

APPENDIX F
EXHIBIT D
TECHNICAL EXHIBITS

Parking Citation Processing Services (PCPS)

**EXHIBIT D
TECHNICAL EXHIBITS**

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Exhibit D.1

CONTRACT PERFORMANCE DISCREPANCY REPORT

TO: _____

FROM: _____

DATES: Prepared by County: _____

Received by Contractor: _____

Returned by Contractor: _____

Action Completed: _____

DISCREPANCY PROBLEMS: _____

Signature of County Representative

Date

CONTRACTOR RESPONSE (Cause and Corrective Action): _____

Signature of Contractor Representative

Date

COUNTY EVALUATION OF CONTRACTOR RESPONSE: _____

Signature of County Representative

Date

COUNTY ACTIONS: _____

CONTRACTOR NOTIFIED OF ACTION:

County Representative's Signature and Date _____

Contractor Representative's Signature and Date _____

Exhibit D.2

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SPECIFIC PERFORMANCE REFERENCE	SERVICE	MONITORING METHOD
SOW: Section 3.0 (Program Implementation)	Contractor shall deliver PCD within 10 days of contract Effective Date (<i>if applicable</i>).	Inspection & Observation
SOW: Section 3.0 (Program Implementation)	Contractor shall deliver Training Plan within 10 days of contract Effective Date (<i>if applicable</i>).	Inspection & Observation
SOW : Paragraph 6.9	Contractor shall provide clearly readable facsimiles of all citations within seven (7) days of a request from County Program Director.	Inspection & Observation
SOW : Paragraph 6.10	Contractor shall scan all handwritten citations to the System within two (2) business days of receipt.	Inspection & Observation
SOW : Paragraph 6.11	Contractor shall process data-entry correction, with revisions, within three (3) business days	Inspection & Observation
SOW : Subparagraph 7.3.4	Contractor shall provide additional Notices and/or Correspondences, and textual changes to such documents, when requested by LASD, must be available for use within seven (7) business days of such request.	Inspection & Observation

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SOW : Subparagraph 11.1.1	Contractor shall release vehicle registration 'Holds' via on-line, real-time transmission to DMV, within 24 hours of disposition of the citation, or upon request of LASD.	Inspection & Observation
SOW : Subparagraph 11.6.6	Contractor shall ensure that the IVR component of the telephone system is accessible 24 hours per day, 7 days per week.	Inspection & Observation
SOW : Subparagraph 11.7.5	Contractor shall ensure that the website is accessible 24 hours per day, 7 days per week.	Inspection & Observation
SOW : Subparagraph 12.3.1	Contractor shall provide County with written reconciliation control procedures to the County's Program Director for review and approval within 15 days of Contract execution.	Inspection & Observation
SOW : Paragraph 14.8	Contractor's Program Manager and/or alternate shall be replaced within thirty (30) days when, as determined by County's Program Director, either individual fails to perform effectively.	Inspection & Observation
SOW : Paragraph 16.1	Contractor shall establish and utilize a comprehensive Quality Control (Q.C.) plan. Contractor shall submit the Q.C. Plan to the County Project Manager within 15 business days after contract award.	Inspection & Observation

PERFORMANCE REQUIREMENTS SUMMARY (PRS) CHART

SOW : Section 17.0	Contractor shall submit the Q.A. plan to the County Project Manager within 15 business days after contract award.	Inspection & Observation
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