

MEMORANDUM
ADMINISTRATIVE SERVICES DEPARTMENT

TO: Thomas E. Thomas, City Manager

SUBJECT: Parking Services RFP

Date: January 31, 2012

The Administrative Services Department conducted a request-for-proposals (RFP) regarding parking services.

Background

Public Works has been using the same handheld, parking devices (Autocite) for approximately 17 years. The units are old, outdated and in need of regular repair. Information Technology initially developed programming and supported the parking system software on an IBM 36 system. The current legacy system is custom, in-house software that addresses all aspects of issuing tickets, collecting revenue and basic reporting.

A decision has been made to eliminate the IBM 36 system because the system is antiquated and no longer supported by IBM. Another problem is parking receipting is performed in the city's North Star utility system, but receipting does not flow into the legacy system and this requires manual entry in two systems. These reasons were the impetus for the RFP.

The goal of the RFP was to fundamentally change the business practice and improve information service delivery to customers. The objective was to find, purchase and implement a parking system that would address the following issues:

- 1) Increasing collections and reducing workload (avoid multiple entries into the parking system. (eg. manually entering paper tickets, manually recording payment into the legacy system, manually inputting vehicle owner information into the system database, etc.);
- 2) Identify repeat offenders and scofflaws to parking enforcement attendants;
- 3) Improve communications and interaction with customers. Implement a solution that provides customers new options and capabilities not available in the current solution (eg. contest issued tickets on-line, view parking tickets on-line, pay parking tickets on-line and ability to purchase parking permits on-line.);
- 4) Improve parking permit sales and parking ramp utilization for downtown employers and employees;
- 5) Reduce office traffic in the Finance Department by allowing customers to purchase parking permits via the internet and allowing customers to access account information and pay parking tickets via the internet using credit cards, debit cards, ACH or direct electronic checks or hosted internet solution;

- 6) Save time by incorporating a fully integrated system, which contains all aspects of tickets, permits, vehicles, enforcement and customers (eg. permit holders, persons responsible for permits, space leasing);
- 7) Provide a better system for tracking vehicles that have been booted/towed, the status/location of booted vehicles, as well as the history of fines and payments;
- 8) Reduce or eliminate second notices generated and mailed to parking scofflaws through better use of email and other electronic communications;
- 9) Provide an automated interface for sending relevant financial data to the City's computerized system; and
- 10) Provide quality management reports for business analysis, problem resolution and overall efficiency.

RFP Process

RFP's were mailed on June 6, 2011 with a deadline for return of July 15, 2011. There were 14 bids directly mailed to prospective parking service providers. Administrative Services also placed a legal notification with the Rock Island Argus/Daily Dispatch on June 7, 2011 and placed an advertisement on a parking industry website (Parking Today).

Administrative Services received five responses from the following parking service providers: Electronic Data Collection Corporation, T2 Systems, iParq, Duncan Solutions and Complus. Duncan Solutions (Duncan) currently provides its' Autocite handheld units to the city.

The department initially reviewed each service provider primarily on the technical competencies identified in the evaluation and selection portion of the request-for-proposal (RFP). This includes understanding of project, cost of services, professional qualifications and experience, performance of provider on other contracts, compliance with insurance requirements, submission of licenses and permits and completion of the Equal Employment Opportunity policy (see Appendix A – Parking Vendor Comparison).

Based on the initial analysis, the selection advisory committee made a decision to interview three parking service providers: iParq, Duncan and Complus based on their ability to provide the service requested. Interviews were conducted on September 8 and 9. Scripted questions were developed to gain an understanding of each company's technical competency as it related to the parking services requirements of the City.

The Selection Advisory Committee (Accounts Receivable and Customer Service Supervisor, Assistant IT Director, Information Specialist II, Information Specialist I, Assistant to the Public Works Director, Parking Enforcement Attendant II and Administrative Services Director) participated in the interview process. At the conclusion of the interviews, the SAC discussed the

strengths and weaknesses of each provider with primary responsibility for administering the parking service contract.

Selection Overview

The SAC determined Duncan would best meet the objectives described in the RFP and requests city council approves the following recommendations:

- 1) Purchase 3 handheld ticket units, chargers, software, training and citations at a one-time cost of \$25,875 and pay Duncan \$2.17 per ticket for a hosted internet solution and \$150 per month for cloud computing (hosted servers) which includes maintenance and updates.

