turboDATA
SYSTEMS

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CONFIDENTIAL

Budgetary Cost Proposal

For

City of Fresno

February 2, 2006

1. BASIC PROCESSING SERVICES.....$500 monthly minimum

Per citation processing fee (handwritten and electronic)
Automated w/in 48 hrs.....$0.70 per citation entered
Manual and Automated after 48 hrs.....$0.82 per citation entered

This service includes the following:

DATA ENTRY

- Online entry of manual and automated citations (habitual offender file for booting/towing is updated daily and available for automated citation writers)
- Online update of payment/disposition information

PAYMENT PROCESSING

- Payment processing for all payments received by mail

CUSTOMER SERVICE - TOLL-FREE PHONE #

- Toll-free # staffed between the hours of 9:00 am and 4:00 pm, Mon. thru Fri
- Trained representatives to answer questions specific to your agency

INTERACTIVE VOICE RESPONSE SYSTEM (IVR)

- IVR system available to callers 24 hours a day, 7 days a week
- System provides status of citation, amount due, due date, contesting status, and pre-recorded agency specific information

DMV INTERFACE

- ☐ DMV online interface for retrieval of registered owner names/addresses
- ☐ DMV online interface for placing and releasing registration holds
- ☐ DMV Payment Tape processed monthly with complete reporting of activities

WEEKLY/MONTHLY ONLINE REPORTING

- ☐ Weekly/monthly habitual offender reporting for booting or towing
- ☐ Weekly/monthly statistical and managerial reports

BANK DEPOSITS

- ☑ Daily reconciliation of deposits (Bank of America)
- ☑ Client must supply deposit slips and endorsement stamp(s)

COURIER SERVICE

- ☐ Daily pick up of mail at a P O Box established by TDS
- ☐ All other correspondence will be mailed to and from TDS

ONLINE INQUIRY ACCESS – PUBLIC

- ☐ Internet access 24 hours a day 7 days a week that allows the public to view the status of their outstanding citations
- ☐ Information on payment options, contesting, proof of correction for registration/license plate violations
- ☐ All notification dates, delinquent dates, late fees, violation description in addition to the total amount due for the license plate

ONE-TIME STARTUP COSTS.....$300 *(Waived)*

- ☐ Includes: citation evaluation, database creation, loading officer names/badge numbers into database, loading violation codes into database, loading customized delinquent notice verbiage into database, Client training regarding TDS' processes and coordination with DMV to create Parking Agency Reporting Code – for retrieving names and addresses of registered owners as well as placing and releasing registration holds
- ☐ Data conversion is included

2. NOTICE MAILING ..... $0.72 per notice mailed

Includes Postage

This service includes the following:

- ☐ Forms, printing, and postage for weekly First Class mailing of delinquent notices
- ☐ Customized verbiage for payment and contesting instructions
- ☐ Mailing of all Drive-away Notices as required by 40202(d) CVC
- ☐ Second delinquent notices for leased and rented vehicles
- ☐ Second delinquent notices for partial payments and bounced checks
- ☐ Second delinquent notices for vehicle ownership and address changes
- ☐ Other correspondence as required

3. FINAL NOTICE LETTERS (Optional).....$0.72 per letter mailed

Includes Postage

This service includes the following:

- ☐ Weekly mailing of a second, firmer notice indicating that a collection agency may be involved if payment is not received within 10 days

4. DMV HOLD LETTERS (Optional)..... $0.72 per notice mailed

Includes Postage

This service includes the following:

- ☐ Monthly mailing of letters to registered owners that have been on DMV hold for over 18 months

5. OUT-OF-STATE PROCESSING (Optional)..... 30% of amount collected

This service includes the following:

- ☑ Regularly scheduled out-of-state DMV inquiries
- ☑ Forms, printing, and weekly First Class mailing of delinquent notices
- ☑ Customized verbiage for payment and contesting instructions
- ☑ Second delinquent notices for leased and rented vehicles
- ☑ Second delinquent notices for partial payments and bounced checks
- ☑ Second delinquent notices for vehicle ownership and address changes

No charge for out-of-state processing for payments made off the windshield. If credit cards services are provided by TDS and out-of-state citations are paid by credit card, credit card fees also apply.

6. ADMINISTRATIVE ADJUDICATION PROCESSING (Optional)

This service includes the following:

- ☑ Entering and tracking all correspondence
- ☑ Preparation of paperwork for initial Client Review
- ☑ Preparation of hearing paperwork for Client-provided hearing examiner
- ☑ Mailing of all Administrative Review and Administrative Hearing Decisions
- ☑ Scheduling of all in-person hearing requests
- ☑ Monthly reporting of outstanding Review Requests and Hearing Requests

TDS can perform all of these services or the City can choose to do all entries.

TDS does all entries: .....$1.52 per notice mailed

City does all entries. TDS provides the software and mails all notifications:.....$0.72 per notice mailed

7. *ONLINE+* (Optional)

Up to 6 workstations included, $40.00 per month/per workstation thereafter

This service includes the following:

- ☑ Secure Internet based access to your database

The Agency is required to provide all necessary hardware (PC with Internet access, printer, etc.)

TDS will provide client's IT personnel with assistance as needed for initial setup, configuration and training

8. CREDIT CARD PROCESSING – by Phone and Internet (Optional)

This service includes the following:

- ☑ Customized delinquent notices with the Visa/MasterCard logo
- ☑ Violator ability to pay via credit card 24 hours per day, 7 days a week
- ☑ Immediate approval and updating to the client's database
- ☑ Ability to pay by telephone and Internet
- ☑ Ability for the agency to pay fees or citizen to pay fees associated with credit card payments

There is no charge to the City for this service. The fee for this service is paid by the citizen at the time of payment at $3 per citation paid. These fees are subject to change.

Startup Fee: $200 onetime charge *(Waived)*

- ☐ **Monthly Minimum: $40**

9. SPECIAL COLLECTIONS (Innovative Collection Services) (Optional) 30% of the amount collected

This service includes the following:

- ☑ Two notifications via first class mail prior to notification of Trans Union credit reporting agency
- ☑ Payment processing with daily deposits
- ☑ Monthly reporting

Usual credit card charges apply when any ICS account is paid using the credit card feature.

10. *ticketPRO* Automated Citation Issuance Devices **See Attached Pricing Schedule**

TDS is offering its latest technology innovation with our ticketPRO handheld ticket writers. This one-of-a-kind product has been designed and developed by TDS as part of a major company initiative and was based on many years of experience working with a variety of handheld ticket writers. ***ticketPRO*** offers support for the latest technology such as Windows Mobile/Pocket PC, 802.11 wireless communication, Bluetooth, barcode scanning and imaging, GPS Navigation and GPRS communication support options.

11. COST INCREASES

Postal Rate Increase Offset

If postal rates increase during the term of this agreement, the per citation fee to TDS shall be raised immediately to offset the effect of the postal rate increase.

CPI Increase

Beginning the second year of the agreement, and effective in subsequent years of the agreement, TDS' rates shall increase according to the increase in Consumer Price Index (CPI) for the prior 12-month period ending each contract year for All Urban Consumers.

I ACCEPT THE TERMS OF THIS AGREEMENT.

Quote valid through May 02, 2006

DEL ESTABROOKE, PARKING MANAGER
MAY 5, 2005