

Appendix A

PARKING CITATION PROCESSING SERVICES (PCPS)

Statement of Work

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STATEMENT OF WORK

1.0 INTRODUCTION

Capitalized terms used in this Appendix A (Statement of Work) without definition have the meanings given to such terms in the Agreement, Section 2.0.

1.1 Purpose

The Los Angeles County Sheriff's Department (Department) desires to contract with an organization that can provide Parking Citation Processing Services (PCPS) for the Department's Parking Enforcement Detail.

1.2 Background

The Sheriff of Los Angeles County (the Sheriff) is authorized by the State of California to collect fees for parking violations within the unincorporated areas of the County. The Sheriff also has the power to delegate authority to other agencies within the County for the purpose of citing vehicles for parking violations. Other County departments currently authorized to issue parking citations in Los Angeles County include: the Department of Beaches and Harbors, the County's Fire Department, Forestry Division, and the Internal Services Department's Parking Services section (Participating Agencies).

The Department's Parking Enforcement Detail provides centralized administration of parking violation enforcement and parking violation processing. The Department is currently responsible for processing approximately 200,000 parking citations per year.

2.0 SCOPE OF SERVICES

Under this Agreement, Contractor shall have the capability of processing not less than 250,000 parking citations per year. (The County makes no guarantee as to the actual number of parking citations which may be processed in any given contract year.)

The services to be provided shall include, but are not limited to:

- Recording the data from each parking citation
- Completely managing and processing all parking citations issued through automated handheld computers
- Completely managing and processing all hand-written parking citations
- Sending Notices to the vehicle's registered owner
- Providing enhanced collection activity on delinquent open accounts
- Providing various methods for parking citation payment via the Internet

- Maintaining an electronic interface(s) with the California Department of Motor Vehicles (DMV), and other participating out-of-state DMVs
- Provide the Department with on-line, real-time access to Contractor's PCPS data system (the System).

3.0 **PROGRAM IMPLEMENTATION PLAN**

Within ten (10) Business Days of the Effective Date of the Agreement, Contractor shall deliver to the County Project Director a draft Project Control Document (PCD) outlining the working format for the PCPS program implementation, including the information specified below. The PCD is described below in Paragraph 3.1 (Develop a Project Control Document) of this SOW. If required by the Department, an updated PCD shall also be submitted on a bi-weekly basis that communicates project progress, identifies possible issues, and presents strategies for overcoming the identified issues.

Within ten (10) Business Days of the Effective Date of the Agreement, Contractor shall deliver to the County Project Director a draft Training Plan. The Training Plan is described below in Paragraph 3.2 (Develop a Training Plan – Parking Enforcement Detail Staff) of this SOW.

3.1 **Develop a Project Control Document (PCD)**

- **Introduction:** Summarize the Program Implementation Plan, review the shared vision for the project, the strategic goal(s) of the project, and how Contractor will contribute to meet the Department's operational objectives;
- **Project Objectives:** Describe the objectives to be achieved under the project and critical success factors for the Department, all based upon Contractor recommendations reviewed and refined by the Department, and any assumptions or limitations related to the project's implementation;
- **Project Scope:** Describe the overall scope of the implementation. The Project Scope statement acts as a confirmation of overall project scope;
- **Work Breakdown Structure (WBS):** Identify all activities and tasks required to fully implement, manage, and operate the PCPS program.

As part of the Program Implementation Plan, the WBS provides an outline of the critical steps necessary to (1) provide data transfer (conversion) services from the prior PCPS provider to the new System, (2) provide operational conversion services (includes the establishment of procedures and documentation), and (3) execute equipment procurement, delivery, and installation to the Department.

Contractor shall facilitate the transfer of data from the current contractor's system to the new System. System data required to facilitate conversion

will be limited to those citations which are currently unpaid, on 'Hold' status with the Department of Motor Vehicles (DMV), and those that have been referred to Special Collections, all of which reside in the current PCPS system. The selected Proposer shall only be responsible for maintaining these citations and issuing 'releases' of the Holds when requested to do so by the Department. Contractor's facilitation of data transfer shall be addressed in the PCD.

This conversion process shall not exceed thirty (30) calendar days.

- **Project Plan:** Following the WBS, the project plan identifies the activities, key milestones, and estimated duration for activities on the project. It also highlights all agreed-to activities, or milestones for which the Department is responsible that will affect the success of the implementation. All project activities and tasks, both Contractor's and the Department's, will be linked into a critical path analysis. Contractor and the Department will review updates to the Project Plan, including the critical path analysis, on a bi-weekly basis;
- **Project Team:** Identify Contractor's project team and project organization, including defining the roles and responsibilities of the project team members, and;
- **Risk Assessment & Management:** Identify project risks and mechanisms to handle these risks, in a risk management plan.

Contractor shall be required to manage project activities and resources, and track project status. This shall include managing and tracking all issues.

Contractor may be exempted from all or part of the requirements of this Paragraph 3.1 only at the sole discretion of County Project Manager.

3.2 Develop a Training Plan – Parking Enforcement Detail Staff

Contractor shall provide a Training Plan for the Department's Parking Enforcement Detail staff who will interface with the PCPS System, together with related instructional materials, schedules, and a listing of any other equipment or materials needed to implement the plan. The Training Plan shall include, but not be limited to:

3.2.1 Contractor's description of the initial and ongoing training/consultation service requirements for the Department's Parking Enforcement staff in the management and operation of the PCPS System, and external subsystems, which must include, but are not limited to:

- Management orientation (e.g. computer service overview, available reporting options and methods, etc.)

- PCPS System (database)
- PCPS System management (general)
- Forms (transaction/function usage)
- Query tools and usage
- Ad hoc report writing
- Hand-held 'electronic-ticket writer' computers
- Automated License Plate Recognition (ALPR) systems

3.2.2 User documentation shall be written in a step-by-step, procedural format and shall also describe the functionality and operation of the System, written for the non-technical user and presented in a form approved by the Department.

This documentation shall also include a detailed description of the functionality, operation, and care for all 'field-use' computing devices, such as: handheld electronic-ticket-writer computers and automated license plate recognition devices (collectively Field Equipment).

Contractor shall provide training documentation in bound paper (hard copy), electronic, and on-line formats, as determined in the best interest of the County, by County's Project Director.

These materials shall be made available to the Department at no additional cost.

4.0 PARKING CITATION PROCESSING SERVICES

PCPS requirements outlined in this Statement of Work specify certain steps Contractor must follow and are based in part upon California State law, local municipal codes, and Department policies. In the event of any conflict between the Work requirements listed herein, the California Vehicle Code (CVC), or the Los Angeles County Code (LACC), the CVC and LACC shall have precedence in that order over the Work requirements listed herein.

- 4.1 Contractor shall provide a complete PCPS program, including all support personnel and/or subcontractors, capable of processing between 200,000 and 250,000 parking citations per year, all as further described in this Statement of Work and the attachments hereto.
- 4.2 Contractor shall provide PCPS to the Department in satisfaction of the defined minimum County's Functional Business Requirements set forth in Attachment A to this SOW and any additional requirements which, in consultation with the Department, may be found to be unintentionally omitted from the County's Functional Business Requirements by the Department, yet are required to

- provide an optimum level of PCPS to the County.
- 4.3 Contractor shall provide to County web-enabled (internet), real-time access via Windows Browser™ technology, for a minimum of three (3) management-level staff and 8 administrative staff (11 total), to all citation data, vehicle registered-owner data, and citation processing status data, all as further described in this Statement of Work and the attachments hereto. Management and administrative staffing requirements are briefly described in Attachment D (Parking Enforcement Detail – Staffing Profile) to this SOW.
- 4.4 All processing activities, including direct public support (customer service) transactions, shall be subject to detailed audit by the Department, County, or other authorized entity.
- 4.5 Contractor's PCPS to be performed under the resultant Agreement shall include, but not be limited to:
- Processing of all electronic and hand-written citations
 - Processing Special Collections and Noticing
 - Provision of management reports to County
 - Provision of comprehensive PCPS System access to County
 - Provision of certain system-required programs
 - Provision of certain system-required functionality
 - Processing revenue collection, and depositing to County
 - Providing service-level Quality Control and auditing procedures

The PCPS are further described in this Statement of Work and the attachments hereto.

5.0 CITATION DATA PROCESSING (GENERAL)

- 5.1 Contractor shall provide County with the ability to upload to the System all electronically generated citations on a daily basis from remote locations throughout the County. Contractor shall ensure that such data is available for review by County in the System within twenty-four (24) hours of receipt of a citation upload.
- 5.2 Contractor's failure to input data from hand-written citations issued by County (Paragraph 6.4 of this SOW) or to make citation data available via the System within the time frames set forth throughout this Agreement shall subject Contractor to the Billing Credits provision set forth in Section 18.0 (Contractor's Guarantee) of this SOW, and in the Agreement, Section 5.0 (Work).

6.0 HAND-WRITTEN CITATION PROCESSING

The Department and Participating Agencies "batch" hand-written citations and complete a "Batch Control Log." Contractor shall provide the transmittal and control forms to County, which will be completed and affixed to each batch of citations by the appropriate agency.

Contractor shall:

- 6.1 Pick up all hand-written citations, including all citation adds, updates, deletes, and dispositions, a minimum of four (4) times per week from the Sheriff's Parking Enforcement Detail, Tuesday through Friday or daily if the volume warrants. The Parking Enforcement Detail is located at 4700 Ramona Boulevard, Room 225, Monterey Park, California 91754.
- 6.2 Reconcile the numerical count of hand-written citations with the batched citations list on the Batch Control Log within twenty-four (24) hours of receipt of the hand-written citations.
- 6.3 Provide System edits which 'cross check' batch numbers and batch counts.
- 6.4 Input all hand-written citation data into the System within two (2) Business Days of receipt of the hand-written citations, inclusive of any hand-written citation adds, updates, deletes, and dispositions.
- 6.5 Maintain back-up hardware and software facilities to provide a level of redundancy sufficient to always ensure compliance with the requirement that handwritten citations be updated to the System within two (2) Business Days of receipt.
- 6.6 Maintain data verification and quality control process that will be performed to validate the data transcribed from the handwritten citations and input into the System.
- 6.7 Apply System checks for valid combinations of alpha or numeric data for particular fields and apply 'check-digit' algorithms to control errors in the citation number data-entry field.
- 6.8 Provide a clear, archive-quality record of each hand-written citation and assign a sequential document locator number to each record.
- 6.9 Provide clearly readable facsimiles of all hand-written citations within seven (7) calendar days of a request from County Project Director.
- 6.10 Scan all hand-written citations to the System within two (2) Business Days of

receipt.