The SAC considered two purchase options from Duncan. It could choose no upfront charges for hardware/software/citations and pay Duncan a flat rate of \$4.24 per ticket or purchase the hardware/software/citations and pay Duncan \$2.17 per ticket. Assuming 6,000 tickets were issued per year, it is cost effective to purchase the hardware/software/citations up front and pay \$2.17 per ticket. Over the term of the agreement, this option will save the city over \$36,000.

- 2) Enter into a 5-year agreement with Duncan. The agreement is attached.

Recommendation: City Council approves the purchase of hardware/software in the amount of \$25,875 and pay Duncan \$2.17 per ticket and \$150 per month for cloud computing. City Council approves entering in to a five-year contract with Duncan and authorizes the City Manager to execute the contract document with Duncan to provide hosted parking services to the City of Rock Island.

Vendor: Duncan Parking Technologies

Payment Amount: \$25,875

Account Chargeable: \$25,875

Fund: 101 General Fund

Division/Cost Center: 256081 Administrative Services Department

Object Class: 56404-6123223 Computer Hardware - Gaming

Requisition Number: R003035

cc: Selection Advisory Committee

Submitted By: John Thorson, Administrative Services Director 

Approved By: Thomas E. Thomas, City Manager

Appendix A – Parking Vendor Comparison

**Motor Vehicle Parking System
Parking Vendor Comparison**

	EDCC	T2	iparq	duncan	Complus
Established Date	1987	1994	1999	1936	1986
Employees	9	120	uncertain	over 300	over 30
Experience	Augustana College Western IL Univ. Univ. of Iowa	City of Champaign, IL City of Iowa City, IA City of Cedar Rapids, IA	City of Aurora, IL Saint Ambrose, IA Town of Plymouth, NH	Chicago, IL Northern IL University University of Illinois Schaumburg Galena	City of DeKalb, IL City of Ann Arbor, MI City of Duluth, MN
Costs					
TOTAL COST	\$94,000 first year	\$78,390 first & second year	\$27,603 per year	\$25,440 per year (\$4.24 per ticket and no up front costs) or \$38,647 in year 1 and \$13,030 in years 2 thru 5 (\$2.17 per ticket and city initially pays \$25,875 for hardware / software /training)	14% of ticket collections (estimated \$30,000 per year)
3 handheld devices	\$25,000	\$10,572	\$9,865 with docking station	included	included
implementation	\$3,000	\$18,105	\$4,100 or waived? Not sure	included	14% of ticket collections
conversion	\$10,000	\$7,000	\$3,115	included	included
required interfaces	\$10,000	\$2,995	\$2,920	included	included
training	\$8,000	\$14,500	\$2,140	included	included
length of training	5 days	5 days	5 days	2 to 4 hours per session (5)	unlimited
followup training		training library	on-site 10-12 weeks after implementation	mutually agree on training plan	unlimited
followup training charge		optional pricing	no charge	uncertain	
full system integration timeline			30 to 60 days		within 60 days

**Motor Vehicle Parking System
Parking Vendor Comparison**

	EDCC	T2	iparq	duncan	Complus
parking management software	\$40,000		\$6,125 annually		
annual software (year 1)	included	included	included	\$1,800	included
annual software (year 2)	included	included	included	\$1,800	included
annual software (year 3)	\$13,500	\$24,935	\$1,225	\$1,800	included
annual software (year 4)	\$13,500	\$26,136	\$1,225	\$1,800	included
annual software (year 5)	\$13,500	\$27,398	\$1,225	\$1,800	included
upgrades - software	\$21,000		no additional fee	yes	included
new account discount	-\$25,000				
Integrated financial software			INovah		
handheld ticket writer & printer (3)	\$25,000	\$10,572	\$9,865 with docking station	included	included
annual hardware maint. (year 1)	included	included	included	included	included
annual hardware maint. (year 2)	included	included	included	\$750	included
annual hardware maint. (year 3)	\$2,250	included	\$989	\$750	included
annual hardware maint. (year 4)	\$2,250	\$1,800	\$989	\$750	included
annual hardware maint. (year 5)	\$2,250	\$1,800	\$989	\$750	included
upgrades - hardware			no additional fee	yes	36 month replacement policy
hosting			fully hosted software	fully hosted	
permits online			ThePermitStore		yes
appeals online			Adjudication/Hearing	AutoCITE, AutoISSUE, and	FastTrack
review citations			SCAPAY	AutoPROCESS	FastTrack
process payments, notices, reports			MyiParq		FastTrack
delinquent collections				outsourced/29% of unpaid balance	City will pay postage
process paper tickets			yes	yes	
turnaround time			1 business day of receipt	doesn't indicate	
certificate of insurance			yes	yes	

