

Data Ticket, Inc.
ClientServices@DataTicket.com
Direct: 949-428-7240

City of Merced
Parking Citation
Processing and Payment Services

EXHIBIT B COST PROPOSAL

EXHIBIT B

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Below we have completed the City's Cost Proposal Sheet.

COST PROPOSAL FOR THE CITY OF MERCED

Monthly Cost	<u>No Monthly Minimum</u>
Fee for processing & collecting each manually written citation	<u>\$0.55</u>
Fee for processing & collecting each electronically written citation	<u>\$0.45</u>
Fee for <u>collecting</u> each out-of-state citation	<u>25%</u>
DMV Holds	<u>\$0.00</u>
Reports	<u>\$0.00</u>
Conversion Fee	<u>\$0.00</u>
Review, Hearing and Court Appearances	<u>See attached</u>
Additional Correspondence	<u>\$0.75</u>
Refunds handled by Company	<u>\$2.50</u>
Fee for Delinquent Collection Notices – (Old Citations, those that have gone through the normal collection cycle including the first delinquent notice required by California & DMV hold that remain uncollected.	<u>25%</u>
Indigent Payment Plans (AB 503) Service/Fees Price for City to handle appeals and if Vendor handles appeals	\$5.00 if DTI Handles <u>\$2.00 if City Handles</u> \$0.75 per Letter
Postage	<u>No charge</u>
Payment Processing	<u>\$0.00</u>
FTB Tax Lien Participation Agency qualification & sign -up, matching social security number to debts, noticing, customer service, collections, file adjustment on Vendor database and FTB database & monthly management reports.	<u>\$2.50 per SSN</u> 15% of Collections

Below we have provided the City with additional supporting details regarding our proposed cost model:

Service / Cost Details

Parking Citation Processing	
Description	Cost
<i>Fee per Electronic Citation Issued</i>	\$0.45
<i>Fee per Manual Citation Issued</i>	\$0.55
<i>1st Courtesy Notices (required by CVC if not paid off the windshield)</i>	\$0.75
Includes:	
<ul style="list-style-type: none"> Printing and sending daily 1st class postage Windowed #10 envelope 	<ul style="list-style-type: none"> 8 ½ x 11" semi-custom notice Electronic attachment to the citation Return #9 envelope
<i>Fee per Paperless Appeal</i>	\$0.75
Includes:	
<ul style="list-style-type: none"> Receipt of 1st level requests Receipt of 2nd level requests Receipt of Court Requests Scheduling hearings 	<ul style="list-style-type: none"> Placing citation on adjudication hold Scanning all back-up Attaching all back-up to citation Providing back-up to Hearing Officers
<i>Fee per Adjudication Letter</i>	\$0.90
Includes:	
<ul style="list-style-type: none"> Printing and sending daily 1st class postage Windowed #10 envelope 	<ul style="list-style-type: none"> 8 ½ x 11" custom letter Electronic attachment to the citation Return #9 envelope
<i>Fee per Out of State Registered Owner Request</i>	25% of Collections
Includes:	
<ul style="list-style-type: none"> Use of our ORI and the City's ORI for access to NLETs for real-time acquisition 	<ul style="list-style-type: none"> Direct to available States RO is acquired immediately upon the citation entering the system.
<i>Fee per NSF Processed</i>	\$2.00
Includes:	
<ul style="list-style-type: none"> Daily processing 	<ul style="list-style-type: none"> Real-time update of amount due