- 6.11 Research any/all rejects or data errors and process data-entry correction, with revisions, within three (3) Business Days from the date the error was discovered.

7.0 SPECIAL COLLECTIONS - NOTICES

7.1 History

Most parking citations are resolved during normal processing by payment of the fine, by permanent suspension as a result of administrative review, or by adjudication. Nonetheless, some citations remain unpaid after all the specified processing and collection efforts are completed. These open accounts may result from anomalies in the California DMV registration system, failure of a new owner to re-register a vehicle, inaccurate mailing addresses provided by the DMV, and other similar situations that may require Contractor to engage a more vigorous means of collection (Special Collections), such as:

- requesting DMV to place a hold on a vehicle registration renewal (DMV Hold);
- requesting court action to obtain a civil judgment;
- requesting a state tax refund intercept; and
- any other remedy authorized under law.

7.2 Basis for Special Collections Fee

7.2.1 If payment has not been received within fifty (50) calendar days of the citation issue date, Contractor shall begin a formal Special Collections process.

7.2.2 Contractor's Special Collections Fee shall be based on a percentage of the fine collected. Contractor shall add the fee to the total amount due on all assigned accounts. Contractor shall pass the fee to the customer or violator. Contractor's Special Collections Fee shall be as set forth on Exhibit C (Pricing Sheet) of the Agreement.

7.2.3 Contractor shall mail a DMV Hold Notice (see Paragraph 7.3 (Notices, General) of this SOW) to the violator on the 51st day from the citation issue date indicating that a registration Hold will be placed on the vehicle.

7.2.4 If payment has not been received within fifty-five (55) calendar days of the citation issue date, Contractor shall place a DMV Hold on the vehicle on the 56th day from the citation issue date.

7.3 Notices, General

Contractor shall establish and maintain a System-integrated library of automated Notices. Notices differ from Correspondences in that Notices are generated by the System automatically when violators have failed to respond to a citation within specified time frames pursuant to the CVC or LACC.

7.3.1 Contractor's failure to produce Notices within the time frames specified throughout this Agreement or inferred herein by the above-stated application of the CVC and/or LACC shall subject Contractor to the Billing Credits provision set forth in Section 18.0 (Contractor's Guarantee) of this SOW and in the Agreement, Section 5.0 (Work).

7.3.2 All forms, Notices, and Correspondences must conform to applicable State and local law(s).

7.3.3 Attachment B (Sample Notices and Correspondences) to this SOW provides examples of nine (9) sample Notices and seven (7) standard sample Correspondences which shall be used by Contractor. Additional Notices and Correspondences, in formats to be approved by the Sheriff, will be required from time-to time.

7.3.4 Additional Notices and/or Correspondences, and textual changes to such documents, when requested by the Department, must be available for use within seven (7) Business Days of said request.

7.3.5 Any changes in format or changes in paper size must be ready for use within one (1) month of County Project Manager's approval of the proof provided by Contractor.

No Notice, Correspondence, form, or report may be changed without prior written approval of the County's Project Manager

7.4 Notice of Delinquent Parking

7.4.1 Contractor shall produce and mail an accurate "Notice of Delinquent Parking" (see Attachment B (Sample Notices and Correspondences to this SOW)) to the registered vehicle owner on the twenty-second (22nd) day after the issuance of any unpaid parking citation.

7.4.2 Contractor shall print the "Notice of Delinquent Parking" on the reverse side of the "Declaration of Non-Ownership (Or Lease/Rental)" (also Attachment B (Sample Notices and Correspondences to this SOW)).

7.4.3 Contractor shall send such Notice to the registered owner of the vehicle

cited for the violation.

- 7.4.4 Contractor shall ensure that the Notice of Delinquent Parking (also '1st Notice') shall indicate the original penalty amount (minus any partial payments or adjustments to-date), new due date, and a warning that if the penalty is not paid within fourteen (14) calendar days of the Notice issue date, a formal collection process may begin, and a DMV Hold may be placed on the vehicle's registration by the DMV.
- 7.4.5 If payment has not been received within fourteen (14) days of the 1st Notice issue date, Contractor shall mail a 2nd Notice of Delinquent Parking to the violator on the fifteenth (15) day from the 1st Notice issue date. The 2nd Notice shall indicate the original penalty amount, the late payment penalty amount, new due date, and a warning that if the penalty (which includes additional penalties) is not paid within the specified time, a formal collection process may begin, and a DMV Hold may be placed on the vehicle's registration by the DMV.
- 7.4.6 If payment has not been received within fifty (50) days of the citation issue date, Contractor shall implement the special collections process documented in Paragraph 7.2 (Basis for Special Collections Fee).
- 7.4.7 The period during which the citation may be contested expires on day fifty-one (51) after the citation issue date.
- 7.4.8 Contractor shall include with each Notice mailing, a return no-postage-paid envelope.

7.5 Additional Notices

When an original Notice is sent to a person/entity who no longer owns the cited vehicle, Contractor shall, as required, generate a Notice to the new registered owner (see Subparagraph 11.1.2 Name and Address of Processing, DMV) of this SOW).

8.0 MANAGEMENT REPORTS

- 8.1 Contractor shall be required to produce certain Management Reports (not to exceed ten (10) formats) for the Department's Parking Enforcement Detail, which are not available to Parking Enforcement Detail staff via the System's ad-hoc reporting function (see Attachment A (County's Functional Business Requirements to this SOW)). The Management Reports will be used as tools for contract monitoring and Quality Assurance and serve as a gauge for Contractor productivity.

- 8.2 The County's Project Director, in consultation with Contractor's Project Manager, shall agree in advance to the Management Report designs and delivery media.
- 8.3 Contractor shall, throughout the Term of this Agreement, provide to County's Project Manager the following:
1. Monthly Revenue Distribution Report for all Department and Participating Agencies. (County will provide Contractor with a list of participating agencies to include in the report design.).
 2. Monthly Balance Sheet Report for all Department and Participating Agencies. (County will provide Contractor with a list of participating agencies to include in the report design.).
 3. Monthly Revenue Collected by month/year-to-date, last year month/year-to-date by Reporting District number (RD) (Note: Prior to beginning Work under this Agreement, County will provide Contractor with a listing of the Sheriff's Reporting Districts for the PCPS System).
 4. Monthly Officer Performance by month/year-to-date, last year month/year-to-date.
 5. Monthly Officer Performance Time Issuance by agency, by month/year-to-date.
 6. Habitual Parking Violator Report (Upon request only).
 7. Monthly Citations Canceled or Dismissed by issuing agency, officer, authority (including a 'reason code' for cancellation or dismissal by Initial Review, Administrative Hearing or Court Dismissal).
- 8.4 Contractor shall submit all Management Reports (except for Item 6 (Habitual Parking Violator Report) above) on or before the 25th day of each month (or the next Business Day, if it is a Saturday, Sunday or a County holiday) for the completed prior month.

9.0 ON-LINE INQUIRY AND PROCESSING

Contractor shall provide the Department with of the following level of on-line inquiry and add/update capability to Contractor's PCPS System:

9.1 On-Line Inquiry and Processing (Queries)

Contractor shall provide the Department with comprehensive System query functionality. This capability shall minimally provide the Department with:

- 9.1.1 Current and historical data on registered vehicle owners;
- 9.1.2 Cross reference to citations via vehicle license plate number;
- 9.1.3 Citation-specific data such as: (1) time and location of citation issuance; (2) fine, penalty and payment data; (3) Scofflaw eligibility status; and (4) current status of citation; and
- 9.1.4 Inquiry capability to the various System programs, subsystems, and features.

Additional requirements for the On-Line Inquiry and Processing functions are found in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

9.2 On-Line Adds/Updates

Contractor shall provide the Department with System-secured data input capability to the System, inclusive of on-line add and update functions. The on-line add/update features shall provide, but not be limited to, the following capabilities:

- 9.2.1 Add citations information and enter refunds, payments and dispositions;
- 9.2.2 Add citations information as follows:
 - a. Original fine amount
 - b. Late payment penalty (including exact date that late payment penalty was imposed)
 - c. Total paid
 - d. Total reduced
 - e. Total due
 - f. Amount overpaid
 - g. Refund check number
 - h. Refund check issuance date
 - i. Overpayment amount (when applicable)
 - j. Reason for refund
 - k. VIN (Vehicle identification Number)
 - l. Vehicle make
 - m. Vehicle model
 - n. Vehicle body type
 - o. Vehicle color
- 9.2.3 Enter debits, corrections and adjustments to payments; and

9.2.4 Schedule Administrative Hearings on-line, including scheduling parameters and hearing limits.

9.2.5 The system must record the processing dates, times, and codes for the Temporary Marker which must be retained and permanently recorded on the final citation record.

Additional requirements for data input capability to the System are found in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

10.0 SYSTEM-REQUIRED PROGRAMS

10.1 Habitual Parking Violator Program (Boot and Tow)

Contractor shall provide the Department with a PCPS System with on-line capability to:

10.1.1 Determine those vehicles to which a mechanical immobilizing device (boot) may be affixed;

10.1.2 Identify the location of booted or impounded vehicles;

10.1.3 Track collection of boot, administrative, and impound fees; and

10.1.4 Notify the Department when a client has made payment.

Additional requirements for the Habitual Parking Violator Program are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

10.2 Vehicle Fleet Program

Contractor shall provide the Department with a PCPS System with on-line capability to process and track the collection of parking fees and the issuance of Notices, to corporate fleets and rental car companies.

Fleet program shall include queries on the following fields:

- a. Fleet operator identification number
- b. Fleet operator, name
- c. License plate numbers of vehicles registered in the fleet program
- d. VIN numbers of vehicles registered in the Fleet program

Additional requirements for the Vehicle Fleet Program are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

10.3 Installment Payment Program

Contractor shall provide the Department with a PCPS System with on-line capability to process and track the collection of parking fees under a Department-approved Installment Payment program.