**Motor Vehicle Parking System
Parking Vendor Comparison**

	EDCC	T2	iparq	duncan	Complus
DMV in-state				yes	yes, no third party
DMV out-of-state				third-party	yes, no third party
PC workstation					1
laser printer					1
software licenses					4

Comments depending on what page you
look at the prices vary.

X3LTDI AutoCITE & AutoISSUE Quote



Prepared by: Kathryn Craig-Jones
 Prepared for: Rock Island

Date Prepared: 01/25/2012
 Ship-to Region: IL

Valid for 60 Days from Date Prepared

Product ID	Description	Price	Qty	Total
X3LTDI	X3 Unit w/ Lithium Ion Battery, 3-Megapixel Digital Camera with Flash & Voice Recording	4,100.00	3	\$ 12,300.00
CH - USB	6 Bay USB Charger	1,000.00	1	\$ 1,000.00
Subtotal				\$ 13,300.00
SW - PCI	Parking Citation Issuance	6,000.00	1	\$ 6,000.00
SW - DI	Digital Images	Included	1	Included
SW - VR	Voice Recordings	Included	1	Included
SW - TLM	Time Limit Marking	1,000.00	1	\$ 1,000.00
Subtotal				\$ 7,000.00
PI - 1	Project Implementation	3,000.00	1	\$ 3,000.00
TR - OS	Training - On site (1-day on-site, 1-day remote installation)	3,000.00	1	\$ 3,000.00
Subtotal				\$ 6,000.00
TI - DS	D Series Trade-In	(100.00)	4	\$ (400.00)
TI - CS	Charger Station Trade-In	(25.00)	1	\$ (25.00)
Subtotal				\$ (425.00)
System Purchase Total				\$ 25,875.00

HS - AI	System Services Management and Support for Hosted AutoISSUE (per month)	150.00	1	\$ 150.00
Monthly Hosting Fee Total				\$ 150.00
CH - USB - MAINT	USB Charger (6 bays) Maintenance	50.00	1	\$ 50.00
SW - AI - MAINT	AutoISSUE Software Maintenance	700.00	1	\$ 700.00
Annual Maintenance Fee Total				\$ 750.00

Sales Tax will be added to the Invoice if applicable.

Payment - All hardware, software and equipment payment due upon delivery. Remaining balance due upon project implementation and training.
 8-10 week lead-time

Host PC must meet the following minimum requirements: CPU: Pentium 4, 3.0 GHz; RAM: 1 GB; OS: Windows XP Professional; Hard Drive: 100 GB Free Space; I/O: USB 2.0; Monitor: 800x600 minimum resolution. Additional Software: Microsoft Internet Services (IIS). (Comes with XP Pro, but not installed by default); Microsoft .NET Framework 2.0 (Free download); Internet enabled.

Please Send Purchase Order To: Duncan Parking Technologies, Inc
 5924 Balfour Court Suite 102
 Carlsbad, CA 92008

AGREEMENT FOR PROCESSING PARKING CITATIONS

This Service Agreement is made by and between Citation Management, a division of Professional Account Management, LLC, a Duncan Solutions Company hereinafter referred to as "Contractor" and The City of Rock Island, IL, hereinafter referred to as "Agency" and entered into this _____ day of _____, 2012. The parties intend by this Agreement to provide for the processing of fines, penalties, and forfeiture thereof, in connection with the issuance of citations for parking violations, and the collection of delinquent parking fines and penalties pursuant to the laws of the State of Illinois. In the furtherance of this purpose, the parties do hereby agree to the following terms and conditions:

ARTICLE I - PROCESSING

1.1 REFERRAL AND RECONCILIATION

Agency shall process parking citations, which are issued by the Agency. Agency shall data enter all manually written tickets. Contractor shall provide and configure software system to accept manually written citations. Contractor's system will provide a daily reconciliation of the number of citations processed by the Agency.

