

**MEMORANDUM  
FINANCE DEPARTMENT**

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**TO:** Mr. Thomas Thomas, City Manager  
**SUBJECT:** Amendment to iNovah and Duncan Contracts

**Number:** 003 – 13  
**Date:** 06 - 5 - 12

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City staff is approaching implementation of the central cashing software, iNovah purchased by the City in 2011, and the Duncan parking ticket software purchased in February, 2012. In order for these software pieces to communicate together, as well as with the MSGovern permitting software, some additional services need to be added to the contracts.

**MSGovern**

An interface needs set up between this software and iNovah to allow for cash receipting of permits. The quote for this interface is \$990

**Duncan**

The Duncan software interfaces in a batch process and the iNovah software processes with a real-time interface. These two interfaces are not compatible. The quote for addressing these two interfaces is \$39,730. In addition, there will be increased operating costs to Duncan of .25 per citation and annual maintenance to iNovah of \$1,430. Without these interfaces, the City is unable to receipt for parking tickets within the Duncan system.

**iNovah**

The City receives payments via ACH, Lockbox, and WEB. The imports to bring these payments into iNovah were not part of the original contract and need added. The quote for this service is \$14,520 and each interface has an annual maintenance of \$1045.

**Recommendation:** Council approve adjustment to the software contracts of \$55,240.

**Submitted by:** Cynthia Parchert, Finance Director  
John Thorson, Administrative Services  
Tim Bain, Information Technology

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**Approved:** Mr. Thomas Thomas  
City Manager



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Suite 620, Montreal, QC  
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424 South Woods Mill Rd.  
Suite 310, Chesterfield, MO,  
63017  
Phone: (800) 383-6029  
Fax: (314) 275-8776

**Quote**

**Customer:** Rock Island, City of  
**Contact Name:** Cynthia Parchert

**Quote #:** MSGOV2068  
**Suite:** Govern

**Travel** – This work order does not include travel expenses which are the customer’s responsibility. Travel time will be billed at \$75/hour and with related expenses billed at actual cost. Meals are billed at the GSA per diem rate.”

**SUBJECT:** Integration with iNovah

**Description:**

**Total Price: \$990.00 (USD)**

Set up of interface between the Govern CMS system and iNovah system.

This is a "Not to Exceed" quote, meaning MS Govern will only charge for time actually spent on this effort, not to exceed six hours, even if it takes more than six hours.

Items stipulated in this proposal may be subject to an increase of the Annual Maintenance and Support Agreement. Prices are valid for 180 days from proposal date. All other terms and conditions stipulated in Customer and MS Govern's Agreements remain in force.

<b>Prepared by:</b>	<a href="#">David Cole</a>	<b>Prepared on:</b>	May 17, 2012
<b>Accepted by:</b>		<b>Approval Date:</b>	
<b>Project #:</b>		<b>Work Order #:</b>	
<b>Internal Approval:</b>		<b>P.O. #:</b>	



 <p style="margin: 0;"><b>SYSTEM INNOVATORS</b> CASHIERING SOLUTION EXPERTS A DIVISION OF <b>HARRIS</b></p>	<p style="margin: 0;"><b>Project Change Request</b> <b>Rock Island, Illinois</b> <b>April 5, 2012</b></p>
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**Investment Requirement:**

The City of Rock Island, Illinois has requested that we activate an optional service module that is included in the iNovah investment schedule signed January 17, 2001, I110204.

Component Description	Component Investment Qty	Component Investment Each	Component Investment Total
1. Real Time Interface to the Duncan Traffic System Interface (assumes Web Service method) This will include, a lookup, on the ticket number or name, Payment Inquiry and Payment Update.	1	\$6,500.00	\$6,500.00
2. Traffic System T&M—Estimated Professional Services Hours to define, develop, code, test, deliver & implement	72	\$150.00	10,800.00
3. Traffic System Interface Support and Maintenance (annually upon delivery)	1	\$1,430.00	1,430.00
<b>Application Software &amp; Services Investment:</b>		<b>0.00</b>	<b>\$18,730.00</b>

**Payment Terms**

<b>Minimum – 50 % upon Start / 50% due upon delivery of enhanced software</b>	<b>\$8,650.00</b>	<b>\$8,650.00</b>
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<b>Annual maintenance will be billed per the existing contract schedule</b>	<b>\$1,430.00</b>	<b>\$1,430.00</b>
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The investment requirement of \$18,730.00 represents the maximum investment necessary for the requested project change.