Contractor shall issue Notices to responsible parties which are found in violation of the terms of their Installment Payment plan.

10.4 Ad-hoc Reporting Capability

The system shall provide an ad-hoc report generator utilizing field-chooser / drag-and drop report-writer technology. Contractor shall provide to the County the capability in determining accessible data sets for this feature.

The System shall, using the above ad-hoc feature, provide a comprehensive Habitual Parking Violator Reporting capability for the identification and seizure of habitual parking violators, and for all towed vehicles.

The System shall, using the above ad-hoc feature, provide a comprehensive Installment Payment Plan Reporting capability.

The System shall, using the above ad-hoc feature, provide a comprehensive Administrative Adjudication Hearing Reporting capability.

Notwithstanding the foregoing, the System shall, using the above ad-hoc feature, provide any report required by the County Project Director/Manager as necessary.

Additional requirements for the Installment Payment Program are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

11.0 **SYSTEM-REQUIRED FUNCTIONALITY**

11.1 DMV Data Link

Contractor shall establish and maintain a System-integrated data link to the California Department of Motor Vehicles (DMV), as well as participating out-of-state motor vehicle registries, independent of the Department's. This capability

must include:

- An on-line, real-time capability to place and release vehicle registration Holds with the California DMV, as well as other states' motor vehicle registries when possible.
- An on-line, real-time capability to process all DMV name-and-address transactions required to support Department operations.
- An on-line, real-time capability to obtain registered owner name-and-address information required to support Department operations.
- A feature which checks the DMV vehicle license plate and make of vehicle, against System citation information prior to Contractor's mailing of the Notice of Delinquent Parking.

11.1.1 Transmit and Release DMV "Holds"

Contractor shall transmit "Hold Notices" to DMV on the fifty-sixth (56th) day after the issuance of any citation, and where no disposition has occurred.

Contractor shall:

- release a Hold, via on-line, real-time transmission to DMV, within twenty-four (24) hours of disposition of the citation, or upon request of the Department, and
- purge a Hold from the PCPS System within thirty (30) calendar days of disposition.

11.1.2 Name-and-Address Processing, DMV

11.1.2.1 Returned Mail

For all mail (Notices, Correspondences, etc.) returned to Contractor as 'undeliverable', Contractor shall make a minimum of three (3) additional requests to the DMV, one request every thirty (30) calendar days, in an attempt to obtain new registered owner address information.

11.1.2.2 Registered Owner Information

Contractor shall ensure that the System compares the issue date of the citation with the registered owner information on file at the DMV to determine the correct registered owner responsible for the citation.

When an original Notice is sent to a person/entity who no longer owns the cited vehicle, Contractor shall, as required, generate a Notice to the new registered owner based upon vehicle transfer-of-ownership information provided by the party who relinquished ownership of the vehicle.

For any instance when the registered owner on file is determined by the Department to not be the responsible party, Contractor shall make a minimum of three (3) additional requests to the DMV, one request every thirty (30) calendar days, in an attempt to obtain new registered owner information. These attempts should include current registered owner, DMV work in process, and the registered owner at the time of citation issuance.

If, after three (3) attempts are made, based on license plate number and make of vehicle, a registered owner's name and address is not obtainable, an error list shall be generated. The error list shall be sent to the Department in a format requested by County Project Director or designee.

Contractor shall generate a Correspondence advising the original respondent of the error, and that no further action will be taken, nor is required within two (2) Business Days.

****Contractor's per-transaction charge (Exhibit C (Pricing Sheet)) shall include any and all fees to maintain the DMV Data Link capability.**

Additional requirements for the DMV Data Link capability are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

11.2 Hand-held Electronic-Ticket-Writer Capability

11.2.1 Contractor shall establish and maintain a System-integrated handheld electronic-ticket-writer capability. This shall minimally include an on-line capability to remotely upload (daily synchronization to the System from a docking station or other device) electronic tickets generated from handheld computing devices to the System.

11.2.2 Contractor shall furnish to the Department and Participating Agencies for use in accordance with terms of this Agreement, seventy (70) handheld electronic-ticket-writer computing devices for use by the Department's Parking Enforcement Detail and Participating Agencies. Contractor shall be responsible for the periodic maintenance, repair, upgrade,

and/or as-needed replacement of non-functional devices, throughout the Term of the Agreement.

Additional requirements for the handheld electronic-ticket-writer capability are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

11.3 Automated License Plate Recognition (ALPR) Capability

11.3.1 Contractor shall establish and maintain a System-integrated, automated license plate recognition (ALPR) capability up to the latest Department standard. This capability must provide County with an on-line, real-time capability to upload license plate data to the System, as well as alert Parking Enforcement Officers of any 'hits' while in use.

11.3.2 Contractor shall furnish to the Department and Participating Agencies, five (5) ALPR systems for use by the Department's Parking Enforcement Detail and Participating Agencies in accordance with the terms of this Agreement. Contractor shall be responsible for the periodic maintenance, repair, upgrade, and/or as-needed replacement of non-functional ALPR systems throughout the Term of the Agreement.

Additional requirements for the ALPR capability are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

11.4 Administrative Adjudication Hearings Feature

Contractor shall establish and maintain a System-integrated Administrative Adjudication Hearings feature (System module). This capability must minimally assist the Parking Enforcement Detail administrative staff with information on case dispositions, payment status, and hearing schedules.

Additional requirements for the Administrative Adjudication Hearings feature are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

11.5 E-Payment Clearing House – Fidelity Information Services (FIS)

11.5.1 Contractor shall establish a working arrangement with FIS, the County's approved electronic payment provider.

11.5.2 The County's FIS agreement provides a County-approved, secure (Payment Card Industry Data Security Standard (PCI-DSS) compliant) transaction environment which enables the transfer of all forms of credit

and debit card payments authorized hereunder (see Paragraphs 11.6 (Interactive Voice Response), 11.7 (Pay by Web Interface) and 12.1 (Collection of Payments by Lock Box/U.S. Mail/Electronic Commerce) of this SOW), direct to the County's electronic payment account.

- 11.5.3 Contractor shall utilize the FIS environment to secure all credit and debit payment transactions from Contractor's Point-of-Sale customer service centers (Paragraph 12.1 (Collection of Payments by Lock Box/U.S. Mail/Electronic Commerce) of this SOW), as well as IVR (Paragraph 11.6 (Interactive Voice Response) of this SOW) and Pay-by-Web (Paragraph 11.7 (Pay by Web Interface) of this SOW) subsystems.
- 11.5.4 Contractor shall establish a working arrangement with FIS within six (6) months of the Effective Date of this Agreement.
- 11.5.5 Contractor's failure to establish a working arrangement with FIS within the prescribed time frame shall subject Contractor to Billing Credits detailed in Section 18.0 (Contractor's Guarantee) of this SOW.

Additional business and technical requirements for the FIS feature are further detailed in, though not limited to, those set forth in Attachments A (County's Functional Business Requirements) and E (Fidelity Information Services) to this SOW.

11.6 Interactive Voice Response (IVR) Capability – Telephones

Contractor shall establish and maintain a System-integrated interactive voice-response (IVR)-telephone system capability. All telephonic payment transactions (credit cards, etc.) and automated inquiries to the IVR must, in real time, update to the PCPS System.

- 11.6.1 Contractor shall provide customers with toll-free numbers, automated telephone call directory services, and IVR capabilities, as needed.
- 11.6.2 Contractor shall provide trained customer-service staff in local (Los Angeles and/or surrounding counties) office facilities to manage and respond to, all telephone inquiries.
- 11.6.3 Contractor shall provide customer service staff access to the PCPS System.
- 11.6.4 Contractor shall ensure that all calls are answered by the fourth ring and shall be personally answered by a Contractor representative in not more than three (3) minutes from the time of receipt by the IVR.

- 11.6.5 Contractor's customer-service telephone hours shall be from 8:00 a.m. to 5:00 p.m., including the lunch hour, on all County Business days.
- 11.6.6 Contractor shall ensure that the IVR component of the telephone system will be active twenty-four (24) hours per day, seven (7) days per week.
- 11.6.7 Contractor shall ensure that the IVR provides customers with account status and payment information.
- 11.6.8 Contractor shall utilize FIS to secure all credit card (VISA, MasterCard, American Express, and Discover Card) and PIN-less debit card transactions to the County, via the IVR subsystem.
- 11.6.9 Contractor shall ensure that all customers who utilize the IVR to process an electronic payment are provided with an audio advisory that an electronic processing transaction fee in the amount of \$2.49 will be charged to the customer's account, in addition to the citation fine amount. (The fee will be assessed by FIS at the time of the transaction.)
- 11.6.10 Contractor shall comply with the most current Payment Card Industry Data Security Standard (PCI-DSS) encryption standards for Contractor's IVR subsystem and upon request by County, Contractor shall provide to both County and FIS representatives, evidence of such compliance.
- 11.6.11 Contractor shall not store into digital memory, nor record manually, any credit card transaction information; but especially credit card numbers and personal identification numbers (PINS), which are processed via Contractor's IVR subsystem.
- 11.6.12 Contractor shall implement the IVR subsystem within six (6) months of the Agreement's Effective Date.
- 11.6.13 Contractor's failure to implement the IVR subsystem, inclusive of a fully functional credit and debit card payment component (utilizing the services of FIS), within the prescribed time frame shall subject Contractor to Billing Credits detailed in Section 18.0 (Contractor's Guarantee of this SOW).

Additional requirements for the IVR/Telephone response feature are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

11.7 Pay-by-Web Interface

Contractor shall provide and maintain a System-integrated, Department-

approved Pay-by-Web interface (website) which meets the United States Access Board Section 508 Standards and Guideline 1194.22 on Web-based Intranet and Internet Information and Applications.

The website shall provide customers with account status and payment information, as well as provide for online electronic payment processing utilizing a direct link (HTTP Secure or "HTTPS" protocol) to County's electronic payment processing provider, FIS (Paragraph 11.5 (E-Payment Clearing house – Fidelity Information Services) of this SOW).

