability to work with the Village's existing data to convert it as required in the Village's RFP. In addition, Data Ticket will have no issues converting the data and being live within the 30 day requirement. In fact Data Ticket, in its 24 years of being in business, has never missed a conversion date. Finally, Data Ticket does not ever charge our Clients for conversion.

We recommend converting all citations issued by the Village within the last 5 years. This will ensure the Village is able to generate statistics and reports that compare a full set of data, rather than a limited set. Should the Village prefer to convert a smaller amount of data, Data Ticket will accommodate that requirement.

A detailed conversion timeline has been provided below for the Village's review. We have arbitrarily selected a November 1 date as the start of the conversion phase; however, it is simply for illustrative purposes to provide with Village's Staff with an idea of the steps required to convert the data.

In addition, Data Ticket assumes the Village will have access to an IT resource to extract the existing data from the TicketTrac system or it will have access to a Cardinal resource that will perform the extraction for the Village.

You will note in our methodology below that we spend a significant amount of time working with test data and a test database. This practice expedites the conversion process once we receive the live data.

On the following page, the timeline provided reflects approximately 12 days of reviewing the test data, loading it into our test database, and asking/receiving answers to questions regarding the data. ***Once the live data is received, the Village's data will be available on our System for the current year on Day 1 of Go Live. In addition, on Day 2, all 2012 citation data will be live in the system and finally on day 3, all citations issued prior to 2012 will be available to the Village.***

This entire conversion plan illustrates a very conservative approach to the conversion effort. We have never missed a conversion timeline because we

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test thoroughly, ask many questions, and prepare for the live data. Once the live data is received, the conversion process itself occurs very quickly.

We just completed a conversion the week of September 30th and the total conversion timeline took less than 3 business weeks.

Data Ticket, Inc. 4600 Campus Drive, Suite 200 Newport Beach, CA 92660					November				
ID	Task Name	Duration	Start	Finish	10/27	11/3	11/10	11/17	11/24
1	Arbitrary Start Date of Conversion Effort	0 days	Fri 11/1/13	Fri 11/1/13	◆ 11/1				
2	Test Data Conversion	12 days	Fri 11/1/13	Mon 11/18/13					
3	Data Ticket requests test data file	1 day	Fri 11/1/13	Fri 11/1/13					
4	Data Ticket receives test data file	5 days	Mon 11/4/13	Fri 11/8/13					
5	Data Ticket reviews test data	1 day	Mon 11/11/13	Mon 11/11/13					
6	Data Ticket asks questions of Village's existing vendor / IT Dept	1 day	Mon 11/11/13	Mon 11/11/13					
7	Data Ticket receives answers from Village's existing vendor / IT Dept	1 day	Tue 11/12/13	Tue 11/12/13					
8	Data Ticket loads test data into test database	1 day	Wed 11/13/13	Wed 11/13/13					
9	Data Ticket reviews test data as loaded	1 day	Thu 11/14/13	Thu 11/14/13					
10	Data Ticket asks questions of Village's existing vendor / IT Dept	1 day	Wed 11/13/13	Wed 11/13/13					
11	Data Ticket receives answers from Village's existing vendor / IT Dept	1 day	Thu 11/14/13	Thu 11/14/13					
12	Data Ticket edits conversion code	1 day	Thu 11/14/13	Thu 11/14/13					
13	Data Ticket loads test data into test database	1 day	Fri 11/15/13	Fri 11/15/13					
14	Data Ticket reviews test data as loaded	1 day	Mon 11/18/13	Mon 11/18/13					
15	Live Data Conversion	9 days	Tue 11/19/13	Fri 11/29/13					
16	Data Ticket receives live data	1 day	Tue 11/19/13	Tue 11/19/13					
17	Data Ticket reviews live data	1 day	Wed 11/20/13	Wed 11/20/13					
18	Data Ticket asks questions of Village's existing vendor / IT Dept	1 day	Thu 11/21/13	Thu 11/21/13					
19	Data Ticket receives answers from Village's existing vendor / IT Dept	1 day	Fri 11/22/13	Fri 11/22/13					
20	Data Ticket loads live data into live database	5 days	Mon 11/25/13	Fri 11/29/13					
21	2013 Data Loaded	1 day	Mon 11/25/13	Mon 11/25/13					
22	2012 Data Loaded	1 day	Tue 11/26/13	Tue 11/26/13					
23	2011 and prior Data Loaded	1 day	Wed 11/27/13	Wed 11/27/13					
24	Data Ticket reviews live data as loaded	5 days	Mon 11/25/13	Fri 11/29/13					

2. HARDWARE / SOFTWARE / SUPPORT / TRAINING

a. Laptop Applications

During the WebEx held with the Village's Staff, Data Ticket demonstrated the ability to utilize a laptop or desktop computer to generate citations. The Solution provides for a web-based interface that is accessible on the Internet. Once an Officer is logged into the System, the Officer will simply navigate to the Citation Issuance section of the web and utilize the drop down menu items to issue the citation.

At the conclusion of the citation entry, the Officer will simply save and print the citation. When the citation is saved, it will immediately be available for the recipient to view the citation. Our Solution will print to a 4" wide printer that is located in the patrol vehicles. If the citations are to print to blank ticket stock, then all parking citation specific text will need printed on the front of the citation, along with the actual parking citation data. If the ticket stock is pre-printed, the citation data will simply print on the front of the citation.

b. Handheld Units

Data Ticket offers the Casio IT 9000 single piece handheld unit if the Village elects not to use the Laptop Application. A description of the unit has been provided below for the Village's reference.

Data Ticket offers the most current Casio IT-9000 for those Clients who require the use of an electronic handheld to issue citations. The Casio IT 9000 unit is the newest one-piece Casio unit available and includes a color camera. This unit exceeds the needs of the Village for issuing electronic citations.

The software loaded onto the Casio is Data Ticket's own proprietary software that is customized to meet each of our Client's needs. We maintain our handheld ticket writer software; perform all enhancements and upgrades on the software, and ensure that our clients' software is never out of date by providing remote updates. **Unlike other citation processing vendor and handheld ticket writer vendors, we do not let our client's handheld software roll 'out of date' or 'age'.** We maintain a version control that is flexible and advise our clients each time an update is made. We do this so that we are never in a situation where a client's software is no longer supported and therefore the client is forced to upgrade or purchase new units. **Once a client selects a handheld unit and handheld software provided by Data Ticket, we ensure their software is always supported until they choose to change.**

Data Ticket will provide a complete implementation and training for the handheld units onsite at the Village's preferred location and Data Ticket will provide full training, service and support for the units. Maintenance includes repair and/or replacement of the units within forty-eight hours of receipt of the unit. In many cases, issues can be handled remotely, removing the necessity to over-night the unit to Data Ticket for software modifications, additions or deletions.

With the Casio IT 9000, the Village will have the option to either transmit citations wirelessly or they may be transmitted via a docked solution. In either case, when citations are sent to Data Ticket, a file will be

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transmitted to the handheld containing any updates to the handheld, such as officer badge number changes, location updates, make / model changes. In addition, an updated habitual offender (scofflaw) report will be sent to the handheld unit so the officers can continue writing tickets with the most recent set of data and will be notified if they find a scofflaw. Additionally, upon successful transmission of citations to Data Ticket, a confirmation email is generated and sent to the Village confirming the number of citations transmitted.

To provide additional details on the Casio IT 9000, we have provided the specifications on the following pages for the Village's review.

IT-9000		
CPU		Marvell® PXA320 Processor (Max. 624 MHz)
Operating System		Microsoft® Windows Mobile® 6.5 English Version
Memory	RAM	256 MB
	F-ROM	256 MB
Display	Type	3.7 inches VGA Color LCD with Touch Panel Casio's original LCD (Blanview®)
	Resolution	480 x 640 dots, 65,536 colors
	Backlight	LED
	Indicator	Indicator 1: battery charging status, Indicator 2: operating status
Printer	Printing method	Thermal line dot
	Paper width	80mm or 58mm
	Printing width	72mm or 48mm
	Printing speed	28 lines per second
	Paper type	Roll paper, Label paper
	Number of print dots	576 dots (80mm width paper)
	Font type	Alpha-numeric, Symbologies(UPC-E, NW-7, Code39, Code128), OCR-B, User defined character x 128
	Marker Sensor	Positioning for printing
	Keyboard	Numeric (Alphabet) keys, Double zero key, - key, Decimal key, MENU key, Fn key, F1 to F4 key, CLR key, BS key, ENT key, Cursor keys, Power key
		Plastic panel (resolution 480 x 640 dots) with character input panel
	Touch Panel	

IT-9000			
Digital Camera	Imaging Element	2.0 mega pixels C-MOS	
	Focusing	Autofocus	
	Other Function	LED flash	
CMOS Imager	Type	752 x 480 (wide VGA) Monochrome area sensor	
	Aimer	Laser 650 +10 or -5 nm, Output power 1 mW or less	
	Resolution	1D: 0.15 mm 2D: 0.169 mm (Stacked) 2D: 0.25 mm (Matrix)	
	Readable distance	1D: 40 to 410 mm 2D: 50 to 250 mm (Stacked) 2D: 60 to 150 mm (Matrix)	
	Readable Symbologies	1D	EAN8, EAN13, UPC-A/E, Codabar(NW-7), CODE11, CODE32, CODE39, CODE93, CODE128/GS1-128 (UCC/EAN128), MSI, IATA, ISBT, Industrial 2 of 5(ITF), GS1 DataBar Omnidirectional, GS1 DataBar Truncated, GS1 DataBar Limited, GS1 DataBar Expanded
		2D Stacked	PDF417, Micro PDF, CODE49, Composite, Codablock F, TLC39, GS1 DataBar Stacked, GS1 DataBar Stacked Omnidirectional, GS1 DataBar Expanded Stacked
		2D Matrix	Aztec, DataMatrix, Maxicode, QR Code, Micro QR, Han Xin Code
NFC Reader/Writer	Frequency	13.56MHz	
	Contactless Smart Card	ISO14443 Type A / Mifare [®] , ISO14443 Type B / Felica [®]	
	RFID Tag	ISO15693 (I-CODE [®] SLI/Tag-it [®] /my-d [®])	
	SAM Slot	3 slots	