1.2 COMPUTER PROGRAMS AND HARDWARE

Contractor will provide all the computer programs, written procedures and other supporting items used in carrying out the purpose of this Agreement. The Agency shall purchase the handhelds outside of this contract vehicle and the first year of support and maintenance will be included in that purchase price. The Agency shall then be responsible for the warranty and maintenance of all the hardware and software including the AutoCITEs and other computer equipment listed on Exhibit A. The Agency is responsible for any damage, loss, and/or theft of any/all computer hardware, software, and/or equipment used by the Agency at the Agency location. The Agency will provide insurance coverage for such equipment as described herein.

1.3 BASE PROCESSING

Citations issued by the Agency (Electronic or manual) will be entered onto the Contractor's Service Center Computer System and cleared upon payment or other disposition. Agency shall make requests for Registered Owner information will be sent to the appropriate Departments of Motor Vehicles (DMV). The Agency shall generate a Notice of Illegal Parking (NOI) and sent to the Registered Owner and the penalty or fine amount requested. Return payments will be made directly to the Agency. Vehicle registration holds will be placed on vehicles having unpaid parking fines and fees due against those vehicles according with the state vehicle code and other applicable state and local laws. The Agency will be responsible for any and all Court, State, and DMV charges for the hold placement. DMV holds shall be removed through DMV when the registered owner satisfies the entire amount of parking citation fines, fees, and penalties due against the vehicle. Once the citations have been entered into the system, it will be the Agency's responsibility to complete all the processing required by the Agreement, even after the termination of the Agreement.

1.4 NOTICE GENERATIONS AND MAILING

The Notice of Illegal Parking (NOI) will be generated by Agency and mailed by the Agency to the Registered Owner requesting the penalty and/or fine amount due. Postage for the notices will be paid by the Agency. Return payments will be made directly to the Agency. The Agency will complete all collections and banking activity.

1.5 SUSPENSION OF PROCESSING

The Agency shall process all suspensions. Contractor shall maintain records indicating any suspension of a citation as a result of Agency's request. Contractor shall be paid the contractual rate hereinafter provided for processing these suspended citations.

1.6 COMPUTER SYSTEM

Contractor will provide Agency with Internet inquiry capability at the Agency location for inquiry into the system for retrieval of parking

citation information. This capability will be in the form of eight (8) named user licenses installed at the Agency location. The Agency will be responsible for all connection and/or line costs.

1.7 CONTESTED CITATIONS

In the event a registered vehicle owner disputes the liability for the outstanding parking citation, the Agency shall advise the registered vehicle owner of his/her right to request a court appearance, or an administrative review or hearing.

1.8 CITATIONS DISPOSED OF BY REVIEW HEARING OR COURT

The Agency, as a result of an administrative review or hearing, or court action, may be required to reduce, cancel or void, on an individual basis, parking citations, which have been referred to it. Contractor shall be paid the contractual rate hereinafter provided for processing the citation regardless of the outcome of such action. Agency shall maintain records indicating any reduction or cancellations of parking citations as a result of such action.

1.9 SERVICE OPTIONS

Agency shall receive, and pay for services as outlined in Attachment "A" (Schedule of Fees). Written and signed direction to provide AutoCITE Computers must be issued by the Agency before such equipment is provided.

1.10 IVR PAYMENTS

Contractor shall provide the public with the ability to pay parking citations using an accepted credit card via the Contractor provided Interactive Voice Response system. The cost for this service, including credit card discount fees, will be recovered by the Contractor in the form of a convenience fee assessed to the violator for each citation.

1.11 INTERNET PAYMENTS

At the option of the Agency, the Contractor shall provide the public with the ability to pay parking citations using an accepted credit card via the Contractor provided Internet payment site.

The cost for this service, including credit card discount fees, will be recovered by the Contractor in the form of a convenience fee assessed to the violator for each citation.

ARTICLE II - GENERAL

2.1 PUBLIC INQUIRIES

The Agency will process telephone calls, and correspondence. Explanations of the process for contesting violations, including the judicial appeal of the administrative review, hearing, or court appearance that may come to the attention of the Agency, will be handled by the Agency. The Agency will schedule Court and/or Agency Hearings and Administrative Reviews where applicable.