- 11.7.1 Contractor shall design and/or provide a Department-approved website. The new website is subject to review by the County's E-Commerce Readiness Group (ERG).
- 11.7.2 Contractor shall implement the Pay-by-Web interface (website) within six (6) months of the Agreement's Effective Date.
- 11.7.3 Contractor shall utilize FIS to secure all credit card (VISA, MasterCard, American Express, and Discover Card) and PIN-less debit card transactions to the County, via the Pay-by-Web interface.
- 11.7.4 Contractor shall ensure that all customers who utilize the Pay-by-Web feature to process an electronic payment, are notified on the website, with a prominently displayed advisory that an electronic processing transaction fee (in the amount of \$2.49) will be charged to the customer's credit card account, in addition to the citation fine amount. (The fee will be assessed by FIS at the time of the transaction).
- 11.7.5 Contractor shall ensure that the website is accessible twenty-four (24) hours per day, seven (7) days per week.
- 11.7.6 Contractor shall provide a toll-free help-desk phone number on the website, located and centered in prominent view, for customer access when problems arise with the website. The help-desk shall be accessible Mondays through Fridays, 8:00 a.m. to 5:00 p.m. (pacific-standard time), excluding County holidays.
- 11.7.7 The design and functionality of the website application are subject to the review and approval of Department's Data Systems Bureau and the County's Project Director.
 - 11.7.7.1 Within thirty (30) calendar days of the Agreement's Effective Date, Contractor shall submit the proposed website to the County (which as meant herein includes: the County's Project Director, County's ERG, FIS technical staff, and the

Department's Data Systems Bureau) for an initial review of the design, format, and data requirements for the website.

- 11.7.7.2 County's Project Director will coordinate the initial review. This initial review period shall not exceed fourteen (14) calendar days.
- 11.7.7.3 Contractor shall execute any required revisions to the website within thirty (30) calendar days of County's initial review and submit version 2 of the website for final review.
- 11.7.7.4 County's Project Director will coordinate the final review. The final review period shall not exceed fourteen (14) calendar days.
- 11.7.7.5 Contractor shall submit additional revisions of the proposed website to the County for review as needed, to achieve final approval. County's review period shall not exceed fourteen (14) calendar days, but in no event shall the County be obligated to provide such approval in less than five (5) Business Days.
- 11.7.7.6 County shall not be responsible for Contractor's failure to achieve County's approval of the website within the prescribed deadlines.

11.7.8 Contractor's failure to achieve County approval for the proposed website shall subject Contractor to Billing Credits detailed in Section 18.0 (Contractor's Guarantee) of this SOW.

Additional requirements for the Pay-by-Web feature are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

11.8 Automated Correspondence

Contractor shall establish and maintain a System-integrated library of automated Correspondences which shall be kept for no less than five (5) years.

Correspondences differ from Notices in that Correspondences are generated by the System in response to a written inquiry from a customer/violator regarding any number of parking violation matters, including their citation, initial review, Administrative Hearing, or customer service.

Contractor shall send a Correspondence to the respondent within three (3)

working days of receipt of a respondent's written inquiry. Following is a sample list of standard Correspondence set forth in Attachment B (Sample Notices and Correspondences) to this SOW:

- Disabled Parking Privileges
- Disabled Vehicle
- 30-Day Extension on Payment
- Permit Parking
- Deposit of Fine Prior to Hearing
- 5204 (a) Equipment Violation
- Stolen Vehicle

The Department reserves the right to add to, and/or delete any of the above Correspondence formats.

12.0 COLLECTIONS AND DEPOSITS

12.1 Collection of Payments by Lock Box/U.S. Mail/Electronic Commerce

12.1.1 Contractor shall establish, operate, and maintain one or more fully operational corporate centers, centrally located in Los Angeles County. The County will be sole judge as to 'centrally located'.

The corporate center(s) shall be open to the public and shall provide a Point-of-Sale (POS) cashiering function, as well as citation support services, to the public within three (3) months of the Effective Date of this Agreement. "Fully operational" means, except as specified under Subparagraph 12.1.5, the corporate center shall be fully staffed and equipped, both electronically (computer workstations, fully operational System, etc.) and telephonically. County shall not pay for the establishment of the corporate center or any portion thereof, or for any portion of the Point-of-Sale cashiering function.

12.1.2 Contractor's failure to establish the POS cashiering function as described above, within the prescribed time frame shall subject Contractor to Billing Credits detailed in Section 18.0 (Contractor's Guarantee) of this SOW.

12.1.3 The POS centers shall be subject to inspection by the County at any time. Contractor shall install locked citation cash-payment drop boxes for after-hours use at the POS centers, in a manner required by the County for receipt of payment. Contractor shall provide for the daily collection and processing of these payments.

- 12.1.4 Contractor shall provide for the daily collection and processing of citation payments made by U.S. mail to Contractor's established Post Office box. Contractor shall ensure that mail pick-up from the Post Office box and delivery to the Contractor's facility is executed by an appropriately licensed and bonded courier or bonded employee at least once each Business Day.
- 12.1.5 Contractor shall accept cash, check, credit card (MasterCard, American Express, Discover, Visa), and PIN-based debit card transactions at Contractor's POS centers (Subparagraph 12.1.1 of this SOW). Contractor shall only accept cash, personal checks, and money order payments via U.S. mail (Subparagraph 12.1.4 of this SOW).

All cash and check payments, whether through the U.S. mail or via the Contractor's POS center must be handled using the following steps:

- Document batch preparation
- Endorse/encode payment documents and batches with a unique control number
- Process payments associated with citations
- Process payments associated with Notices
- Copy payment document
- Scan payment document to the PCPS System
- Process items which must be handled separately (*example: a citation payment accompanied by a letter*)
- Ensure balanced accounts
- Account reconciliation
- Deposit preparation
- On-line update of transaction to the PCPS System

- 12.1.6 Contractor shall utilize the services of FIS to secure all electronic credit card / debit card transactions at POS centers within three (3) months of the Agreement's Effective Date.
- 12.1.7 Contractor shall comply with the most current PCI-DSS with respect to Contractor's provision of the POS services described under this Agreement, including but not limited to the POS PIN-entry devices and communication system, and Contractor shall, upon County's request, provide, both to County and to FIS representatives, evidence of such compliance.
- 12.1.8 Contractor shall not store on disks, nor record manually, any credit and/or debit card transaction information; but especially credit/debit card numbers and personal identification numbers (PINS), processed at

Contractor's POS centers.

12.1.9 Contractor shall prominently display an "electronic processing fee advisory" at all POS centers, which states that an amount \$2.49 will be charged to the customer's credit card account, in addition to the citation fine amount. (The fee will be assessed by FIS at the time of the transaction.)

12.2 Deposits to County

12.2.1 Deposits – from Cash / Check Payments

- a. The Contractor shall have Check 21 capabilities, which would allow the recipient of the original paper check to create a digital version of the original check, in an electronic format, thereby eliminating the need for further handling of the physical document.
- b. Contractor shall process all cash and check payments daily, and shall make deposits directly into the Department's 'deposit-only' banking account within twenty-four (24) hours of Contractor's receipt of said payment. Contractor shall do so in accordance with policies and procedures described in the County's Fiscal Manual. (County will provide Contractor with access to the County's Fiscal Manual for Contractor's reference and use.)
- c. Contractor shall, in accordance with County's fiscal policies and procedures as set forth in the County's Fiscal Manual and elsewhere, prepare and retain all required records for every deposit to the Department's bank account. All cash shall be transferred by an armored, bonded courier provided by Contractor, and subject to approval by the Department.
- d. Returned Checks for Non-Sufficient Funds (NSF)

Contractor shall prepare and send a Correspondence to the issuer(s) of the returned check to provide notification that a penalty fee has been added to the total citation payment due. Contractor shall ensure that such remedial payments are made with cash, cashier's check or money order only and made payable to the Los Angeles County Sheriff's Department, as provided for in California Government Code section 6157 and in LACC 5.02.010.

- e. The current NSF penalty fee is \$33.00, but is subject to change at any time, upon action by the Los Angeles County Board of Supervisors. Contractor shall collect and process all NSF check

repayments (including NSF penalty charges) and deposit said funds directly to the Sheriff's parking citation account within twenty-four (24) hours of receipt.

12.2.2 Electronic Deposits (e-Deposits) – from Electronic Payments

- a. Contractor will provide FIS with electronic payment request information all required fields including but not limited to: merchant code, settle code, merchant password, merchant amount, and user part data, must be submitted in the form post to progress through FIS' gateway. Upon awarding the contract, the vendor will be required to sign a non-disclosure agreement with FIS prior to receiving the application certification documents.
- b. Credit Card / Debit Card Fraud. Contractor will, upon discovery that a fraudulent credit card was utilized to initiate payment on a citation, provide County with electronic notification. Contractor shall retain all documentation throughout the Term of this Agreement.

12.3 Account Reconciliation and Controls

- 12.3.1 Contractor shall provide written reconciliation control procedures to the County's Project Director for review and approval within fifteen (15) calendar days of Agreement Effective Date.
- 12.3.2 Contractor shall reconcile all cash / check deposits to the Department's accounts monthly. The reconciliation shall be prepared by Contractor each month and submitted to County Project Director.
- 12.3.3 Contractor shall provide a Monthly Revenue Distribution (MRD) Listing Report (Section 8.0 (Management Reports) of this SOW) in a format approved in writing, by the County's Project Director. The MRD shall list the Department, and each Participating Agency scheduled to receive a portion of the revenue, the percentage of distribution, and the amounts to be distributed to the Department and to each Participating Agency, as designated by current law, statutes, codes, ordinances, rules, and regulations, as they may be amended from time to time, or other requirements or categories, as prescribed in writing by the Sheriff, including but not limited to:
 - DMV Hold fees
 - California Government Code Sections 76000(b), 76100 , 76101, and 70372(b)
 - California Penal Code Section 1465.5

12.3.4 Contractor shall provide the Department with adequate assurance that all internal control procedures are followed in the handling of collections. If the Department determines that additional controls are necessary, Contractor shall implement such additional controls or alternative procedures, to be approved by County's Project Director.