Data Ticket, Inc.
 4600 Campus Drive, Suite 200
 Newport Beach, CA 92660

Village of Downers Grove
 Administration, Billing/Collections and Record
 Keeping for Parking Tickets and Parking Permits

IT-9000		
Interface	Serial	USB (Host, Client) x 1
	Card Slot	SDIO (SDHC supported) x 2
	Audio	Microphone: built-in monaural, Speaker: built-in monaural
	Bluetooth	Bluetooth® Version 2.0+EDR compatible
Power	Main Power	Lithium-ion battery pack: HA-G20BAT (7.4V/2,000mAh)
	Memory backup	Lithium battery (rechargeable) on board
	Charge Time	Approx. 5 hours
Environment	Operating temperature	-4°F to 122°F (-20°C to +50°C)
	Dust/Water-Splash proof	IP54 level (compliant with IEC60529 standard)
	Drop durability	From 5 ft.in height onto concrete floor *1
Dimensions and weight	Dimensions	MC25E: 112(79) x 286 x 66(37) mm (printer part) C25E: 112(79) x 255 x 66(37) mm (printer part)
	Weight	MC25E: 655g C25E: 605g
Application development tool		Visual Studio 2005, Visual Studio 2008, CASIO IT-9000 SDK



c. Data Fields on Ticket

Data Ticket's software to issue citations offered on both the web and the handheld solution accommodates all the fields required by the Village. In addition to the fields listed in the Village's RFP, Data Ticket citation enforcement software also accommodates the following:

- Up to 3 violations to be entered per citation issued
- Pre-set comments and free form comments
- Department associated with the issuance of the citation
- The ability to issue a citation with a fine, a warning citation, a notation that the recipient fled the scene and a voided citation

Data Ticket's Solution accommodates payment via check, cash, money order and credit/debit cards. Payments may be made via the Internet, US Mail, our Customer Service Department, our IVR Solution, a walk-in facility located at the Village or mailed into the Village, all depending on the Village Staff's preferences. MasterCard, VISA, Discover and American Express credit/debit cards are accepted online, via mail, via our Customer Service Department and via our IVR. When payments are keyed, the receipt date of the payment, date of the check (if paid by check or money order), the check or money order number or the credit card number and the amount are captured.

Village Staff also have the ability to void and dismiss citations. To void a citation, Staff must enter a reason from a drop down box if pre-set reasons are provided, a date and any additional comments.

Finally, our Solution accommodates many status data elements, including open, appealed, on hold, closed, paid in full, voided, dismissed, reduced, in collections and others. A complete audit trail is provided for every citation in the Solution at the citation level.

d. Training of Village Staff

Training of Village Staff is extremely important in order to gain acceptance of the Solution. We hope the individuals who were able to view our presentation on October 3 were able to see how easy our Solution is to use. Having said that, some Agencies desire more training than others, therefore, we have provided a high level over-view of the on-site training at the Village's location for all users of the Solution. This overview will be customized to meet the Village's exact needs.

Our Project Manager and the Village's designated representative will agree on the logistics required of the training to be performed. Specifically, we will identify the number of individuals who will require training, the types or groups of individuals who will require training and the type of training required. For example, Finance may require training on a subset of the reports offered, while the Officers may require training on a different

subset of the reports offered. In addition to the types of training offered, we will work with Village Staff to determine which type(s) of training are required: (i.e. in-person, Internet, user manual or specialized).

Data Ticket will rely on the City's staff to support the training efforts by:

- Aiding the Data Ticket Project Manager in defining the number of and types of training sessions to be held
- Aiding the Data Ticket Project Manager in defining the individuals for whom training will be performed
- Providing feedback on each training session

Once the initial training plan is mapped, we will begin to execute the training sessions.

Training Group	Type of Training	Duration	Format
Supervisors	Overview of: Website usage for citation processing Fix-It Ticket review, if applicable Payment acceptance Receipt generation Keying of manual citations Payment Plan processes NSF processes Credit card acceptance Reduction of fees Void/Dismissal of citations Partial payment acceptance, if applicable Refund processing Report generation	~ 2 hours	In Person

Training Group	Type of Training	Duration	Format
Adjudication	Overview of: Website usage for citation processing Noticing/Penalty timeline review Handicap citation review Fix-It Ticket review, if applicable Adjudication system review Report generation Generation of judgment Generation of disposition letters Hearing Scheduling	~ 2 hours	In Person
Enforcement	Overview of: Usage of the handheld units Usage of the scofflaw reports Usage of the permit reports Chalking capabilities Report generation Usage of meter messages Transfer of files Website usage for permit processing	~ 3 hours	In Person

e. Tech Support

Data Ticket's Solution is 100% web-based. We are recommending the Village utilize the web-based application via the in-vehicle computers to issue citations; however, if the Village prefers to utilize handheld units, Data Ticket will supply them to the Village and Data Ticket will be responsible for all repairs and replacements within 48 hours of receipt of the impacted unit. The use of the web for the issuance of citations means there will be absolutely no hardware to support and there will be absolutely no hardware or software to be installed on any computer located at the Village.

Data Ticket's normal business hours are Monday – Friday, 7am – 5pm, Pacific Time. We understand the Village's requirements are to provide hardware and software support from 8am – 5pm CST; however, we assure the Village that we have Clients nationwide, including the Village of Oak Park and we have never had an issue with our hours. **In addition to our regular business hours, we provide our Clients with email addresses and phone numbers of key individuals for after-hour inquiries.** All of Data Ticket's primary and support services are provided in-house, including our website maintenance, handheld ticket writers, data entry, adjudication services and all mailings.

Data Ticket's technical support is available Monday – Friday, 8am – 5pm, Pacific-Time. All technical support is handled in-house. We do not outsource any technical support. In addition to our regular support hours,

we also provide off-hour support by providing a cell number to clients who require additional technical support. **This off-hour support is provided at no additional cost to the Village.**

Finally, **Data Ticket will provide all enhancements to the Solution at no cost to the Village.** This is the case with all our Clients.

Technical Support of the Citation Management Solution and the Residential/Preferential Permit Solution are available online via frequently asked questions, a web-based user manual and other help sections located throughout the web; having said that, our Solutions are very user friendly and very intuitive, so that few questions arise.

24/7 coverage for technical support is available and provided to all our Clients at no cost. We service over 250 Clients nationwide and our average response time is within the hour if the call is not answered immediately. We have 4 fully trained on-site support personnel who are available to help with any issue that may arise. Our software is regularly updated after hours via upgrades pushed to the web.

f. Backup System / Recovery Plan

Data Ticket owns operates and updates all our hardware and software on-site in Newport Beach, California. We do not outsource any part of our infrastructure. Data Ticket maintains our parking citation management system database and physical system security in a manner that provides complete confidentiality and protection from unwanted access.

Data Ticket performs automated backups daily and removes all backups to an offsite location. Our complete disaster recovery plan will be provided upon request.

The website is housed on a secure Windows 2008 server with the following security precautions:

- The server is behind the Cisco firewall
- Integrated security is employed between the IIS and SQL servers
- All passwords are encrypted
- Several pages on the website are encrypted using a strong, 128-bit encryption scheme from VeriSign services
- Nightly backups are made in the event of a hacker accessing the web server
- Data is not kept on the web server, and hacking into the data server is virtually impossible

3. PAYMENT PROCESSING

Data Ticket will provide a PO Box for the Village to receive all payments. A bonded, insured courier picks up this mail M-F by 7am and delivers it to Data

Ticket by 8am. All mail received is sorted and batched by our in-house mail department. Our mail department does not perform any other shared duties. Their job is to accurately open and batch mail as it is received and distribute it to the correct department for processing.

As payments are received, they are opened, batched and provided to our Data Entry Department for processing. After payments are keyed, they are moved to our Quality Assurance personnel who verify each check has been keyed accurately. Upon passing this step, each batch is provided to our Accounting Department where daily deposit slips are completed. The checks and deposit slips are provided to a bonded, insured courier who will deposit in a bank account for the Village, Monday through Friday. This process is completed within 1 business day, (24 hours) for each payment as it is received.

Upon completion of the quality assurance process, the deposits will be made available to the Village for viewing on our website. **The Village will have access to view the entire deposit made, as well as each citation paid within that deposit and each check, check number, money order, money order number or cash payment that makes up the deposit.**

At the completion of the payment keying process, each item received as backup, such as the notice stub, envelope the payment came in, etc. is scanned and stored on our network for a minimum of 3 years.

Payments can and will be processed in advance of the citation. When the citation is then entered into the system, the system will automatically update the citation with the payment and close the citation if the payment received was made in full.

Reports are available online for the Village to reconcile, real-time each payment and deposit that has been made to the Village's bank account. In addition, monthly reports are available to the Village to reconcile daily and monthly deposit activity.

Data Ticket accepts VISA, MasterCard, Discover and American Express via our website, customer service representatives, IVR and via mail. Data Ticket provides all credit/debit-card processing via real-time authorization and processing using Authorize.Net. Credit/debit card payments are updated real-time to the citation records and receipts can be printed verifying payment for the payer. Data Ticket is Payment Card Industry (PCI) certified and we submit to both quarterly, scheduled scans of our database as well as unscheduled scans, thus providing the ultimate security for our clients as well as their patrons.

Payments will be reconciled daily with the use of our online, real-time reports that provide the details of each day's deposits. Moneys will not be commingled with any other Agency funds.

Bank deposit information will be made available online daily via real-time reports. The reports will provide the Village with the ability to view the total deposit made daily, as well as each citation that was paid that made up the daily deposit. These reports are also provided as monthly reports. In addition, the Village may choose to move forward with an escrow account that is jointly owned by Data Ticket and the Village.