2.2 CONTRACTOR LIMITATIONS

Contractor may not do any of the following, without Agency's prior approval, in writing:

- (a) Take any legal action;
- (b) Threaten any legal action; or
- (c) Make any communication, oral

or written, regarding potential legal action.

(d) Disclose any information regarding driving records or registration information which is in violation of the provisions of the laws of the State of Illinois.

2.3 TAXES AND FEES

The Contractor will meet any Agency requirements for a Business License, Local or State Sales or Use Taxes. The Contractor will pay these taxes or fees when required.

ARTICLE III - COMPENSATION

The Agency shall compensate the Contractor for services according to the Schedule of Fees attached hereto as Attachment "A" and the terms of this Article III.

3.1 PROCESSING SERVICES

For performance of the processing services described in Article I, the Agency will pay the Contractor the rate set forth on the Schedule of Fees, Attachment A, for each parking citation entered and processed by the Contractor,

regardless of the ultimate disposition or processability of such citation. No extra processing charge shall be made for a citation determined to be unprocessable pursuant to paragraph 1.1 and subsequently corrected and re-entered into the database.

3.2 BILLING AND PAYMENT PROCEDURES

Contractor shall provide the Agency on a monthly basis with a statement and fee analysis that accurately reflects the fees earned during the preceding period. The Agency shall either approve or reject the statement and fee analysis. If these documents are rejected by the Agency, Contractor will be notified, and both parties shall use their best efforts to resolve the disputed items.

3.3 CONSUMER PRICE INDEX ADJUSTMENTS

The Contractor will be entitled to annual cost of living adjustments beginning on the first anniversary of this Agreement, based on the Chicago Area Consumer Price Index (CPI). This increase shall be automatic and effective upon the anniversary each year of the Agreement.

ARTICLE IV - TERM OF AGREEMENT

4.1 PERIOD OF PERFORMANCE

The Period of Performance under this Agreement shall be for five (5) year(s) and shall commence upon the approval as attested by the signing by the Agency and the Contractor.

4.2 AUTOMATIC RENEWAL

The term of the Agreement will then be automatically renewed annually for additional one (1) year periods by the mutual agreement of both parties, after the initial five (5) year period.

4.3 PRICE INCREASES

The Contractor may request other price increases, thirty (30) days prior to the anniversary date of the Agreement. Any increase in price for this Agreement, CPI in paragraph 3.3, shall require prior written approval by the Agency.

4.4 TERMINATION

This Agreement may be terminated in writing, without cause, by either party upon thirty (30) days written notice to the other party, after five (5) year(s) from the date of execution of the Agreement. This Agreement may be terminated upon the failure of either party hereto to fulfill any of its obligations under this Agreement provided that the party aggrieved by such default has given to the other party written notice of such default and, for a period of ninety (90) days from the date of such notice, and the defaulting party has failed or refused to remedy such default.

4.5 COMPENSATION

Upon termination of this Agreement, Contractor shall be compensated for parking citations processed through the date of termination of the Agreement.

4.6 APPROPRIATION CLAUSE

This Agreement shall be subject to the availability of an appropriation by the City of Rock Island in each fiscal year; provided, however, that (i) the City of Rock Island and agrees to use its reasonable best efforts to obtain such appropriation in its budget, and (ii) that in the event the City of Rock Island fails to obtain an appropriation for the services described herein, the City of Rock Island covenants and agrees that it will not permit any other person or entity to provide the same or similar services.

ARTICLE V - CONFIDENTIALITY

5.1 MATERIALS CONFIDENTIAL

All reports, information, data files and tapes furnished or prepared by the Contractor, its sub-contractors, successors or assigns (to the extent hereinafter allowed) for the purpose of transmittal to the Agency pursuant to this Agreement are confidential.

5.2 CONSENT REQUIRED FOR DISCLOSURE

No report, information, data files, or tapes furnished or prepared by the Contractor or its sub-contractors, successors or assigns, shall be made available to any individual or organization without the prior written approval of the

Agency, other than individuals or organizations who are reasonably necessary to effectuate the terms and conditions of this Agreement or as required by State law.

ARTICLE VI - CLAIMS AND ACTIONS

6.1 REASONABLE ASSISTANCE OF CONTRACTOR

In the event any claim or action is brought against the Agency relating to Contractor's performance or services rendered under this Agreement, the Contractor shall render any reasonable assistance and cooperation, which the Agency might require.