12.3.5 Contractor shall be responsible for all collection shortages which may occur during Contractor's collection and processing activities.

Additional requirements for Collections and Deposits may be found in, though not limited to, those set forth in Attachment A (Department's Functional Business Requirements) to this SOW.

13.0 **CONTRACTOR'S RESPONSIBILITIES**

13.1 Compliance with Law

Without limiting any other provision of the Agreement, Contractor shall conform to and abide by all municipal and County ordinances, State of California, and United State Federal Government laws and regulations, as they may be amended from time to time, insofar as the same or any of these laws are applicable.

13.2 Compliance with Rules and Regulations

Without limiting any other provision of the Agreement, Contractor shall conform to and abide by all rules and regulations of the County and the Sheriff, as they may be amended from time to time, insofar as the same, or any of them, are applicable.

13.3 Program Restrictions

Contractor shall not, nor shall any of Contractor's staff, dispense legal advice or provide direct legal representation to any member of the public (customer or violator) who may be subject to any parking citation process, whether through this Agreement, or any other agreement Contractor may have in any other jurisdiction.

Contractor shall implement necessary procedures to ensure that the PCPS program is not used to solicit business for private practitioners or others, nor used to provide referrals to 'for-profit' agencies, or individuals.

Violation of this Paragraph 13.3 (Program Restrictions) of this SOW shall be cause for termination of the Agreement for default.

13.4 Contractor's Response to County's Inquiries or Complaint

Help Desk

At least one (1) Contractor employee must be available during the hours of 8:30 a.m. to 5:00 p.m., Monday through Friday, to respond to inquiries and/or complaints from the Department's Parking Enforcement staff regarding Contractor's performance of the Agreement.

Contractor's Help Desk feature shall minimally provide a toll-free telephonic answering service, as well as an on-line "System Support" email address, to receive inquiries from the Department's Parking Enforcement staff outside of normal business hours. This Help Desk is independent of and separate from the IVR subsystem.

After-hours, non-emergency remedial calls from County received by Contractor's answering service shall be responded to on the next Business Day.

13.4.1 Contractor's Service Call Tracking System

Contractor shall maintain a complete service-call tracking system for the purpose of receiving and tracking inquiries and/or complaints from the County. This system shall minimally include:

- a. Dates and times service calls are placed;
- b. Dates and times service calls are dispatched and completed;
- c. Facility from which service call is placed;
- d. Name of the person who placed the service call;
- e. Description of problem;
- f. Description of work completed or disposition of Work in progress; and
- g. Contractor employee's full printed name;

Upon resolution of each inquiry or complaint by County, Contractor's Help Desk staff shall provide County personnel a completed electronic service ticket receipt (via e-mail) documenting the disposition of the inquiry or complaint.

13.5 Contractor shall ensure that all Contractor employees providing services under this Agreement are trained and qualified in their assigned tasks relative to this Agreement and have met the established quality standards of Contractor, as approved by the County, pursuant to Sections 16.0 (Quality Control Plan) and 17.0 (Quality Assurances Plan) of this SOW.

13.6 The Contractor shall be responsible for the protection of personal identifiable information and shall indemnify the County in the event of a data breach. The Contractor shall also ensure that the storage, access, processing, and

transmission of all personally identifiable data associated with a credit card holder will meet the Payment Card Industry Data Security Standard.

- 13.7 The Contractor shall keep and maintain all data in the PCPS System for not less than Five (5) years and shall furnish the data in any format as and when required by the County Project Director/Manager.

Contractor shall provide training programs for all new employees and continuing, in-service training for all existing employees associated with this Agreement.

14.0 CONTRACTOR'S STAFF

- 14.1 Contractor shall staff one (1) Contractor Project Director, one (1) fulltime Contractor Project Manager or alternate to the PCPS program. The duties of the Contractor Project Director and Contractor Project Manager are briefly described in Paragraph 4.1 (Contractor Project Director) and Paragraph 4.2 (Contractor Project Manager) of the Agreement.
- 14.2 Contractor Project Manager shall confer with County Project Director on a monthly basis regarding Contractor performance.
- 14.3 Contractor shall ensure that both the Contractor Project Director and Contractor Project Manager are able to receive telephonic cell phone and/or email communication from the Department's Parking Enforcement staff, as needed, between 8:00 a.m. and 5:00 p.m., Monday through Friday, except County holidays, in order to respond to emergencies or other critical operation requirements. Contractors Project Manager shall act as a central point of contact with County.
- 14.4 County Project Director will provide to Contractor a listing of all County holidays for each calendar year, throughout the Term of this Agreement.
- 14.5 Contractor Project Manager or alternate shall have five (5) years of experience in the management of work requirements for PCPS similar in type and complexity to the Work described herein. Contractor Project Manager and alternate shall be deemed acceptable only after approval by County Project Director. Contractor shall submit resumes of its proposed Contractor Project Manager and one alternate to the County Project Director for review and approval.
- 14.6 Contractor shall, prior to execution of this Agreement with County, provide to the County Project Manager, upon request, any and all professional licenses or certificates (where applicable) of proposed staff assigned to the PCPS program, as related to Work described herein and throughout this Agreement. Further, Contractor shall annually provide, upon request, all updated documents described above to the County Project Manager upon request.

- 14.7 Contractor's employees providing services under this Agreement shall prominently display Contractor-provided identification badges at all times while conducting business at County facilities. Such identification shall minimally identify the company name, employee name, and employee number of the employee entering into a County facility.
- 14.8 Contractor Project Manager and/or alternate shall be replaced within thirty (30) days when, as determined by County Project Director, either individual fails to perform effectively, and/or fails to ensure Contractor's compliance with the Agreement.
- 14.9 Contractor Project Manager Staff Reassignment
- Any changes in the Contractor Project Manager and/or designated alternate, as proposed by Contractor, shall be subject to a thirty (30) calendar day advance written notice to the County Project Director. County Project Director may require copies of resumes or any other documents for any proposed replacement staff and may require a formal interview with the proposed replacement.
- 14.10 Contractor's employees shall fluently read, write, speak, and understand English.
- 14.11 The conditions outlined in this Section 14.0 of this SOW are supplemental to those listed in Section 4.0 (Administration of Agreement – Contractor) of the Agreement.

15.0 MATERIALS AND EQUIPMENT

15.1 Contractor's Material and Equipment

Contractor shall purchase, and provide to the County, all computing equipment, including ten (10) desktop computing hardware devices to be configured to LASD security standards, including CPUs, monitors, laser printers, scanners, and/or peripheral computing devices, seventy (70) handheld electronic-ticket-writer computing devices, including handheld docking stations, and five (5) Automated License Plate Recognition (ALPR) systems, (collectively in this Section 15.0 only, Equipment) needed to provide PCPS under this Agreement, including those for use by County in accordance with the terms of this Agreement. It is anticipated that the County's need for desktop computing hardware devices, handheld electronic ticket-writer computing devices, and ALPR systems may vary and fluctuate during the Term of the Agreement. The County reserves the right to increase or decrease the number of required desktop computing hardware devices, handheld electronic ticket-writer computing devices, and ALPR systems by no more than twenty percent (20%) during the Term of the Agreement. The desktop computing hardware devices shall meet or exceed the Department's specifications found in

Attachment C (LASD Desktop Computing Workstation Baseline) of this SOW.

15.2 Contractor shall maintain all of its Equipment in accordance with original Equipment manufacturer (OEM) standards or other regulatory standards as they may apply and shall check said equipment before use for safety and functionality. All damaged or malfunctioned equipment/parts shall be repaired or replaced as necessary within three (3) business days upon notification from the County Project Director/Manager.

15.3 Material Standards (Maintenance, Repairs of Contractor-Owned Equipment)

15.3.1 Contractor shall ensure that either original equipment manufacturer (OEM) parts or alternates that meet or exceed OEM standards are used in the repair of Equipment. Contractor shall bear financial liability for any damages that may result from the use or installation of said parts and the expense of repairing or replacing damaged PCPS Equipment or property.

15.3.2 When an article is mentioned by trade name or a manufacturer's name, it is intended to establish a standard of merit. Articles of other manufacturers may be used, provided they are of the same type and of equal quality. The Department shall be the sole judge as to "equal" quality. All materials and equipment shall be new or of an approved type or certified overhauled and installed as recommended by the manufacturer.

15.3.3 Contractor shall not charge County, and County shall not be obligated to pay, freight charges.

16.0 QUALITY CONTROL PLAN

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 fifteen (15) Business Days of the Agreement's Effective Date. This operational plan shall be used to ensure compliance with all contract administrative requirements. The Q.C. plan shall include, but not be limited to, the following:

- a. Activities to be monitored to ensure compliance with all contract administrative requirements;
- b. Contractor's written policy and procedures for receiving, investigating, and responding to complaints;
- c. Contractor's written policies and procedures for licensing, certifying, qualifying and training requirements for technical staff;
- d. Contractor's written system security plan;
- e. Contractor's written facility security plan;
- f. Samples of forms to be used in monitoring (employee time records, employee

- sign-in/out sheets, etc.);
- g. Frequency of monitoring; and
- h. The method for reviewing and recording all employee work quality inspections to be conducted by Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action shall be provided to County upon request.

16.2 Project Controls and Reporting

In an effort to ensure that the PCPS program is administered, the Department reserves the right to inspect any of Contractor's work-in-progress at any time during the Term of the Agreement.

16.3 Inspection of Work-in-Progress

Contractor shall permit the County Project Director or County Project Manager, or designee to inspect any and all of Contractor's work-in-progress on a non-interference basis. The purpose of such inspections will be to verify project progress as reported by Contractor, and to ensure that Work products are in conformance with Work specifications and contractual requirements. Any deviations from such Work specifications and contractual requirements must be immediately corrected by Contractor, at no cost to County.