In person payments taken at the Village's location will be handled in one of two ways.

- **The first is for the payment to be entered into the Citation Management Solution by Village Staff. This automatically updates the citation status, closes the citation if payment was made in full and generates a receipt both with and without the registered owner's name. If this method is used, Data Ticket will generate a report daily to be imported into the Village's cashiering system. In addition, an online, real-time report will be available to the Village on the Citation Management Solution's website that details all funds taken at the Village.**
- The second is for the payment to be entered into the Village's cashiering system. This will require an electronic file to be generated out of the Village's cashiering system so that it may be downloaded into the Citation Management Solution. This file will need to be generated daily to ensure the citations are updated and processing stops for those citations paid in full. Once the download occurs, the Village will have the ability to run an online, real-time report that details the funds taken for the day.

Our Citation Management Solution is 100% web-based. The Village's Staff will access the system using a unique username and password. **Based on the user access rights, each Village Staff member will have access to a unique set of capabilities. Amongst those capabilities is the ability to accept payments, request and process refunds, process NSFs and reduce violation amounts. Fees are automatically added to citations based on the Village's timeline and business rules. The Village's Staff will never need to manually add a fee.**

Data Ticket utilizes a set of two reports to reconcile the funds taken for citations over a given period of time. These two reports are the Written/Deposited by Data Ticket and the Written/Posted by Client. Both of these reports are available online, both can be run for any period of time required and both are real-time reports. Because the Village will accept payments at the Village's walk-in location, we recommend the Village run the Written/Posted by Client report on a daily basis to ensure it matches the funds

accepted. This report details by date of fund acceptance, the citation number, state and vehicle license, amount of funds taken, type of funds and check number, if applicable.

Data Ticket's internal Accounting Staff uses the Written/Deposited by Data Ticket Report to reconcile payments taken on a monthly basis. In addition, Data Ticket uses the Credit Card Payment Report to reconcile the credit card funds taken on monthly basis.

Data Ticket processes all payments received by the Village's patrons and ensures deposits are made within 24-48 hours of receipt. **Data Ticket offers two types of banking to our clients.** For the first option, we deposit the funds received directly into the Village's bank account. These funds are then at the Village's disposal at anytime. With this method, the Village will be sent an invoice to be paid at month-end. **For the second option**, Data Ticket deposits the funds into an escrow bank account setup at Citibank between the Village of Downers Grove and Data Ticket, Inc. Funds are deposited daily into this account via Remote Check Deposit and, as with the first option, an online, real-time report is provided to reconcile and track deposits made daily. At month-end, a complete reconciliation of the account is done by Data Ticket and Data Ticket pays itself, pays the Village's taxes if any, and any refunds due Patrons, and the remaining funds are disbursed to the Village along with the reconciliation which ties back to the included bank statement. Again, all clients currently using the escrow banking have access to an online report detailing the daily deposits and credit card payments made, real-time. A summary of the differences is provided below:

Escrow Banking

Data Ticket provides escrow banking as an option to our Clients. Currently half of our Clients take advantage of this offering. Below, please see a brief description of the differences and similarities between escrow banking and depositing directly into a Village-owned bank account.

Differences in Escrow Banking and Village Banking	
<i>Escrow Banking</i>	<i>Village Banking</i>
Daily deposits are made Remote Check Deposit into an escrow account setup at Citibank. Backups of every deposit and every check are kept on a secure network at Data Ticket's office.	Daily deposits are made via bonded courier into a local branch of the Village's bank account.
When NSF's occur, Data Ticket will be notified by the bank and Data Ticket will process the NSF in the system, backing out the original payment and applying any penalties.	When NSF's occur, the Village will notify Data Ticket via fax or email and Data Ticket will process the NSF in the system, backing out the original payment and applying any penalties.
When a refund is due, Data Ticket will verify the refund amount and individual to cut the check to and will issue the refund check to the patron; Data Ticket will also update the system to reflect the refund check number, date and amount. Refund checks are cut Thursdays of each week.	When a refund is due the Village will notify Data Ticket & Data Ticket will mark the citation as due a refund; the Village will be responsible for running a real-time report, verifying the refund amount and will issue the refund check to the patron; The Village will then notify Data Ticket & we will update the system to reflect the refund check number, date and amount.
At month-end, Data Ticket will pay itself and send a copy of the paid invoice to the Village.	At month-end, the Village will receive an invoice from Data Ticket for which the Village will need to remit payment.
At month-end, Data Ticket will send a check to the Village for all funds collected, minus the funds due to Data Ticket.	At month-end, the funds will be in the Village's bank account.
At month-end, a copy of the bank statement, a reconciliation of the bank statement and the system, and a copy of the paid invoice will be provided to the Village.	
Similarities in Escrow Banking and Village Banking	
Online, real-time reports are available to the Village to view each daily deposit, including the total dollar amount deposited and each check/citation paid that made up the deposit.	
All online reports are available to the Village as long as the Village is a client.	

Data Ticket utilizes Authorize.net to perform real-time authorization for credit card payment and TSYS for processing. Data Ticket's Citation Management Solution accepts VISA, MasterCard, Discover and American Express. **Data Ticket does not assess credit card fees to our Clients rather our system adds a convenience fee to citations paid via credit/debit card. The convenience fee is paid by the individual paying the citation by credit/debit card.**

Data Ticket's IVR System accepts VISA, MasterCard, Discover and American Express payments. These payments are authorized and processed real-time via Authorize.net and TSYS. Upon successfully paying for a citation(s) via the IVR, the patron is provided with a confirmation number that ties directly to the confirmation number from the processing merchant. This is done real-time. It does not take Data Ticket two days to process payments.

Data Ticket offers payment plans according to each of our Client's guidelines. For example, one Client may only allow payment plans if the citation has rolled delinquent and all penalties have been added, while another Client may allow payment plans only for citations that have not had any penalties accrue. Similarly, one Client may allow an unlimited number of payments to be made for any given dollar amount owed, while another may allow 4 payments on any dollar amount under \$100.00 and 8 payments on any dollar amount over \$101.00. In any case, Data Ticket's system will handle the payment plans to meet the requirements of each of our Clients.

The process for the payment plan initiation is as follows:

1. The Village will be asked to set up minimum limits for payment plans and maximum length of time and minimum monthly amounts based on total due at origin.
2. A patron may request a payment plan via phone or in writing; an explanation will be given verbally if via phone and followed up by a system generated letter, sent first class.
3. The letter will describe the terms of the payment plan including the amount due each month and the date it is due.
4. If payment is received as required, the payment plan continues until the citation is paid in full and closed.
5. If payment is not received according to the terms outlined in the letter, the citation is automatically released from the payment plan hold and all penalties are applied and collection efforts are begun.
6. Following this action, delinquent notices are sent to the patrons informing them that their citations are now delinquent and the total amount owing is due and payable.

Payment Timeline / Violation Notices

Data Ticket has been processing parking citations for 24 years. During that time we have fine-tuned our processing to effectively and efficiently ensure our clients have experience maximum collections. Data Ticket recommends sending up to 3 notices to an individual from the Daily Collections through to Delinquent and additional notices are sent for Credit Reporting Collections.

Data Ticket has defined each of the suggested 3 collection letters for the Village's review; however, our system is completely flexible so should the

Village require different timing or fewer or more notices, we would be happy to accommodate that request.

1. Delinquent Notice #1 – This notice is typically sent at Cite Date plus 14 days to coincide with the Village's requirements. This notice is provided on a double-sided, laser printed 8 ½ by 11" paper that is printed with red font and includes a return envelope. The notice provides the patron with information on how to pay for the citation and how to provide proof of non-liability. The notice also provides the patron with the amount due and due date and, if the Village has penalties that will apply in the future, the notice will provide the patron with the total amount due and the date due for each of the penalties. In addition, the notice provides the plate/VIN, state of the vehicle plate, make of the vehicle, citation number, citation date, violation code and description and the location of the violation.
2. Delinquent Notice #2 – This notice is typically sent at Delinquent Notice #1 plus 30 days. This notice is provided on a double-sided, laser printed 8 ½ by 11" paper that is printed with red font and includes a return envelope. The notice provides the patron with information on how to pay for the citation and how to provide proof of non-liability. The notice also provides the patron with the amount due and due date and, if the Village has penalties that will apply in the future, the notice will provide the patron with the total amount due and the date due for each of the penalties. In addition, the notice provides the plate/VIN, state of the vehicle plate, make of the vehicle, citation number, citation date, violation code and description and the location of the violation.
3. Delinquent Notice #3 – This notice is typically sent at Delinquent Notice #2 plus 30 days. This notice is provided on a double-sided, laser printed 8 ½ by 11" paper that is printed with red font and includes a return envelope. The notice provides the patron with information on how to pay for the citation and how to provide proof of non-liability. The notice also provides the citizen amount due and due date and, if the Village has penalties that will apply in the future, the notice will provide the patron with the total amount due and the date due for each of the penalties. In addition, the notice provides the plate / VIN, state of the vehicle plate, make of the vehicle, citation number, citation date, violation code and description and the location of the violation.

If the timing or number of the notices does not meet the requirements set forth by the Village, the timing can be changed at anytime.

Data Ticket sends all notices daily, dependent upon the event and/or the timeframe defined by the Village. Each citation is treated independently so as each citation has fulfilled the requirements set forth by the Village, the appropriate notices are sent. All notices sent by Data Ticket have the citation number, citation date, plate and state, make, notice date, violation(s) and amount due prominently positioned on them. In addition, each notice

identifies the due date and dollar amount owed at each of the escalation dates so the recipient is clear on what is owed and when. In addition, all notices define how to pay for the citation, appeal the citation (if applicable), inquire about the citation and provide a signoff section (if applicable) for the citation or show proof of non-liability.