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**APPROVAL TO PROCEED**

By signing below, Rock Island, Illinois authorizes System Innovators to proceed with the Project Change Request. I understand that the investment will not exceed \$18,730.00.

	Rock Island, Illinois	System Innovators,
Agreed to:	by its duly authorized representative: _____	by its duly authorized representative: _____
	_____	Kevin Schroeder
Title:	_____	Director, Professional Services
Signature:	_____	n/a
Date:	_____	4/05/2012



**Project Change Request  
City of Rock Island  
April 18, 2012**

**Investment Requirement**

A project change request is in order to accommodate City of Rock Islands new requirement to use iNovah's payment import function to process ACH payment files and Lockbox payment files. The City will need to provide System Innovators with the ACH and Lockbox payment file layouts.

**Application Software & Services**

Item	Component Description	Component Investment	Investment Total
<b>iNovah™ APPLICATION SOFTWARE &amp; SERVICES</b>			
1	Develop a custom ACH Import to bring payments into the consolidated iNovah database from NorthStar. <sup>(1)</sup>	\$4,750.00	\$4,750.00
2	Develop a custom Lockbox Import to bring payments into the consolidated iNovah database from NorthStar. <sup>(1)</sup>	\$4,750.00	\$4,750.00
3	Develop a custom WEB Payment Import to bring payments into the consolidated iNovah database from NorthStar. <sup>(1)</sup>	\$4,750.00	\$4,750.00
<b>iNovah Application Software &amp; Services Investment:</b>			<b>\$14,250.00</b>

**Additional Application Support & Maintenance**

Item	Component Description	Component Investment	Investment Total
<b>MAINTENANCE - FIRST YEAR</b>			
3	ACH Import <sup>(2)(3)</sup>	\$1,045.00	\$1,045
4	LockBox Import <sup>(2)(3)</sup>	\$1,045.00	\$1,045
5	Web Payment Import <sup>(2)(3)</sup>	\$1,045.00	\$1,045
<b>Additional Annual Maintenance Investment:</b>			<b>\$3,135.00</b>

**Payment Schedule**

The total investment of \$17,385.00 is the fixed price necessary for the additional development, testing, training, support, deployment and project management for the requested software enhancement. The City will be invoiced upon the milestones below.

Payment Number	Milestone	Payment Amount
1	50% Upon Execution of Project Change Request	\$7,125.00
2	50% Upon Delivery of Custom iNovah software	\$7,125.00
3	iNovah Annual Support and Maintenance	\$3,135.00

## Footnotes – Software & Services

(1) The payment import function of iNovah provides a means to import payments from other systems into the consolidated payment database. The module is accessed from any PC through a Web browser and supports the following capabilities:

- a. Importing payments in non-standard file formats (this is the custom programming work)
- b. Performing account inquiries using inquiry web services
- c. Accept and reject payments based on user-defined criteria

Save rejected payments to a separate file for future review

(2) Support Fees for all payment collection software products licensed by System Innovators include help desk support services and upgrades to the latest versions of the licensed software.

(3) The support and maintenance investment for application interfaces applies only to those interfaces written and maintained by System Innovators. Support fees for interfaces include modifying interfaces to comply with changes forced by legislation or system upgrade.

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### Approval to Proceed

By signing below, City of Rock Island authorizes System Innovators to proceed with the requested modifications to the iNovah implementation. I understand that the investment will be \$17,385.00.

City of Rock Island  
Agreed to: by its duly authorized representative: \_\_\_\_\_

Title: \_\_\_\_\_

Signature: \_\_\_\_\_

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

System Innovators  
by its duly authorized representative: \_\_\_\_\_

Kevin Schroeder

Director, Professional Services

April 18, 2012