6.2 AGENCY COOPERATION

In the event any claim or action is brought against the Contractor relating to the Contractor's performance of services rendered under this Agreement, the Contractor shall notify the Agency, in writing, within five (5) days, of said claim or action. Agency shall render any reasonable assistance and cooperation that the Contractor might require.

6.3 INDEMNIFICATION BY CONTRACTOR

Contractor agrees to indemnify and hold Agency harmless against any and all liability, costs, and expenses, including attorney's fees, occasioned by claims or suits for loss or damages arising out of acts of the agents, servants, employees, successors, or assigns (to the extent hereinafter allowed) of the Contractor during the term of this Agreement.

6.4 INDEMNIFICATION BY AGENCY

Agency agrees to indemnify and hold Contractor harmless against any and all liability, costs, and expenses, including attorney's fees, occasioned by claims or suits for loss or damages arising out of acts of the agents, servants, employees, successors, or assigns (to the extent hereinafter allowed) of the Agency during the term of this Agreement.

6.5 INSURANCE

Contractor shall, at its expense, provide general public liability insurance, in an amount not less than \$1,000,000.00, with the Agency named as

an additional insured, and with the insurance carrier and form of policy subject to approval by the Legal Counsel of Agency. Contractor shall provide a certificate of insurance, showing the Agency, its officers and employees, as an additional insured, with a provision that the policy shall not be canceled or terminated except upon thirty (30) days prior written notice to Agency. Upon request by Agency, Contractor shall furnish the original or a copy of such insurance coverage, which shall be maintained at all times during the term of this agreement. In addition to the said liability insurance, Contractor shall provide and maintain workers' compensation insurance as required by law and shall furnish a certificate to the Agency showing such coverage in effect.

ARTICLE VII - SUB-CONTRACTING AND ASSIGNMENTS

7.1 SUB-CONTRACTING

Contractor is authorized to engage sub-contractors at the Contractor's expense. Contractor shall notify Agency of the name, address, and other personal information reasonably requested by agency regarding any proposed sub-contractor, within 24 hours after Contractor retains said services. If Agency disapproves of the use of such sub-contractor, Contractor shall immediately cease to use same on Agency's account. This approval by the Agency may not be unreasonably withheld.

7.2 ASSIGNMENTS

This Agreement may not be assigned without the prior written consent of the Agency.

ARTICLE VIII - INDEPENDENT CONTRACTOR

8.1 CONTRACTOR'S RELATIONSHIP

The Contractor's relationship to the Agency in the performance of this Agreement is that of an independent Contractor. Personnel performing services under this Agreement shall at all times be under the Contractor's exclusive direction and control and shall be employees of the Contractor and not employees of the Agency. Contractor shall pay all wages and salaries and shall be

responsible for all reports and obligations respecting them relating to social security, income tax withholding, unemployment compensation, worker's compensation, and similar matters. Neither Contractor nor any agent or employee of Contractor shall obtain any right to retirement benefits or other benefits that accrue to employees of the Agency, Contractor hereby expressly waives any claim it might have to such rights.

8.2 EQUAL OPPORTUNITY EMPLOYER

Contractor is an Equal Opportunity Employer and does not discriminate in the hiring, firing, or other employment practices engaged in by it.

ARTICLE IX - ENTIRE AGREEMENT

9.1 INTEGRATED AGREEMENT

This contract is intended by the parties as a final expression of their Agreement and also as a complete and exclusive statement of the terms thereof, any prior oral or written Agreement regarding the same subject matter notwithstanding. This Agreement may not be modified or terminated orally, and no modification or any claim of waiver of any of the provisions shall be effective unless in writing and signed by both parties.

9.2 COMPLIANCE WITH APPLICABLE LAWS

Contractor agrees to comply with all laws within the State of Illinois governing the conduct of business, including but not related to laws pertaining to licenses, taxes, corporate regulations, and collection practices.

9.3 GOVERNING LAW

Agency and Contractor agree that the law governing this Agreement shall be that of the State of Illinois.

9.4 NOTICES TO PARTIES

Any notice required under this Agreement to be given to either party may be given by depositing in the United States mail, postage paid, first-class, a notice addressed to the following:

Contractor:
Professional Acct. Mgt. LLC
633 W. Wisconsin Ave
Suite 1600
Milwaukee, WI 53203

Agency:
John Thorson
Purchasing Director
Rock Island, IL

WHEREFORE the parties hereto have entered into the Agreement on the day and year first hereinabove written. The agreement is to be prepared in duplicate and after acceptance by the Agency; a duplicate copy shall be forwarded to the Contractor.