In-State Processing

Data Ticket has a direct interface with the State of Illinois Secretary of State for license plate lookup services. In addition, we offer two methods for obtaining registered owner information for other states. Those methods are defined below:

- Data Ticket interfaces with the motor vehicle departments of all other states that provide registered owner information to out of state agencies. We maintain these interfaces via online connections, individual lookups, electronic media such as disk and CD, as well as the use of paper transmission. Additionally, Data Ticket contracts with a third-party provider of registered owner information for verification of data. Data Ticket is one of the few citation-processing vendors that consistently and accurately obtains out of state registered owner information.
- The second method utilizes NLETs and is a new process. NLETs functions much like the Village's CLETs interface whereby Data Ticket will have immediate access to out of state registered owner information 24/7 for all fifty states, compared with dependence on each individual state interface above. Like our new California DMV online interface, this enhancement is 100% unique to Data Ticket.

4. REPORTS

Data Ticket's online reporting provides real-time, daily, monthly, yearly and pre-processed month-end reports. These reports are accessible via a username and password and are available as long as the Village is a client. We do not purge these reports or remove them from the web at any point. These reports can easily be saved to the Village's network, an individual PC or they can remain on the web.

Data Ticket currently provides all reports online via html format that are exportable to PDF, Excel or any other third party application the Village chooses. Each report is provided online via a real-time function, as well as via a month-end function.

Please see the types of and description for some of our common reports below and on the following pages:

Report Title	Report Description	Availability	
		Real-Time	Month-End
Bail Schedule	Displays the violation code, violation description, original bail amount, corresponding penalties and timing of each penalty for each violation for which a client writes citations.	✓	✓
Client Billing Summary Report	Provides details on each billing item on each invoice, including citation number, plate / state, notice type, adjudication matter, etc.		✓
Client Billing Detail Report	Provides a summary level of each billed item as a category that matches each invoice.		✓
Written Deposited Report by Data Ticket (Summary & Detail Levels)	Provides a summary level set of data, by day of the month that details the total funds deposited, total credit/debit cards accepted, total NSF's and credit card charge-backs and payments backed out by Data Ticket for each day of which the report is run. In addition, the report displays the details that make up each day's deposit, including citation number, payment received date, payment deposit date, check number and amount paid.	✓	✓
Written Received and Posted by Client (Summary & Detail Levels)	Provides a summary level set of data, by day of month that details the total funds deposited, total credit/debit cards accepted, total NSF's and credit card charge-backs, and payments backed out by a Client for each day of which the report is run. In addition, the report displays the details that make up each day's deposit, including citation number, payment received date, payment deposit date, check number and amount paid.	✓	✓
Credit/Debit Card Payment Summary Report	Provides a summary level set of data, by day of the month that details the total funds deposited, total credit /debit cards accepted, total NSF's and credit card charge-backs and payments backed out by a Client for each day of which the report is run.	✓	✓
Refund Request Report	Displays citations for which a refund has been requested either by a registered owner, an appellant, or a responsible party. As refunds are issued, the citation is removed from the report real-time.	✓	
Officer Summary Report - Summary	Displays a summary level of citations, by issuing Officer, that includes total number of citations written, original bail amount, added penalties, number and dollar amount of citations dismissed, voided, adjusted and the total number and dollar amount of citations paid and outstanding. Citation Date drives this report. This report can be generated for all Officers or one.	✓	✓

Report Title	Report Description	Availability	
		Real-Time	Month-End
Officer Summary Report - Detail	Displays the summary level information provided on the Summary report, as well as the detail, by Issuing Officer, for each citation issued. Citation Date drives this report. This report can be generated for all Officers or one.	✓	✓
Violation Statistics Report	Displays a cumulative view of the number of violations issued for each violation code the Village writes per month.	✓	✓
Violation Statistics Report By Violation	Displays a summary level and detailed view of each citation for which a particular violation is written. This report can be generated for all violations or for one and is summarized by month.	✓	✓
Outstanding Collections Report	Displays the total number of citations written, their current status in the collections lifecycle and all activity as it pertains to the citation processing lifecycle. This report is divided into citations in the daily, delinquent, FTB and Advanced Third Party Collections stage and is generated by citation date.	✓	✓
Citation Status Report	Displays the citation written for a specified period of time and all activity that has taken place. The citation number, cite date, cite location, RO Hit, number of notices, original bail, applied penalties, payments, outstanding balance and whether the citation has been adjudicated are all fields that are displayed.	✓	✓
Citation Activity Report	Displays, by month, grouped citations into various categories including RO Miss, Make Mismatch, Registration Hold Successful, Notices sent, Bad addresses, Proofs of non-liability, etc. The report displays the total number of citations for each category and the percentage of citation compared with the year.	✓	✓
Scofflaw Report (Summary and Detail)	Displays a summary level set of data, based on a plate / state, for the total number of citations issued and outstanding and the total amount due. This report then provides the detailed information behind each state / plate, including the RO information, citation number, citation date, citation location, violation and amount owed. This report can be generated for the appropriate number of citations issued and outstanding.	✓	✓

Report Title	Report Description	Availability	
		Real-Time	Month-End
Closed/Dismissed/Void Report (Summary and Detail)	Displays citations as grouped into Closed, Dismissed and Voided sections in both a summary format and a detailed format. The summary version provides the original bail amount, penalties and charges, payments and amount owed. The detail then provides, for each grouping, the citation number, date, time, plate, State, make, location, status, number of notices sent, RO hit or miss, appeal status, DMV hold status, FTB status, the original bail amount, applied penalties and charges, payments and an amount owed, if any.	✓	✓
Payments By Violation Report	Displays, by date run, the citation number, citation date, payment amount, deposit date, type of payment, violation code and violation description. This report can be generated for all violations or for a single violation.	✓	✓
Payments Grouped Report (Summary and Detail)	Provides an accounting of all payments received during a specified period of time, grouped by Department. For example if a client has multiple departments issuing citations for which they need to account separately, this report will can be run for all departments and will display the data grouped by department or it can be run for a single department. A summary level of data display, by Department, the total number of citations issued, the amount paid and the amount owed. A detail section then displays, by Department, the citation number, amount paid and amount outstanding.	✓	✓
Payment Exception Report (Summary and Detail)	Provides any citation for which there is an overpayment, a partial payment or an orphan payment. The first section of the report displays a summary level of information that displays, by type, the number of payments and the total dollar amount per payment. The second section displays the citation details including, citation number, date paid, batch number, amount paid, original balance of the citation, the new balance of the citation, a description of the status and the violations for which the citation was written.	✓	✓
Payment Plan Report	Displays all citations for which a payment plan has been set up and displays the status, all payments and amount owed.	✓	

In addition to the reporting currently offered, Data Ticket will be releasing the ability to create, generate and save custom reports so they may be run as often as required. The capability will be provided to each individual who has access to the Solution.

5. MISCELLANEOUS

a. Rental Cars

Data Ticket's Solution accommodates the ability to change registered owner information in the event a release of liability is provided, a rental car agreement is provided, a bill of sale is provided or some other legal documentation is provided as required by State law. In addition, the Solution displays a complete registered owner audit trail for Village Staff to view on the web.

b. Non-Deliverables

Data Ticket's Customer Service and Operations Department process "bad addresses" received from the US Postal Service daily. Both Village Staff and Data Ticket Staff have the ability to update address information online. In addition, **prior to all notices being sent, they are run through the National Change of Address (NCOA) database to ensure delivery to the most current address on file with the US Postal Service.**

c. Ticket Printing

Our Solution provides a complete audit trail of every transaction in the Solution at the Citation Level. A Citation History webpage can be printed and attached to any documentation requesting a void or any other action required.

d. Suspended Drivers License Program

Our Solution accommodates the removal or recall from Collections at any point by Village Staff at no charge to the Village. This is standard practice. In addition, Data Ticket is willing to aid in keeping track of those individuals that accumulate 10 or more unpaid parking citations and are eligible for the State of Illinois Suspended Driver's License Program. We have an online report that currently provides this functionality and we currently provide an interface with the Ohio BMV for a Client that undertakes a similar process in Ohio. As a result of our involvement, we automated the process for the Client, saving them valuable time.

e. Hearings

Data Ticket's Solution provides an online adjudication process whereby Appellants can appeal online. If the Village allows this appellant access, Village Staff can simply go online to enter a disposition for the appeal. In addition, Data Ticket or Village Staff can generate and send the Hearing Disposition Letters. Again, we created a custom solution for a Client in

Ohio to accommodate their needs and we would be happy to do the same for the Village.

f. Scofflaw Alerts

Data Ticket's Solution will provide a daily file to the Village to access when issuing citations. The process will be automated for the Issuing Officer. As soon as a license plate is entered by the Officer, he/she will be alerted to the number of previously issued citations and can either be required to issue the citation for the higher amount or presented with an option to choose the higher violation amount. Either solution can be accommodated.

6. REFERENCES

Data Ticket is pleased to provide the requested 3 references for Agencies with which we partner. Should the Village require additional references, we will be happy to supply them.