17.0 QUALITY ASSURANCE PLAN

- 17.1 Contractor shall establish and utilize a comprehensive Quality Assurance (Q.A.) plan. Contractor shall submit the Q.A. plan to the County Project Manager within fifteen (15) Business Days of the Agreement's Effective Date. The Q.A. plan and methods must provide adequate confidence to County that the services to be rendered will satisfy the outcomes identified in this Agreement, including this SOW.
- 17.2 Minimally, the Q.A. plan must describe the method(s) for ensuring PCPS System performance (Paragraph 18.1 (System Performance) of this SOW), PCPS System security, disaster recovery and data redundancy plans, facility security, and ensuring the integrity of Contractor's accounting processes. The Q.A. plan shall be used to document any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action. All Q.A. documentation shall be provided to County upon request.
- 17.3 The Q.A plan must also outline Contractor's training programs respective of the services to be provided herein, as well as training standards used to qualify Contractor's staff for Work.

17.4 Contract Discrepancy

Verbal notification of a contract discrepancy shall be made by County Project Manager to Contractor Project Manager as soon as possible after a contract discrepancy is identified. The problem shall be resolved within a time period mutually agreed upon by Contractor and County.

17.4.1 Contract Discrepancy Reports

County Project Manager shall determine whether a formal Contract Discrepancy Report (CDR) (Exhibit D1 (Contract Discrepancy Report) of this SOW) will be issued. Upon receipt of such Report, Contractor is required to respond in writing to County Project Manager within five (5) Business Days, acknowledging the reported discrepancy(s) or presenting contrary evidence. Contractor shall submit its plan to correct the deficiency(s) identified in the Contract Discrepancy Report to County Project Manager within ten (10) Business days.

18.0 **CONTRACTOR'S GUARANTEE**

18.1 System Performance

Contractor shall guarantee fully-operational PCPS System performance in accordance with the terms of this Agreement at a minimum rate of not less than ninety-five percent (95%) monthly. Contractor shall review PCPS System performance monthly, or as often as necessary, to verify the 95% performance standard covered under this Agreement and shall report to the County on a monthly basis.

18.1.1 System Downtime (non-operational) Defined

For purposes of this Agreement, the PCPS System is considered non-operational when a) the entire System is not functional, or b) a component of the System is not working properly and adversely impacting the ability of the System to fully function as intended by Contractor, in satisfaction of County's Functional Business Requirements set forth in Attachment A to this SOW and otherwise in accordance with the terms of this Agreement.

In either instance, downtime shall be considered "System Downtime", and shall be calculated in monthly increments by calendar month in the following manner: (1) total hours per day the System is required by County to be in service, (2) times the number of required days in service per month, (3) times 95%. (Prior to beginning Work under this Agreement, County will provide Contractor with the 'in-service' requirements (hours) for

the PCPS System for County's review and approval.)

18.1.2 System Downtime Exceptions

Contractor shall not be responsible for System Downtime which results from any of the following:

1. Facility Power failure(s) not caused by Contractor;
2. County data system or network failure not caused by Contractor;
3. County operator error; or
4. Force majeure events described in Exhibit A (Additional Terms and Conditions) of the Agreement, Section 15.0 (Force Majeure).

For each and every occurrence listed above, County will adjust the total monthly in-service hours required for each respective System and provide a revised figure to Contractor. Notwithstanding this Paragraph 18.1 of this SOW, Contractor shall nonetheless provide all repair services required under this Agreement within the time frames and in the manner set forth in Section 3.0 (Program Implementation Plan) of this SOW.

18.1.3 System Failure – Billing Credits

If the PCPS System fails to meet the ninety five percent (95%) performance standard for any calendar month throughout the Term of this Agreement, Contractor shall issue to County, and County shall be entitled to credit for the following calendar month based upon the monthly service contract price for PCP service, which shall be determined as follows:

<u>PCPS System uptime</u>	<u>Applied Invoice Credit</u>
95% - 100% uptime	0%
90% - 94.9% uptime	10%
85% - 89.9% uptime	15%
80% - 84.9% uptime	20%
Below 80%	25%

18.1.4 Contractor shall, within five (5) Business Days of the close of each previous month, provide County Project Manager with a summary PCPS System Status Management Report. The summary Report shall minimally include: County's required in-service hours, actual hours in service, percent of hours in operation, and billing credit due to County, if any.

18.1.5 County may review Contractor's service-call tracking system, or other

records (see Subparagraph 13.4.1 of this SOW), as often as necessary, but not less than annually. Contractor shall apply the appropriate credit to the following month's invoice. Failure by County to request such credit shall not constitute a waiver of such right, which may be exercised at any time.

18.1.6 Contractor shall be considered by County to be in default of this Agreement, and County shall have the right to provide Contractor with notice thereof, if the PCPS System which is not in service, as defined in Paragraph 18.2 (Fidelity Information Services (FIS), Pay-by-Web, IVR, POS – Billing Credits) of this SOW, for thirty (30) consecutive calendar days and for which Contractor has not provided adequate remedy as provided in this SOW or determined by County.

18.1.7 Error Corrections

Contractor shall satisfactorily correct, at no cost to County, all computer software and hardware malfunctions or any other errors attributable to Contractor. Contractor shall repair or correct those malfunctions or errors which impact Department's Parking Enforcement operation within two (2) days of receipt of notice from the Department and shall be liable for any direct or indirect costs incurred by the Department associated with any errors.

18.2 Fidelity Information Services (FIS), Pay-by-Web, IVR, POS – Billing Credits

18.2.1 Integration with FIS

Failure of Contractor to successfully establish an arrangement with County's e-payment processing service provider, FIS, within six (6) months of this Agreement's Effective Date shall subject Contractor to a thirty percent (30%) non-refundable billing credit for each month in default, beginning with month seven (7), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.

18.2.2 Pay-By-Web

Failure of Contractor to successfully implement a System-integrated, Department-approved Pay-by-Web interface (website) within six (6) months of this Agreement's Effective Date shall subject Contractor to a twenty-five percent (25%) non-refundable billing credit for each month in default, beginning with month seven (7), plus any pro-rated portion

thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.

18.2.3 IVR

Failure of Contractor to successfully execute a System-integrated, Department-approved IVR subsystem, inclusive of a fully functional electronic payment component within six (6) months of this Agreement's Effective Date shall subject Contractor to a twenty-five percent (25%) non-refundable billing credit for each month in default, beginning with month eleven (11), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.

18.2.4 Establishment of centrally located POS center (12.1.1)

Failure of Contractor to successfully establish, operate and maintain one or more fully operational POS centers (as described in Subparagraph 12.1.1) within three (3) months of the Effective Date of this Agreement shall subject Contractor to a twenty-five percent (25%) non-refundable billing credit for each month in default, beginning with month four (4), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.

18.2.5 POS Electronic Payment Processing (12.1.6)

Failure of Contractor to successfully execute a System-integrated, Department-approved POS electronic payment processing capability within six (6) months of this Agreement's Effective Date shall subject Contractor to a twenty-five percent (25%) non-refundable billing credit for each month in default, beginning with month eleven (11), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.

18.3 Notices, Timely Delivery

In accordance with guidelines provided for in the CVC and/or LACC and/or elsewhere hereunder, Contractor shall mail all Notices on unpaid citations within

their prescribed timeframes.

Contractor shall mail Notices of delinquency for each unresolved citation, as well as other Notices approved by the Department, including Notices for partially paid citations.

An additional Notice shall be required to be sent to a new registered owner if the first Notice is sent in error, to a person who no longer owns the cited vehicle (Subparagraph 11.1.2 (Name-and-Address Processing, DMV) of this SOW).

Upon Contractor's failure to mail said Notices, billing credits shall be imposed based upon the following schedule:

<u>No. Days Late</u>	<u>% Credit Per Citation</u>
3-5 days	10%
6-10 days	20%
11-20 days	30%
21-29 days	50%
30 or more days	100% (each citation processed without charge to the County)

Example: First Notices must be mailed no later than twenty-two (22) days after citation issuance. Contractor mails one thousand (1,000) "Notice of Delinquent Parking" m6 forms to registered owners fifty (50) days after issuance of citation, which is twenty-eight (28) days outside of the agreed days. The billing credit shall be computed as follows:

$$1,000 \times \text{Basic Processing Fee} = \text{Invoice Amount} \times .50 = \text{Billing Credit.}$$

18.4 Citation Data, Timely Input

Contractor shall input one hundred percent (100%) of all hand-written citation adds, updates, deletes and dispositions into the PCPS System within two (2) Business Days of pick-up. The Department may verify data entry either by output reports, or on-line inquiry.

County shall approve the data and shall verify the accuracy and timeliness of all on-line records, reports, and output generated by the System.

For any and all citation data which is not entered in the System within the required time frame, billing credits shall be imposed upon Contractor based upon the following schedule:

<u>No. Days Late</u>	<u>% Credit Per Citation</u>
3-5 days	25%

6-13 days	50%
14-21 days	75%
21 or more days	100%

18.5 PCPS System Maintenance / Performance

Contractor shall make all configurations, adjustments, and modifications to the PCPS System (including, but not limited to, all software maintenance, upgrades, updates, and ‘patches’) at its own expense so that the PCPS System will successfully perform in accordance with this Statement of Work, satisfy all of County's Functional Business Requirements set forth in Attachment A to this SOW and otherwise performs in accordance with the terms of this Agreement.

19.0 **CONTRACTOR’S WARRANTY**

In addition to other warranties elsewhere in this Agreement:

19.1 To Provide Professional Skills and Performance

Contractor warrants that all Work performed under this Agreement will be performed in a timely and professional manner using only qualified, skilled, trained staff specifically qualified to administer and support the PCPS program. Further, Contractor warrants that all deliverables, services, and other work provided shall satisfy County's Functional Business Requirements set forth in Attachment A to this SOW and Work requirements listed herein.

19.2 To Maintain the PCPS System within Specifications

Contractor warrants that it will maintain the PCPS System sufficiently so to meet or exceed the performance capabilities, characteristics, specifications, functions, and standards listed in County's Functional Business Requirements set forth in Attachment A to this SOW.

19.3 To Maintain Desktop Computing and Field Equipment within Specifications

19.3.1 Contractor shall, throughout the Term of the Agreement, provide a minimum of one (1) desktop computing hardware upgrade to the Parking Enforcement Detail which shall meet or exceed the Department’s Desktop Computing Standards published in Attachment C (LASD Desktop Computing Workstation Baseline) to this SOW. Contractor shall provide additional upgrades to the desktop computing hardware as the standards are revised from time to time by the Department and incorporated herein. Contractor shall not be required to provide an upgrade, if existing desktop computing hardware meets or exceeds any revision to Attachment C (LASD Desktop Computing Workstation Baseline) to this SOW.