Professional Account Management LLC:

By: _____

Title: _____

City of Rock Island, IL:

By: _____

Title: _____

ATTACHMENT A
SCHEDULE OF FEES

The processing fee per citation for the period of this Agreement will be based on the following options:

RATE PER CITATION ISSUED:

\$2.17 will be the initial processing fee subject to CPI increases as described in Section 3.3 of the Agreement. Fee is applicable for parking citations generated by handheld computers and/or electronically transferred to PAM Processing Center, and for manual parking citations processed by PAM into the citation master file.

SCOPE OF SERVICES:

- Training, Conversion and Implementation
- Convenience fees apply for web and IVR payments
- 8 Citrix user licenses
- Export of payments received through AutoPROCESS via web and IVR payments
- Import of payments received from City's cashiering system

HANDHELD COMPUTERS

(To be purchased separately)

DATA CONVERSION:

Conversion of data files that meet our conversion file standards will not incur any additional charges. Custom programming required to convert data files that do not meet our conversion file standards will be charged at \$250.00 per hour.

SYSTEM ENHANCEMENTS

System enhancement or customization requests will be billed at the rate of \$250 per hour.

BACKLOG CITATION PROCESSING:

All original citations, accompanied by all dispositions for the same period, defined as the backlog, will be processed by Contractor at no additional charge.

ATTACHMENT B
OPTIONAL CONTRACT PRODUCTS AND SERVICES

WHEREAS, the City may desire to engage the Contractor to provide certain other products and or services that support or are otherwise related to the City's parking program.

In addition to the core contract products and services stated previously, the Contractor, subject to the City's prior approval, shall provide, complete and deliver certain Optional Contract Products and Services. The City shall determine the Optional Contract Products and Services it needs to enhance the parking program. At the City's written request and/or Contract Amendment as required, and in accord with the terms herein, the Contractor shall provide such Optional Contract Products and Services. The Optional Contract Products and Services, and all related all goods, services, tasks, deliverables and work, are set forth below.

B.1 PROCEDURE

At the City's written request, the Contractor shall deliver the Optional Contract Products and Services authorized by the City. The Contractor shall not provide any Optional Contract Products or Services until notified by the City to do so in writing. Upon receiving proper authorization, the Contractor shall implement the Optional Contract Products and Services in accordance with the implementation requirements set forth and mutually agreed upon by the City and the Contractor.

B.2 COMPENSATION SCHEDULES

The City and Contractor may adopt updated compensation schedules for Optional Contract Products and Services at any time during the contract term. If the City desires any Optional Contract Products and/or Services, it may request the Contractor to submit an updated proposal of terms and costs for said services, including any underlying cost assumptions. Upon accepting the Contractor's updated terms and costs, the City shall issue a Project Task Order authorizing the Contractor to proceed with the delivery of said services. The City shall pay the Contractor for any Optional Contract

Product or Service in accordance with the terms of this contract or the Project Task Order issued by the City. The Contractor shall provide the City with full documentation of any fees and expenses at the City's request.

B.3 OPTIONAL PRODUCTS OR SERVICES

The City may engage the Contractor to deliver certain Optional Products and/or Services in accordance with its requirements as defined herein. Such Optional Products or Services may include, but are not limited to, the following:

- Parking Ticket Issuance Products/Services
- Parking Ticket Processing Services
- Secondary Collection Services
- Administrative Adjudication Services
- Single Space Meters
- Multi Space Meters
- Meter Management Software
- Any and all products or services that are provided by Duncan Solutions, its entities, related partnerships and or any subcontractors

The City shall determine the Optional Products/Services it needs to enhance the parking violation program or other related municipal services. At any time during the course of this contract, the City may issue a written Project Task Order to the Contractor specifying the Optional Products/Services that it requires, the compensation it agrees to pay the Contractor for said services and any other terms and conditions. As necessary, the City may also request a proposal for any of the services described herein reflecting revisions in the scope and cost specified herein. Upon accepting the City's Project Task Order, the Contractor shall deliver the Optional Services requested by the City in accord with the terms therein.