Reference #1:

Customer Name	Village of Oak Park
Contact Individual	Simone Boutet, Assistant. City Attorney
Telephone Number	708 358 5665 <i>Robert Anderson -</i>
Length of Service	Awarded contract in 2004 in formal bid process
Description of services provided	<ul style="list-style-type: none"> • Delinquent parking citation processing & collections for instate and out of state citations and miscellaneous Village debts • Customer service <i>708-358-5632</i> • Daily deposits • NSF processing • Credit card disbursement • Refund processing • Credit card chargeback processing

randerson@oak-park.us

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Newport Beach, CA 92660

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Reference #2:

Customer Name	City of Lakewood, Ohio
Contact Individual	Jennifer Mladek – Assistant Law Director
Telephone Number	216 529 6036
Length of Service	Awarded contract in May 2010 in formal bid process
Description of services provided	<ul style="list-style-type: none">• Daily in state and out of state citation processing• Delinquent in state and out of state citation processing• In-State and Out-of-State DMV services• Manual and electronic citation processing• Payment processing• Delinquent payment processing• Customer Service• Custom Adjudication processing utilizing court reporting• Custom adjudication letters• Indigence forms for appeal processing• Payment plan processing• NSF processing• Refund processing• Payment Plan management• In-house, bi-lingual customer service

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Reference #3:

Customer Name	City of Salinas, CA
Contact Individual	Beth Mariano
Telephone Number	831-758-7423
Length of Service	Continuous since 2008
Description of services provided	<ul style="list-style-type: none">• Permit processing• Daily in state and out of state citation processing• Delinquent in state and out of state citation processing• In-State and Out-of-State DMV services• Manual and electronic citation processing• Payment processing• Delinquent payment processing• Customer Service• Custom Adjudication processing utilizing court reporting• Custom adjudication letters• Indigence forms for appeal processing• Payment plan processing• NSF processing• Refund processing• Payment Plan management• In-house, bi-lingual customer service

Reference #4:

Customer Name	Drexel University
City, State:	Philadelphia, Pennsylvania
Contact Individual	David Jost – Director, Department of Parking Services
Telephone Number	215-895-0265
Email Address	jostdc@drexel.edu
Length of Service	Continuous since 1999
Description of services provided	<ul style="list-style-type: none"> • Daily & Delinquent in state and out of state citation processing • In-State DMV services • Out-of-State DMV services • Manual and electronic citation processing • Payment processing: checks, cash, money orders, credit / debit cards • Delinquent payment processing and collections • Daily online bank deposits • Bi-lingual Customer Service • Online adjudication scheduling and management • Custom adjudication letters, Indigence forms for appeal processing • Payment plan processing, NSF processing, Refund processing • Payment Plan management • In-house, bi-lingual customer service • Electronic handheld ticket writers • Handheld ticket stock and envelope provision • Trust banking services, including daily deposits, NSF processing, credit/debit card disbursement, refund processing, credit/debit card chargeback processing, tax/surcharge remittance and month-end division of funds

7. TERM OF AGREEMENT

Data Ticket understands the term of the Agreement is for a period of 1 year unless terminated sooner.

8. FEES FOR SERVICES

Data Ticket has provided a fee proposal in Fee Proposal Section of our Response.

B. ADMINISTRATION, BILLING/COLLECTIONS AND RECORD KEEPING FOR PARKING PERMIT SYSTEM

Data Ticket's Parking Permit Program is a fully hosted, web-based Solution that is integrated with the Parking Citation Management Solution. Further, it is 100% customizable for every Client for whom we provide this Solution because the reality is that no two Agencies' permit solutions are the same. Some permit solutions are driven by vehicle license plate, some by residential street address, some by permit type sold and still many others have other primary keys. Our Solution provides our Clients with the ability to define each business rule as it applies to their Agency. Data Ticket then configures the Solution to meet and in many cases, exceed the Agency's requirements.

Similar to our Parking Citation Management Solution, the Permit Solution is configurable such that the Solution is either provided as a generic website that from a look and feel perspective is disassociated with the Village's website or, more often; it is fully integrated with the Village's existing website look and feel to create a single, cohesive look. The Village may choose which direction it chooses to take.

Administration and Record Keeping

Data Ticket's Permit Solution is a web-based front-end supported by a SQL 2008 back-end database. This Solution is fully capable of capturing names, address, license plates, phone numbers, vehicles, wait lists, and other fields as required by the Village.

Our Permit Solution provides that in addition to working directly with the Village's Staff to pay for and obtain permits, and to request to be placed on a wait list, Patrons should have access to a website to manage those processes on their own. The Village will not lose any oversight of the program and can even have the ability to approve new permits if desired to verify items such as address of the resident/applicant. In addition, with the use of the website, permit holders will have the ability to opt-in for services such as e-billing, recurring/automated billing and other services the Village may want to consider.

The use of quarterly hangtags seems to be appropriate for the Village's permit process; however, it may be expensive. Stickers are often a less expensive approach; however, many permit holders do not wish to stick a permit on their vehicles and others have the need to move a permit from one vehicle to another which cannot be done with a sticker. Depending on the Village's cost to produce the hangtags, it may consider purchasing plastic hangtags in which permits are placed for the period of time for which they are valid. Once the permit expires, it can simply be replaced with the new quarterly permit that is placed in the plastic hangtag. This may reduce the Village's costs and still accommodate the hangtag type of permit.

Data Ticket's Solution can accommodate recurring billing for those permit holders that desire such a process. This reduces the requirement to send an invoice to those individuals who opt for this type of service.

The function of generating invoices can be performed for any period of time required by the Village. If the Village changes its current policy from quarterly to semi-annually or annually, this can also be accommodated by the Solution.

Data Ticket will be responsible for mailing all invoices and all permits as required by the Village. We also recommend the Village maintain some permits onsite to accommodate those individuals who wish to come in to pick up permits at the Village. Of course, this is not a requirement for the Village if Staff prefers to have the entire process outsourced.

In addition to the website provided to the Village's Patrons, a website will be provided to the Village's Staff for many functions. Those functions include:

- The review and/or approval of new permit holder applications
- Generation of reports
- Review of individual permit holder data
- Review of groups of permit holder data
- Ability to update a permit holder's record, including:
 - Username
 - Password
 - Vehicles registered
 - Cancellation of permit
 - Permit assignment
 - Replacement permit
 - User's address
 - User's credit card information
 - User specific options

Finally, Data Ticket's Solution accommodates the ability to replace lost, stolen or otherwise destroyed permits and our Solution accommodates prorating permits due to mid-quarter purchases.

Collections

Data Ticket's Solution is fully capable of handling mailed, emailed and automated billing for Patrons who elect those services. Each notice or emailed notice will be handled based on the exact timeline the Village requires. Similarly, the application of applying penalties will be based on the Village's exact requirements at the permit type level so the Village has the flexibility to change the penalties and when they are applied at anytime.

Data Ticket's Solution will also accommodate the ability to refund money due for a variety of reasons. The Village will have the ability to generate a real-time

refund report 24/7 that will detail the refunds required, the reason for the refund, where to send the refund and the amount to refund.

Finally, in addition to accepting payment via the Internet and US Mail, Patrons will have the ability to call our toll-free Customer Service lines to make payment and, if the Village agrees, Patrons can utilize a walk-in facility to accept payments at the Village.

Other

As mentioned, we recommend the Village use our website so that Patrons can maintain their permits as required. This website will also allow individuals to place and remove them from a wait list. In addition to the website, our Customer Service Department will accommodate individuals who wish to call-in for assistance, either with permit payments, wait lists or user access information.

In the event the Village requires a special notification to be sent to a group of permit holders, Data Ticket can accommodate that requirement upon written communication. We would require the Village to provide the communication layout and text and direction regarding whether the communication can be sent via US Mail or electronically.

Data Ticket will provide training in-person, during the parking citation training, as well as via a web-ex conferences and phone calls. The Solution is very user friendly and also provides a user manual online, as well as "Help" on each webpage.

Data Ticket understands the term of this Agreement shall be for two years unless terminated sooner. Data Ticket has provided a Cost Proposal in Section 6 of our Proposal.

Finally, Data Ticket is well known amongst our Clients for working closely with our Clients to develop new software and new functionality that assists our Clients in the best manner possible. We welcome new ideas presented by all our Clients.

Additional

We fully expect the Village will want to convert the existing electronic parking permit data into our Solution so the Village will have continuity of data. This conversion effort will be similar to that of the conversion of the parking data. Data Ticket will work with the Village's existing database to obtain a data dictionary and a conversion file(s). After working through the data, a conversion will take place in our test database to verify the data is accurate and that we fully understand how the data has been stored. After completing a thorough walk-through of the test database, the actual conversion will take place.

We do understand that the current permit solution provided by the Village is not automated. We are unsure about the amount of information the existing database

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maintains electronically but we are sure it would be in the best interest of the Village and the Village's permit holders to automate this process and to provide the Village's permit holders who are web savvy and/or have access to a computer with the ability to manage their own permits.

Some of our Clients choose to have the Permit Solution interface with our Parking Citation Management Solution so that unpaid parking citations are presented to the Permit Applicant prior to purchasing any permits. Likewise, some of our Clients choose not to integrate the two Solutions. The Village may choose the Solution that best suits its needs.

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FEE PROPOSAL

Fee Explanation

Data Ticket is acutely aware of the current economic environment and as such has always and will continue to strive to partner with our Clients to provide competitive prices with the highest level of service. We firmly believe the level of service provided by Data Ticket will far exceed the Village's current level of service. Data Ticket will be the single source responsible for processing and collecting the Village's parking citations and guarantees that the partnership between the Village and Data Ticket will be held in the highest regard.

On the following page, we have provided the Village with a fee proposal. Several items on this proposal are optional and have been designated as optional for the Village to consider.