19.3.2 Contractor warrants that it will maintain the Field Equipment sufficiently so to meet or exceed the original equipment manufacturer's performance capabilities, characteristics, specifications, and functions, which shall be in compliance with County's Functional Business Requirements set forth in Attachment A to this SOW and otherwise perform in accordance with the terms of this Agreement.

20.0 SECURITY

20.1 Contractor shall provide comprehensive System security which restricts usage and provides a journal of all user transactions. Contractor's System security plan, which must meet the Department's requirements and be approved by the Departmental Information Security Office, is due within fifteen (15) calendar days of the Agreement Effective Date, and shall be submitted as a component of the Quality Control Plan set forth in Section 16.0 of this SOW.

20.2 Contractor facility(ies) must have security system that includes the following:

- a. Controlled entry to facilities
- b. Facility alarms
- c. Controlled access to processing areas
- d. Security cameras and security guards at each public service center
- e. Written policies and procedures for facility security

20.3 Contractor's System access requirements:

- a. Restricted access to the system by time of day (i.e., local time)
- b. Restricted access to the System by workstation
- c. Restricted access to the System based on variety of security clearance levels
- d. Restricted access to certain functions based on a user's profile (logon / password)
- e. Restricted access based provided upon proper authorization
- f. Written, System security policies and procedures
- g. Written, System security training program
- h. Unique user access identification must be changed at periodic intervals (e.g., number of days)
- i. Anti-virus detection and control
- j. Anti-spyware detection and control
- k. System firewall protection
- l. Internet firewall protection

20.4 Contractor's data security/data integrity system shall include:

- a. Mirrored data servers providing real-time data redundancy in event of System failure
- b. Nightly serial tape backups of System data – or similar feature
- c. Audit trails and reports are permanently retained for each citation, including the date, time, and identification of any System user making a correction/change to citation data
- d. Transaction histories for every transaction
- e. Data control and reconciliation procedures for every system update
- f. Reports as-needed to verify compliance

20.5 Contractor's shall provide a System security plan, which must meet the Department's requirements and be approved by the Departmental Information Security Office, is due within fifteen (15) calendar days of the Agreement Effective Date and shall be submitted as a component of the Quality Control Plan set forth in Section 16.0 of this SOW.

Additional security requirements are further detailed in, though not limited to, those set forth in Attachment A (County's Functional Business Requirements) to this SOW.

21.0 CONTRACTOR'S OBLIGATION TO PROVIDE FUTURE CONVERSION SERVICES

Without limiting Contractor's responsibilities to County or the Department, as provided for in this SOW, and thirty (30) calendar days prior to the conclusion of Contractor's obligations set forth throughout this Agreement, Contractor shall:

- provide County with Importable Electronic Citation Data, in a standard data/tabular format to be specified at such time;
- provide County's newly selected PCPS provider with importable citation data in a standard data/tabular format to be specified at such time;
- the data set of citations shall include all uncollected citations; in particular, all citations currently on Hold with the DMV, and all citations currently in Special Collections;
- the data shall minimally include corresponding field names and reference table names;
- assist the newly selected PCPS provider with data testing and quality assurance;
- provide operational conversion assistance to County's newly selected PCPS provider.

In the event that the resultant Agreement is awarded to the current provider of System and its maintenance, this Section 21.0 of the SOW shall be considered null and void.

22.0 ACCEPTABILITY OF WORK

All Work by Contractor shall be done in a professional manner and must be acceptable to technically qualified Department personnel designated by the County. All Work shall be completed within the time frames specified throughout this Agreement, including this SOW, and of a quality specified in Sections 15.0 (Materials and Equipment), 16.0 (Quality Control Plan) and 17.0 (Quality Assurance Plan) of this SOW.

23.0 MEETINGS

At various times throughout the Term of the Agreement, Contractor may be required to attend meetings called by the Department. Contractor Project Director, Contractor Project Manager, or other staff, as required by County shall attend all such meetings at no additional cost to the County beyond the costs and fees set forth in the Agreement and the pricing schedule. The purpose of these meetings will be to discuss and resolve problems and/or readjust assignments and working schedules to meet new needs. Contractor will be given written notice seven (7) calendar days prior to the meeting as to the date, time and location.

* * * * *

**PARKING CITATION PROCESSING SERVICES
County's Functional Business Requirements**

This set of requirements is not exhaustive. Proposers shall consider the following Functional Business Requirements as minimum requirements. An attempt has been made to provide an overview of the processes and procedures which, together with Appendix A, Statement of Work (SOW), describe in sufficient detail, the Department's Work requirements.

Capitalized terms used herein without definition have the meanings given to such terms in Appendix F (Sample Contract), and if not defined therein, in the body of the SOW.