Parking Citation Processing	
Description	Cost
<i>Delinquent Collections at 90 days old (or once 2nd notice is generated and sent) *</i>	<i>25% of Collections</i>
Includes:	
<ul style="list-style-type: none"> ○ Sending 3 additional letters ○ 1st class postage ○ Windowed #10 envelope ○ Payment Processing ○ CA DMV Registration Holds ○ Dispute resolution ○ Electronic attachment to the citation ○ Return #9 envelope ○ Recorded Customer Service lines ○ CA DMV Registration Releases 	
<i>Fee per Franchise Tax Board SSN Request</i>	<i>\$2.50</i>
Includes:	
<ul style="list-style-type: none"> ○ Acquisition of an SSN ○ The charge is per unique SSN 	
<i>Franchise Tax Board Collections</i>	<i>15% of Collections</i>
Includes:	
<ul style="list-style-type: none"> ○ Weekly placement at FTB ○ Dispute resolution ○ Payment of the City's FTB Invoice ○ Weekly updates to / from FTB ○ Weekly payment processing ○ Monthly reconciliation of FTB account 	
<i>Hearing Officer Services (Optional and not currently utilized)</i>	<i>\$85.00 per hour</i>
Includes:	
<ul style="list-style-type: none"> ○ Independent Hearing Officers ○ Electronic storage of all recordings ○ Recording of in-person and phone hearings 	
<i>Joint / Escrow Account Services</i>	<i>\$50.00 per month</i>
Includes:	
<ul style="list-style-type: none"> ○ Daily deposits via RCD or Check 21 ○ Processing of all NSF's ○ Payment of Data Ticket's invoice ○ Daily reconciliation of bank account ○ Disbursement of State Surcharges ○ Net remittance to the County 	
<i>Fee per Refund Issued</i>	<i>\$2.50</i>
Includes:	
<ul style="list-style-type: none"> ○ Weekly reconciliation of refunds ○ Weekly generation of refund checks ○ Weekly mailing of refund checks ○ 1st class postage ○ Invoicing of refund check ○ Monthly reconciliation 	
*Payments collected at DMV are not assessed this fee	

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Parking Citation Processing	
Description	Cost
<i>AB503 Receipt and Processing – per request if Data Ticket handles</i>	\$5.00
<i>AB503 Receipt and Processing – per request if City handles</i>	\$2.00
<i>AB503 Letters</i>	\$0.75
Includes:	
<ul style="list-style-type: none"> ○ Receipt and scanning of all requests ○ Approval or denial of each request ○ Denial letter if applicable ○ Review of all received requests ○ Payment plan setup and management ○ Storage of all scanned documents 	
<i>Fee per Other Correspondence / Letters</i>	\$0.75
Includes:	
<ul style="list-style-type: none"> ○ Partial payment letters ○ Refund letters ○ Fled letters ○ Any other letter required by the City 	

** If this service is selected, the City will also be responsible for banking supplies.

OPTIONAL

Handheld Hardware Cost Proposal

Data Ticket has provided the below cost proposal for three unique handheld devices (inclusive of protective covers).

Item	Purchase Price
N5 Print 1-Piece Solution	\$2,000.00
Samsung Galaxy S8+ w/ TSC 3" Printer	\$1,300.00
Samsung Galaxy S9+ w/ TSC 3" Printer	\$1,700.00

Handheld Citation Issuance Software Cost Proposal

Data Ticket has provided the below cost proposal for our handheld citation issuance software.

Item	Cost
Software License Fee	\$150.00 per unit per year
Repair / Replacement / Enhancements with \$0.00 Deductible	\$25.00 per unit per month
Hosted 4G Data Plan	Straight pass-thru from carrier

Services Included in the Above Costs:

Online Access for the Agency's Customers: **Included**

The Agency's Customers 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 a 1st Level Administrative Review and attach up to three documents supporting their position
- Request a 2nd Level Administrative Hearing Request 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 everyone 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 transaction in the system, therefore, 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, Chargebacks and Refunds
- Reduce or increase violation amounts, dismiss citations, void citations and place citations 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

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- 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 if 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 using the standard reports or report generator, 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

California Registered Owner Information:

Included

- Registered owner information for all citations issued on California license plates
- Turnaround time for acquisition of California registered owner information is **same day**
- 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 real-time through 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 RO data

CA DMV Holds and Releases:

Included

- California DMV Holds and Release performed daily via an online connection
- Holds and releases can also be performed real-time, upon request
- Citation amounts placed on hold are updated daily in the event a partial payment is made

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Customer Service:

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- 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, sign-offs, FTB, 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 status, including the amount due
- The IVR accepts VISA, MasterCard, Discover, and American Express

Training

No Charge

Onsite training at the City's preferred location will be provided free of charge for both the handheld ticket writer training and the system training. Training typically takes place over the course of a few hours and will be customized to meet the City's requirements.

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 Customers 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.**

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.*

Other:

Credit / Debit Card Processing Fee – Citizens who elect to pay using a credit / debit card will incur a single \$3.50 processing fee for each transaction. Citizens will have the ability to pay for multiple citations at the transaction level, thus incurring a single \$3.50 fee for as many citations that require payment.