Fee Proposal

Manual Parking Citation Processing: \$0.60

Services for the above-mentioned items include:

- On-site data entry of manually written citations performed within 48 hours of receipt
- On-site quality assurance verification of manually entered citations
- Scanning of all manually written citations onto our network for storage and ease of retrieval
- Bi-monthly shredding of manually written citations

Electronic Parking Citation Processing: \$0.50

Services for the above-mentioned items include:

- Automated citation transmission into Data Ticket's Citation Management Solution 24/7
- Automated confirmation email detailing successfully transmitted citations
- Automated transmission of photos attached to citations

1st Delinquent Notice: \$0.70

Services for the above-mentioned item include:

- Semi-custom Courtesy Notice that is printed on an 8 ½ x 11" piece of paper with a perforated tear-of payment stub provided in a window envelope sent to the registered owner of a vehicle
- All notices are attached to the citation online and are viewable via the web
- All notices sent via 1st Class Mail
- All notices include a return envelope in which the responsible party may submit payment
- This cost will increase as the US Postal Service increases the 1st Class postage rate
- **This charge is only incurred if the individual does not pay off the windshield and a notice is sent to the individual as a result**

Out-of-State Collections: 26% of revenue collected

- This fee will cover all expenses associated with obtaining out-of-state registered owner information and will be due when a citation is paid
- Data Ticket is a recognized Strategic Partner with NLETs; should the Agency have an assigned ORI, Data Ticket will request usage of the ORI for reference/audit purposes only. Data Ticket utilizes its own ORI for transactional purposes
- This fee is not combined with any other contingency fee. For example if a citation is rolled to a delinquent status, only 26% of revenue collected will be charged
- **If Data Ticket does not collect on a citation that is issued to an out of state plate, the Agency does not owe this fee.**

Delinquent Collections: 26% of revenue collected

- This fee will be assessed when a citation is ninety (90) days past the citation issue date, assuming a first notice has been sent to the registered owner and the citation is not on hold for any reason
- Delinquent Notices will be sent to the registered owner
- All notices are sent via First Class mail and all notices are printed on an 8 ½ x 11" sheet of paper and folded into a window envelope; in addition, a window envelope is provided for the recipient to return payment
- All notices are attached to the citation online and are viewable via the web
- If Data Ticket does not collect on a citation that is delinquent, the Agency does not owe this fee
- Notices will be sent via 1st Class Mail, and Data Ticket will be responsible for the cost incurred and all customer service and payment entry

Credit Reporting Collections 30% of revenue collected

Legal Action Not Required (OPTIONAL)

- This fee is charged if a citation is paid at Advanced Credit Reporting Collections
- This charge is not combined with any other charge; for example if a citation is rolled to delinquent status and paid at Credit Reporting Collections, only the 30% of revenue collected will be charged

Adjudication:

Adjudication Review Hold & Scanning (OPTIONAL) \$0.50 per citation

- Data Ticket will review all documentation received by the Appellant and determine whether the request received within the required timeframe
- If the request was received within the required timeframe, Data Ticket's Adjudication Department will place the citation on an Adjudication Hold and scan all received documentation into the Citation Management Solution so it is displayed on the web for the Agency's Staff
- If the request is received outside the required timeframe, the Agency will have the option to proceed as though the request was received within the timeframe or it may elect to have Data Ticket send a "time expired letter" rejecting the appeal

Adjudication Scheduling / Disposition Letters (OPTIONAL) \$1.25 per letter

- Data Ticket will send a custom disposition letter to the Appellant via 1st Class Mail
- All letters are attached to the citation online and are viewable via the web
- Disposition letters will be sent Monday - Friday

Joint/Escrow Banking Services (OPTIONAL) \$100.00 per month

Services for the above-mentioned item include:

- Daily deposits of funds to the Agency's escrow account
- Online, real-time reconciliation reports that tie directly to the bank statement

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- Processing of all credit card charge-backs and Insufficient Funds
- Month-end reconciliation of all funds collected
- Disbursement of County / State Surcharges at month-end
- Payment of Data Ticket's invoice
- Disbursement of the net remittance to the Agency
- Scanning of all payments directly to joint bank account daily using remote check deposit
- The Agency will be responsible for the purchase of banking supplies, including checks and endorsement stamps; these fees typically run \$200.00 per year

Charge-backs and NSF's (OPTIONAL) \$5.00 per issued instance

- Data Ticket will process credit card charge-backs and NSFs when notified of each occurrence
- Once processed, Data Ticket will send a custom letter to the individual detailing the returned item and the amount due on the citation

Refunds (OPTIONAL) \$5.00 per issued instance

- Data Ticket will process refunds when notified of each need
- In the event the utilizes Joint Banking Data Ticket will verify, generate and send each refund due
- Refunds will be issued weekly
- Refunds will be sent via 1st Class Mail

Monthly Minimum \$200.00

- A minimum fee of \$200.00 will be charged on a monthly basis if services do not reach this level

Electronic Citation Issuance:

Data Ticket has recommended the Village utilize the online citation issuance solution via the computers currently in the patrol vehicles. There is no cost for this solution. Should the Village prefer to utilize handheld ticket writers, we would be happy to provide a quote.

Ticket Stock:

Data Ticket has recommended the Village utilize the online citation issuance solution and assumes the Village will pay for the ticket stock and envelopes associated with the issuance of parking citations. Should the Village prefer for Data Ticket to quote these items, we would be happy to do so.

Preferential Permit Program: \$5,000 Annually

- Data Ticket will provide a web-based, Village branded Permit Application Solution for the Village and the Village's Patrons to manage the permit solution. The Solution will meet the requirements defined in the Village's RFP.
- Data Ticket will fulfill online applications for permits and the Village will have

access to do the same.

- Likewise, Village Staff, Patrons and Data Ticket staff will have access to manage permit holder's data.
- Temporary Permits will be made available online for Patrons to print until the physical permits arrive.

Distribution of Permits: (OPTIONAL)

\$4.00 per Permit

- Data Ticket will assign and mail all permits purchased via the Internet, US Mail, via Customer Service or via the Village, if the Village Staff prefer.

Permit Correspondence (OPTIONAL)

\$1.25 per letter

- Data Ticket will send a custom Permit letter to the Appellant via 1st Class Mail or via email upon request or a pre-defined schedule for billing, invoicing or special notification purposes

Services Included in the Above Costs:

Online Access for the Agency's Patrons:

Included

The Agency's Patrons will have the ability to perform the following functions online:

- View real-time citation(s) data
- Pay for a single or many citation(s)
- Request Appeals online and attach up to three documents supporting their position
- Print a receipt
- View pictures of the citation taken by the issuing officer (if the Agency allows)

Online Access for the Agency's Staff:

Included

Access to the Agency's data is based on unique usernames and passwords assigned to each individual who requires access to the system. Data Ticket does not limit the number of individuals who have access to the system and the number and types of access can change at any point with a simple email request to Data Ticket.

Our Solution is setup to maintain a complete audit trail for each and every transaction in the system so that the username is displayed next to every transaction in the system, indicating who performed the transaction and when.

Dependent on the access rights provided to each Agency Staff member, the following capabilities are available:

- View real-time citation(s) data, including pictures taken by the Issuing Officer
- Accept payment via VISA, MasterCard, Discover and American Express credit/debit cards
- Accept payment via Cash, Check or Money Order
- Process NSF's and Refunds

- Reduce or increase violation amounts, dismiss citations, void citations and place a citation on hold
- Change citation data, including violations, date, time, plate, location, comments, make, model, color, registration expiration date and others
- Perform Administrative Reviews online by entering the disposition directly online
- Generate a time expired or letter of non responsibility for a citation in the adjudication process
- View the complete reason for the Review Request and supporting documentation provided by the Appellant directly online
- Edit Appellant information
- Upload disposition documents sent to the Agency via US Mail
- Add a note to a citation and see all comments added to the citation
- View the reason for the 2nd Level Administrative Hearing Request online and view the supporting documentation provided by the Appellant, directly online
- Print a receipt with or without registered owner information

Reporting:

Included

- Data Ticket offers 24 reports online for our Clients to generate, print and re-print 24/7. We provide real-time reports that can be generated for any timeframe required and we provide pre-processed/month-end reports that reflect the month-end view of data.
- All reports are available online and because we do not purge data unless specifically requested to do so by a Client, the data is available as long as the Agency is a Client.
- All reports are generated in HTML so our Clients can copy and paste the data into Excel for data manipulation purposes.
- If the Agency were to request a report that was not already available, Data Ticket would work with the Agency to design the report and provide it to the Agency at no cost.

Manual Payment Processing:

Included

- Manually received payments (checks, cash, money orders and credit card payments sent via US Mail) are received at our PO Box in Newport Beach where a bonded and insured courier picks up the mail daily and delivers it to our Newport Beach office
- On-site Mail Department opens, sorts and batches the payments before providing them to our on-site Data Entry Department
- After double-blind entry of each payment, the citations are updated by our Quality Assurance team
- Payments are then provided to our Accounting Department where daily deposit slips are completed and provided to a bonded, insured courier who takes them to the bank

Registered Owner Information: **Included**

- Registered owner information for all citations issued on Illinois license plates
- Registered owner information for all citations issued on out of state license plates
- Data Ticket is a recognized Strategic Partner with NLETs and has access to registered owner information nationwide through the NLETs service
- Access to this system requires the use of the City's ORI for tracking purposes only; Data Ticket will utilize its own ORI for actually acquiring the out of state data
- **Turnaround time for acquisition of state registered owner information using NLETs is same day**

Customer Service: **Included**

- Data Ticket provides a live, bi-lingual, on-site Customer Service Department that is fully trained to answer questions related to citation issuance, payment, adjudication, fix-it tickets, if applicable, sign-offs, Delinquent Collections, Advanced Credit Reporting Collections and more
- All calls are recorded to quality assurance and recordings can be sent to the Agency at any time for review.
- Data Ticket's IVR is bi-lingual and accessible via several toll-free numbers; the IVR provides real-time information to the caller regarding current status, including the amount due
- The IVR accepts VISA, MasterCard, Discover, and American Express

Web Presence: **Included**

- Data Ticket's Solution is 100% web-based and Section 508 Compliant and is provided at: www.CitationProcessingCenter.com; this is a generic website in the sense that it is not Agency branded. This website allows for the Agency and the Agency's Patrons to access citations online
- If the Agency prefers to have an Agency branded website, one in which the look and feel mimics that of the Agency's website, Data Ticket can and will provide this feature to the Agency.

Conversion: **Included**

- Data Ticket will convert the citations currently with the Agency's existing vendor at no cost to the Agency
- Citations that have not had a payment and do not have a registered owner will immediately be sent to the appropriate DMV so as to obtain a registered Owner

Cost Increases:

Postal Rate Increase Offset – If postal rates increase during the term of the agreement, fees to DTI shall be raised immediately to offset the effect of the actual postal rate increase.

CPI Increases – There will be NO CPI increases for the duration of the agreement.

Fees Charged to the Patron:

Credit/Debit Card Processing **\$3.50 per transaction**

- Data Ticket is PCI Compliant and provides for the ability to pay via VISA, MasterCard, Discover, and American Express on our website, www.CitationProcessingCenter.com, via our toll-free, bi-lingual Customer Service Representatives, and via our toll-free, bi-lingual IVR Solution
- There is **no charge to the Agency** for credit / debit card processing; however, the Patron is charged \$3.50 per transaction; this means the Patron can pay for a single or many citations at once and incur a single \$3.50 fee

Payment Plan Processing **variable cost**

An administrative **fee will be assessed to Patrons** who wish to participate in a payment plan. There is no charge to the Agency. This fee will cover the cost of the payment plan initiation, and the cost of a confirmation letter that is sent to the Patron confirming the details of the payment plan. The Agency will have the ability to determine whether Payment Plans are accepted and, if so, what the parameters for payment will be.

Credit Card Chargeback Processing **\$30.00 per transaction**

- If a chargeback occurs, a **fee will be charged to the Patron** for the processing of the chargeback
- No fee will be charged to the Agency

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OTHER

Addendum 1



www.downers.us

COMMUNITY RESPONSE

CENTER October 7, 2013
630.434.CALL (2255)

**ADDENDUM-01
RFP-0-49-2013/TT**

CIVIC CENTER

801 Burlington Avenue
Downers Grove
Illinois 60515-4782
630.434.5500
TDD 630.434.5511
FAX 630.434.5571

**ADMINISTRATION BILLING COLLECTIONS AND RECORD
KEEPING FOR PARKING TICKETS AND PARKING PERMITS**

An addendum has been posted to change the Proposal Due Date to:
October 14, 2013, to 4:00 p.m. and to include responses to questions addressed.
(Please see attached).

**FIRE DEPARTMENT
ADMINISTRATION**

20 Main Street
Downers Grove
Illinois 60515-4834
630.434.5980
FAX 630.434.5998

Please sign, and return this with your proposal.

Sincerely,

POLICE DEPARTMENT

825 Burlington Avenue
Downers Grove
Illinois 60515-4783
630.434.5600
FAX 630.434.5690

Theresa H. Tarka
Purchasing

Received: 
President

**PUBLIC WORKS
DEPARTMENT**

5101 Walnut Avenue
Downers Grove
Illinois 60515-4046
630.434.5460
(630.434.5495

Note:
Does not
include
collections
revenue.

1) Exactly how many parking citations were issued in the Village of Downers Grove in each of 2010, 2011 and 2012 respectively?

5113 9506 6096

2) How much revenue was generated and collected from parking citations by the Village in each of 2010, 2011 and 2012 respectively?

2010 - \$134,927. 2011 - \$150,512. 2012 - \$101,107.

3) What is the total number of unpaid parking citations from 2010, 2011 and 2012 respectively?

2009-2013 - 3624 tickets

4) What is the Village's current collection rate on the parking citations that are being issued? 70-73%

5) What is the approximate revenue value of all unpaid parking citations that make up the Village's existing backlog? \$250,000.

6) What is the current percentage breakdown of citations written on the electronic handheld ticket writers versus citations that are manually written? Approximately one third.

7) Does the Village currently issue warning tickets? If yes, what are the criteria for issuing one? Yes - 1st week of new permits

8) Can you please provide a copy of the current contract for citation processing services with pricing? Also, a copy of the three most recent invoices for citation processing services? DNA

Permits - 1400 quarterly -
Considering going to semiannual
or annual

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PCI Compliance Certificate



PCIDSS
Certificate
of Compliance

Certificate Number: E746-D728-8FF5-4F8A

Awarded To:

**Data Ticket Inc. dba Revenue
Experts**

Classification: Merchant

Expiration Date: 2013-12-22

Trustwave Engagement Information

Self-Assessment Questionnaire: Pass

Date Completed: 2013-06-28

Version Completed: PCI SAQ D 2.0

Client SAQ Attestation: Brook A. Westcott

Title: 6/28/13

Vulnerability Scan: Pass

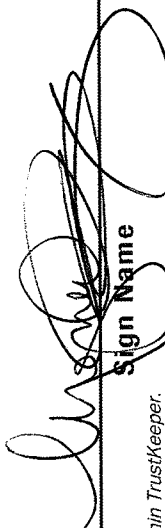
Date Completed: 2013-09-22 13:15:54

Client Authorization:

Marjorie A. Fleming

Print Name

This signed contact at Data Ticket Inc. dba Revenue Experts agrees to the accuracy of all information provided within TrustKeeper.



Sign Name

To maintain compliance, the above named client (referred to below as "CLIENT") must be aware of and validate against their individual requirements as set by the Payment Card Industry Security Standards Council and the payment card brands. For information on requirements, please visit www.pcisecuritystandards.org. In addition, CLIENT must continually identify and provide to Trustwave information regarding any new system that stores, processes, or transmits cardholder data, so that this system can be included in the scope of the validation process. This certificate is valid through the expiration date stated above. It is the client's sole responsibility to maintain compliance with the card association security requirements and obtain validation on at least a quarterly basis. Trustwave makes

no representation or warranty as to whether CLIENT systems are secure from either an internal or external attack or whether cardholder data is at risk of being compromised. This certificate is for the sole purpose of identifying compliance and the attestation for said compliance by CLIENT and cannot be used for any other purpose without the express written consent of Trustwave's legal counsel.

Participating organizations: Visa® Europe, Visa® Inc., MasterCard® Worldwide, American Express®, Discover® Financial Services, JCB Co., Ltd.



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Security begins with Trust™



Data Ticket, Inc.
4600 Campus Drive, Suite 200
Newport Beach, CA 92660

Village of Downers Grove
Administration, Billing/Collections and Record
Keeping for Parking Tickets and Parking Permits

California Small Business Enterprise Certificate

California Certification Report - p. 1 - Generated on Feb 4, 2013

California Certification Report

3830 - DATA TICKET INC - SB

Legal Business Name	DATA TICKET INC		
Doing Business As	DATA TICKET INC		
Address	4600 CAMPUS DR STE 200	Phone	(949) 752-6037
	NEWPORT BEACH, CA 92660	FAX	(949) 752-6033
Email	mferming@dataticket.com		
Web Page	http://www.dataticket.com		
Active Certifications	SB Nov 8, 2012 - Nov 30, 2013		
Business Types	Service:		
Classifications	[801015] Management support services		
Keywords	Parking and code enforcement citation processing services, permitting and handheld units		

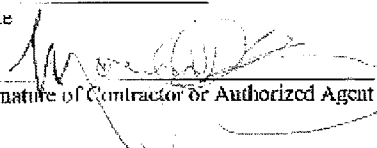
Data Ticket, Inc.
4600 Campus Drive, Suite 200
Newport Beach, CA 92660

Village of Downers Grove
Administration, Billing/Collections and Record
Keeping for Parking Tickets and Parking Permits

California Women-Owned Business Enterprise Certificate

MINORITY OR WOMEN OWNED BUSINESS ENTERPRISE CERTIFICATION

I hereby certify that this firm is a Minority or Women Owned Business Enterprise as defined in law. In making this certification, I am aware of Section 12650 et seq. of the Government Code providing for the imposition of treble damages for making false claims against the state, and Section 10115.10 of the Public Contract Code making it a crime to intentionally make an untrue statement in this certificate.

Date: June 1, 2005 Name: Marjorie A. Fleming
Title: President
Signature of Contractor or Authorized Agent:  Firm Name: Data Ticket, Inc.
Address: 4600 Campus Dr, Ste 200
Newport Beach, CA 92660
Phone Number: (949) 752-6937

Please insert in the appropriate space the percentage which best describes the ownership and control of your business:

Business Ownership: Ethnic/Gender Classification	% Male	% Female
Black American	_____	_____
Hispanic American	_____	_____
American Indian	_____	_____
Alaskan Native	_____	_____
Asian Indian American	_____	_____
Asian Pacific Islander	_____	_____
Pacific Islander	_____	_____
Filipino American	_____	_____
Caucasian	_____	<u>100%</u>

DEFINITIONS

"Minority" OR "Women-owned business" (M/WBEs) is a business concern:

- (1) Which is at least 51% owned by one or more minorities or women or, in the case of a publicly owned business, at least 51% of the stock of which is owned by one or more minorities or women, and
- (2) Whose management and daily business operations are controlled by one or more such individuals, and
- (3) Domestic corporation-A corporation with its home office in the United States which is not a branch or subsidiary of a foreign corporation, firm or other business

"Minority" means an ethnic person of color including American Indians, Asians (including, but not limited to, Chinese, Japanese, Koreans, Pacific Islanders, Samoans and Southeast Asians), Blacks, Filipinos and Hispanics.

IV. PROPOSER'S RESPONSE TO RFP (Professional Services)

(Proposer must insert response to RFP here. DO NOT insert a form contract, the RFP document including detail specs and Proposer's response will become the Contract with the Village.)

Please see the attached response to the Village's RFP, labeled Data Ticket, Inc. Response to the The Village of Downers Grove RFP.

V. PROPOSAL/CONTRACT FORM

*****THIS PROPOSAL, WHEN ACCEPTED AND SIGNED BY AN AUTHORIZED SIGNATORY OF THE VILLAGE OF DOWNERS GROVE, SHALL BECOME A CONTRACT BINDING UPON BOTH PARTIES.**

Entire Block Must Be Completed When A Submitted Proposal Is To Be Considered For Award

PROPOSER:

Data Ticket, Inc.

Company Name

Date: 10/4/13

4600 Campus Dr., Suite 200

Street Address of Company

MFleming@DataTicket.com

Email Address

Newport Beach, CA 92660

City, State, Zip

Marjorie A. Fleming

Contact Name (Print)

949-752-6937, ext. 310

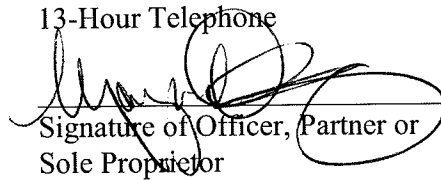
Business Phone

949-466-8399

13-Hour Telephone

949-752-6033

Fax


Signature of Officer, Partner or
Sole Proprietor

Marjorie A. Fleming, President

Print Name & Title

ATTEST: If a Corporation

Signature of Corporation Secretary

VILLAGE OF DOWNERS GROVE:

Authorized Signature

Title

Date

ATTEST:

Signature of Village Clerk

Date

In compliance with the specifications, the above-signed offers and agrees, if this Proposal is accepted within 90 calendar days from the date of opening, to furnish any or all of the services upon which prices are quoted, at the price set opposite each item, delivered at the designated point within the time specified above.



VENDOR W-9 REQUEST FORM

The law requires that we maintain accurate taxpayer identification numbers for all individuals and partnerships to whom we make payments, because we are required to report to the I.R.S all payments of \$600 or more annually. We also follow the I.R.S. recommendation that this information be maintained for all payees including corporations.

Please complete the following substitute W-9 letter to assist us in meeting our I.R.S. reporting requirements. The information below will be used to determine whether we are required to send you a Form 1099. Please respond as soon as possible, as failure to do so will delay our payments.

BUSINESS (PLEASE PRINT OR TYPE):

NAME: Data Ticket, Inc.

ADDRESS: 4600 Campus Drive, Suite 200

CITY: Newport Beach

STATE: California

ZIP: 92660

PHONE: 9497526937, ext.314 FAX: 9497526033

TAX ID #(TIN): 93-1010811

(If you are supplying a social security number, please give your full name.)

REMIT TO ADDRESS (IF DIFFERENT FROM ABOVE):

NAME:

ADDRESS:

CITY:

STATE: ZIP:

TYPE OF ENTITY (CIRCLE ONE):

- Individual
Sole Proprietor
Partnership
Medical
Charitable/Nonprofit
Limited Liability Company -Individual/Sole Proprietor
Limited Liability Company-Partnership
Limited Liability Company-Corporation
Corporation
Government Agency

SIGNATURE:

DATE: 10/8/13

Village of Downers Grove

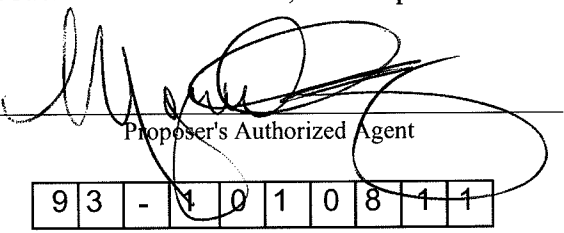
PROPOSER'S CERTIFICATION (page 1 of 3)

Administration, Billing/Collections
and Record Keeping for Parking
Ticket and Parking Permits

With regard to RFP-0-49-2013/tt, Proposer Data Ticket, Inc. hereby certifies
(Name of Project) (Name of Proposer)

the following:

1. Proposer is not barred from bidding this Contract as a result of violations of Section 720 ILCS 5/33E-3 (Bid Rigging) or 720 ILCS 5/33E-4 (Bid-Rotating);
2. Proposer certifies that it has a written sexual harassment policy in place and is in full compliance with 775 ILCS 5/2-105(A)(4);
3. Proposer certifies that it is in full compliance with the Federal Highway Administrative Rules on Controlled Substances and Alcohol Use and Testing, 49 C. F.R. Parts 40 and 382 and that all employee drivers are currently participating in a drug and alcohol testing program pursuant to the Rules.
4. Proposer further certifies that it is not delinquent in the payment of any tax administered by the Department of Revenue, or that Proposer is contesting its liability for the tax delinquency or the amount of a tax delinquency in accordance with the procedures established by the appropriate Revenue Act. Proposer further certifies that if it owes any tax payment(s) to the Department of Revenue, Proposer has entered into an agreement with the Department of Revenue for the payment of all such taxes that are due, and Proposer is in compliance with the agreement.

BY: 
Proposer's Authorized Agent

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FEDERAL TAXPAYER IDENTIFICATION NUMBER

OR _____
Social Security Number

Subscribed and sworn to before me
this _____ day of _____, 20__.

Notary Public

PROPOSER'S CERTIFICATION (page 2 of 3)

(Fill Out Applicable Paragraph Below)

(a) Corporation

The Proposer is a corporation organized and existing under the laws of the State of California, which operates under the Legal name of Data Ticket, Inc., and the full names of its Officers are as follows:

President: Marjorie A. Fleming

Secretary: A. William Fleming

Treasurer: Brook Westcott

and it does have a corporate seal. (In the event that this Proposal is executed by other than the President, attach hereto a certified copy of that section of Corporate By-Laws or other authorization by the Corporation which permits the person to execute the offer for the corporation.)

(b) Partnership

Signatures and Addresses of All Members of Partnership:

The partnership does business under the legal name of: _____
which name is registered with the office of _____ in the State of _____.

(c) Sole Proprietor

The Proposer is a Sole Proprietor whose full name is: _____
and if operating under a trade name, said trade name is: _____
which name is registered with the office of _____ in the State of _____.

5. Are you willing to comply with the Village's preceding insurance requirements within 13 days of the award of the contract? Yes

Insurer's Name State Compensation Insurance Fund & Continental Casualty Company

Agent Ashbrook-Clevidence, Inc.

Street Address 3000 West MacArthur Blvd.

Village of Downers Grove

PROPOSER'S CERTIFICATION (page 3 of 3)

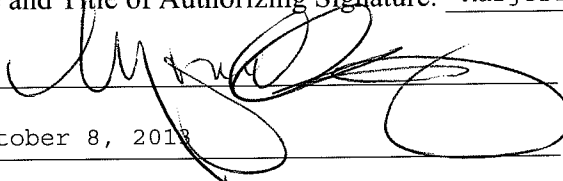
City, State, Zip Code Santa Ana, CA 92704

Telephone Number 714-979-4023

I/We affirm that the above certifications are true and accurate and that I/we have read and understand them.

Print Name of Company: Data Ticket, Inc.

Print Name and Title of Authorizing Signature: Marjorie A. Fleming, President

Signature: 

Date: October 8, 2018

Suspension or Debarment Certificate

Non-Federal entities are prohibited from contracting with or making sub-awards under covered transactions to parties that are suspended or debarred or whose principals are suspended or debarred. Covered transactions include procurement for goods or services equal to or in excess of \$100,000.00. Contractors receiving individual awards for \$100,000.00 or more and all sub-recipients must certify that the organization and its principals are not suspended or debarred.

By submitting this offer and signing this certificate, the Proposer certifies to the best of its knowledge and belief, that the company and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible or voluntarily excluded from covered transactions by any federal, state or local governmental entity, department or agency;
2. Have not within a three-year period preceding this Proposal been convicted of or had a civil judgment rendered against them for commission of fraud or a criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction, or convicted of or had a civil judgment against them for a violation of Federal or state antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
3. Are not presently indicted for or otherwise criminally or civilly charged by a governmental entity (Federal, State, or local) with commission of any of the offenses enumerated in paragraph (2) of this certification; and
4. Have not within a three-year period preceding this application/proposal/contract had one or more public transactions (Federal, State or local) terminated for cause or default.

If the Proposer is unable to certify to any of the statements in this certification, Proposer shall attach an explanation to this certification.

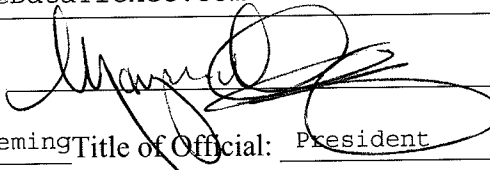
Company Name: Data Ticket, Inc.

Address: 4600 Campus Dr., Suite 200

City: Newport Beach, CA Zip Code: 92660

Telephone: (949) 752-6937, ext. 310 Fax Number: (949) 752-6033

E-mail Address: MFleming@DataTicket.com

Authorized Company Signature: 

(Print) Name: Marjorie A. Fleming Title of Official: President

Date: 10/7/13

Village of Downers Grove

Campaign Disclosure Certificate

Any contractor, proposer, bidder or vendor who responds by submitting a bid or proposal to the Village of Downers Grove shall be required to submit with its bid submission, an executed Campaign Disclosure Certificate.

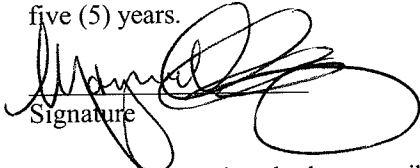
The Campaign Disclosure Certificate is required pursuant to the Village of Downers Grove Council Policy on Ethical Standards and is applicable to those campaign contributions made to any member of the Village Council.

Said Campaign Disclosure Certificate requires any individual or entity bidding to disclose campaign contributions, as defined in Section 9-1.4 of the Election Code (10 ILCS 5/9-1.4), made to current members of the Village Council within the five (5) year period preceding the date of the bid or proposal release.

By signing the bid or proposal documents, contractor/proposer/bidder/vendor agrees to refrain from making any campaign contributions as defined in Section 9-1.4 of the Election Code (10 ILCS 5/9-1.4) to any Village Council member and any challengers seeking to serve as a member of the Downers Grove Village Council.

Under penalty of perjury, I declare:

Proposer/vendor has not contributed to any elected Village position within the last five (5) years.


Signature

Marjorie A. Fleming
Print Name

Proposer/vendor has contributed a campaign contribution to a current member of the Village Council within the last five (5) years.

Print the following information:

Name of Contributor: _____
(company or individual)

To whom contribution was made: _____

Year contribution made: _____ Amount: \$ _____

Signature

Print Name