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
3.0	PROGRAM IMPLEMENTATION PLAN		
	<p>Within ten (10) Business Days of the Effective Date of the Agreement, Contractor shall deliver to the County Project Director a draft Project Control Document (PCD) outlining the working format for the PCPS program implementation, including the information specified below. The PCD is described below in Paragraph 3.1 of the SOW. If required by the Department, an updated PCD shall also be submitted on a bi-weekly basis that communicates project progress, identifies possible issues, and presents strategies for overcoming the identified issues.</p> <p>Within ten (10) Business Days of the Effective Date of the Agreement, Contractor shall deliver to the County Project Director a draft Training Plan. The Training Plan is described below in Paragraph 3.2 of the SOW.</p>		
4.0	PARKING CITATION PROCESSING SERVICES (PCPS)		
	<p>PCPS requirements outlined in this Statement of Work specify certain steps Contractor must follow, and are based in part upon California State law, local municipal codes, and Department policies. In the event of any conflict between the Work requirements listed herein, the California Vehicle Code (CVC), or the Los Angeles County Code (LACC), the CVC and LACC shall have precedence in that order over the Work requirements listed herein.</p>		
4.1	<p>Contractor shall provide a complete PCPS program, including all support personnel and/or subcontractors, capable of processing between 200,000 and 250,000 parking citations per year, all as further described in this Statement of Work and the attachments.</p>		
4.3	<p>Contractor shall provide to County web-enabled (internet), real-time access via Windows Browser™ technology, for a minimum of three (3) management-level staff and 8 administrative staff (11 total), to all citation data, vehicle registered-owner data, and citation processing status data, all as further described in this Statement of Work and the attachments hereto. Management and administrative staffing requirements are briefly described in Attachment D (Parking Enforcement Detail – Staffing Profile).</p>		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
4.5	Contractor's PCPS to be performed under the resultant Agreement shall include but not be limited to: <ul style="list-style-type: none"> • Processing of all electronic and hand-written citations • Processing Special Collections and Noticing • Provision of management reports to County • Provision of comprehensive PCPS System access to County • Provision of certain system-required programs • Provision of certain system-required functionality • Processing revenue collection, and depositing to County • Providing service-level Quality Control and auditing procedures 		
5.0	CITATION DATA PROCESSING (GENERAL)		
5.1	Contractor's failure to input data from hand-written citations issued by County (Paragraph 6.4 of the SOW), or to make citation data available via the System within the time frames set forth throughout this Agreement, shall subject Contractor to the Billing Credits provision set forth in Section 18.0 of this SOW, and in the Agreement, Section 5.0, Work .		
6.0	HAND-WRITTEN CITATION PROCESSING		
6.1	Contractor shall pick up all hand-written citations, including all citation adds, updates, deletes, and dispositions, a minimum of four (4) times per week from the Sheriff's Parking Enforcement Detail, Tuesday through Friday), or daily if the volume warrants.		
6.2	Contractor shall reconcile the numerical count of hand-written citations with the batched citations list on the Batch Control Log within twenty-four (24) hours of receipt of the hand-written citations.		
6.3	Contractor shall provide System edits which 'cross check' batch numbers and batch counts.		
6.4	Contractor shall input all hand-written citation data into the System within two (2) Business Days of receipt of the hand-written citations, inclusive of any hand-written citation adds, updates, deletes, and dispositions.		
6.5	Contractor shall maintain back-up hardware and software facilities to provide a level of redundancy sufficient to always ensure compliance with the requirement that handwritten citations be updated to the System within two (2) Business Days of receipt.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
6.6	Contractor shall maintain data verification and quality control process that will be performed to validate the data transcribed from the handwritten citations and input into the System.		
6.7	Contractor shall apply System checks for valid combinations of alpha or numeric data for particular fields, and apply 'check-digit' algorithms to control errors in the citation number data-entry field.		
6.8	Contractor shall provide a clear, archive-quality record of each hand-written citation, and assign a sequential document locator number to each records.		
6.9	Contractor shall provide clearly readable facsimiles of all hand-written citations within seven (7) calendar days of a request from County Project Director.		
6.10	Contractor shall scan all hand-written citations to the System within two (2) Business Days of receipt.		
6.11	Contractor shall research any/all rejects or data errors, and process data-entry correction, with revisions, within three (3) Business Days from the date the error was discovered.		
7.0	SPECIAL COLLECTIONS - NOTICES		
7.2	<u>Basis for Special Collections Fee</u>		
7.2.1	If payment has not been received within fifty (50) calendar days of the citation issue date, Contractor shall begin a formal special collections process.		
7.2.2	Contractor's Special Collections Fee shall be based on a percentage of the fine collected. Contractor shall add the fee to the total amount due on all assigned accounts. Contractor shall pass the fee to the customer or violator. Contractor's Special Collections Fee shall be as set forth on Exhibit C (Pricing Sheet) of the Agreement.		
7.2.3	Contractor shall mail a DMV Hold Notice (see Paragraph 7.3 of the SOW) to the violator on the 51 st day from the citation issue date indicating that a registration 'hold' will be placed on the vehicle.		
7.2.4	If payment has not been received within fifty-five (55) calendar days of the citation issue date, Contractor shall place a DMV Hold on the vehicle on the 56 th day from the citation issue date.		
7.3	<u>Notices, General</u>		
	Contractor shall establish and maintain a System-integrated library of automated Notices. Notices		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
	differ from Correspondences in that Notices are generated by the System automatically when violators have failed to respond to a citation within specified time frames pursuant to the CVC or LACC.		
7.3.2	All forms, Notices, and Correspondences must conform to applicable State and local law(s).		
7.3.4	Additional Notices and/or Correspondences, and textual changes to such documents, when requested by the Department, must be available for use within seven (7) Business Days of said request.		
7.3.5	Any changes in format or changes in paper size must be ready for use within one (1) month of County Program Manager's approval of the proof provided by Contractor.		
7.4	<u>Notice of Delinquent Parking</u>		
7.4.1	Contractor shall produce and mail an accurate "Notice of Delinquent Parking" (see Attachment B, Sample Notice No.1 to the SOW) to the registered vehicle owner on the twenty-second (22nd) day after the issuance of any unpaid parking citation.		
7.4.2	Contractor shall print the "Notice of Delinquent Parking" on the reverse side of the "Declaration of Non-Ownership (Or Lease/Rental)" (also Attachment B, Sample Notice No.1 to the SOW).		
7.4.3	Contractor shall send such Notice to the registered owner of the vehicle cited for the violation.		
7.4.4	Contractor shall ensure that the Notice of Delinquent Parking (also '1 st Notice') shall indicate the original penalty amount (minus any partial payments or adjustments to-date), new due date, and a warning that if the penalty is not paid within fourteen (14) days of the Notice issue date, a formal collection process may begin, and a DMV Hold may be placed on the vehicle's registration by the DMV.		
7.4.5	If payment has not been received within fourteen (14) days of the 1 st Notice issue date, Contractor shall mail a 2nd Notice of Delinquent Parking to the violator on the fifteenth (15) day from the 1 st Notice issue date. The 2nd Notice shall indicate the original penalty amount, the late payment penalty amount, new due date, and a warning that if the penalty (which includes additional penalties) is not paid within the specified time, a formal collection process may begin, and a DMV Hold may be placed on the vehicle's registration by the DMV.		
7.4.6	If payment has not been received within fifty (50) days of the citation issue date, Contractor shall		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
	implement the special collections process documented in Paragraph 7.2.		
7.4.8	Contractor shall include with each Notice mailing, a return no-postage-paid envelope.		
7.5	<u>Additional Notices</u> When an original Notice is sent to a person/entity who no longer owns the cited vehicle, Contractor shall, as required, generate a Notice to the new registered owner (see Subparagraph 11.1.2 of the SOW).		
8.0	MANAGEMENT REPORTS		
8.1	Contractor shall be required to produce certain Management Reports (not to exceed ten (10) formats) for the Department's Parking Enforcement Detail, which are not available to Parking Enforcement Detail staff via the System's ad-hoc reporting function. The Management Reports will be used as tools for contract monitoring and Quality Assurance, and serve as a gauge for Contractor productivity.		
8.2	The County's Project Director, in consultation with Contractor's Project Manager, shall agree in advance to the Management Report designs, and delivery media.		
8.3	Contractor shall, throughout the Term of this Agreement, provide to County Program Manager the following: <ol style="list-style-type: none"> 1. Monthly Revenue Distribution Report for all Department and Participating Agencies. (County will provide Contractor with a list of participating agencies to include in the report design.) 2. Monthly Balance Sheet Report for all Department and Participating Agencies. (County will provide Contractor with a list of participating agencies to include in the report design.) 3. Monthly Revenue Collected by month/year-to-date, last year month/year-to-date by Reporting District number (RD) (note Prior to beginning Work under this Agreement, County will provide Contractor with a listing of the Sheriff's Reporting Districts for the PCPS System.) 4. Monthly Officer Performance by month/year-to-date, last year month/year-to-date 5. Monthly Officer Performance Time Issuance by agency, by month/year-to-date 6. Habitual Parking Violator Report (Upon request only) 7. Monthly Citations Canceled or Dismissed by issuing agency, officer, authority (including a 'reason code' for cancellation or dismissal by Initial Review, Administrative Hearing or Court Dismissal). 		
9.0	ON-LINE INQUIRY AND PROCESSING		
9.1	<u>On-Line Inquiry and Processing (Queries)</u>		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
	Contractor shall provide the Department with comprehensive System query functionality. This capability shall minimally provide the Department with:		
9.1.1	Current and historical data on registered vehicle owners;		
9.1.2	Cross reference to citations via vehicle license plate number;		
9.1.3	Citation-specific data such as: 1) time and location of citation issuance; 2) fine, penalty and payment data; 3) Scofflaw eligibility status; and 4) current status of citation; and		
9.1.4	Inquiry capability to the various System programs, subsystems, and features.		
9.2	<u>On-Line Adds/Updates</u>		
	Contractor shall provide the Department with System-secured data input capability to the System, inclusive of on-line add and update functions. The on-line add/update features shall provide, but not be limited to, the following capabilities:		
9.2.1	Add citations information and enter refunds, payments and dispositions;		
9.2.2	Add citations information as follows: <ul style="list-style-type: none"> a. Original fine amount b. Late payment penalty (including exact date that late payment penalty was imposed) c. Total paid d. Total reduced e. Total due f. Amount overpaid g. Refund check number h. Refund check issuance date i. Overpayment amount (when applicable) j. Reason for refund k. VIN (Vehicle identification Number) l. Vehicle make m. Vehicle model n. Vehicle body type o. Vehicle color 		
9.2.3	Enter debits, corrections and adjustments to payments; and		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
9.2.4	Schedule Administrative Hearings on-line, including scheduling parameters and hearing limits.		
9.2.5	The system must record the processing dates, times, and codes for the Temporary Marker which must be retained and permanently recorded on the final citation record.		
10.0	SYSTEM-REQUIRED PROGRAMS		
10.1	<u>Habitual Parking Violator Program (Boot and Tow)</u>		
	Contractor shall provide the Department with a PCPS System with on-line capability to:		
10.1.1	Determine those vehicles to which a mechanical immobilizing device (boot) may be affixed;		
10.1.2	Identify the location of booted or impounded vehicles;		
10.1.3	Track collection of boot, administrative, and impound fees; and		
10.1.4	Notify the Department when a client has made payment		
10.2	<u>Vehicle Fleet Program</u>		
	Contractor shall provide the Department with a PCPS System with on-line capability to process and track the collection of parking fees, and the issuance of Notices, to corporate fleets and rental car companies.		
	Fleet program shall include queries on the following fields: <ul style="list-style-type: none"> a. Fleet operator identification number b. Fleet operator, name c. License plate numbers of vehicles registered in the fleet program d. VIN numbers of vehicles registered in the Fleet program 		
10.3	<u>Installment Payment Program (IPP)</u>		
	Contractor shall provide the Department with a PCPS System with on-line capability to process and track the collection of parking fees under a Department-approved Installment Payment program. Contractor shall issue Notices to responsible parties which are found in violation of the terms of their Installment Payment plan.		
10.4	<u>Ad-hoc Reporting Capability</u>		
	The system shall provide an ad-hoc report generator utilizing field-chooser / drag-and drop report-writer technology. Contractor shall provide to the County the capability in determining		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
	<p>accessible data sets for this feature.</p> <p>The System shall, using the above ad-hoc feature, provide a comprehensive Habitual Parking Violator Reporting capability for the identification and seizure of habitual parking violators, and for all towed vehicles.</p> <p>The System shall, using the above ad-hoc feature, provide a comprehensive Installment Payment Plan Reporting capability.</p> <p>The System shall, using the above ad-hoc feature, provide a comprehensive Administrative Adjudication Hearing Reporting capability.</p> <p>Notwithstanding the above, The System shall, using the above ad-hoc feature, provide any report required by the County Project Director/Manager as necessary.</p>		
11.0	SYSTEM-REQUIRED FUNCTIONALITY		
11.1	<p><u>DMV Data Link</u></p> <p>Contractor shall establish and maintain a System-integrated data link to the California Department of Motor Vehicles (DMV), as well as participating out-of-state motor vehicle registries, independent of the Department's. This capability must include:</p> <ul style="list-style-type: none"> • An on-line, real-time capability to place and release vehicle registration Holds with the California DMV, as well as other states' motor vehicle registries when possible. • An on-line, real-time capability to process all DMV name-and-address transactions required to support Department operations. • An on-line, real-time capability to obtain registered owner name-and-address information required to support Department operations. • A feature which checks the DMV vehicle license plate and make of vehicle, against System citation information prior to Contractor's mailing of the Notice of Delinquent Parking. 		
11.1.1	<p><u>Transmit and Release DMV 'Holds'</u></p> <p>Contractor shall transmit "Hold Notices" to DMV on the fifty-sixth (56th) day after the issuance of any citation, and where no disposition has occurred.</p> <p>Contractor shall:</p> <ul style="list-style-type: none"> • release a Hold, via on-line, real-time transmission to DMV, within twenty-four (24) hours of disposition of the citation, or upon request of the Department, and • purge a Hold from the PCPS System within thirty (30) days of disposition. 		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
11.1.2.1	<u>Name-and-Address Processing, DMV</u>		
	<p><u>Returned Mail</u> For all mail (Notices, Correspondences, etc.) returned to Contractor as 'undeliverable', Contractor shall make a minimum of three (3) additional requests to the DMV, one request every thirty (30) days, in an attempt to obtain new registered owner address information.</p>		
11.1.2.2	<u>Registered Owner Information</u>		
	<p>Contractor shall ensure that the System compares the issue date of the citation with the registered owner information on file at the DMV to determine the correct registered owner responsible for the citation.</p> <p>When an original Notice is sent to a person/entity who no longer owns the cited vehicle, Contractor shall, as required, generate a Notice to the new registered owner based upon vehicle transfer-of-ownership information provided by the party who relinquished ownership of the vehicle.</p> <p>For any instance when the registered owner on file is determined by the Department to <i>not</i> be the responsible party, Contractor shall make a minimum of three (3) additional requests to the DMV, one request every thirty (30) days, in an attempt to obtain new registered owner information. These attempts should include current registered owner, DMV work in process, and the registered owner at the time of citation issuance.</p> <p>If, after three (3) attempts are made, based on license plate number and make of vehicle, a registered owner's name and address is not obtainable, an error list shall be generated. The error list shall be sent to the Department in a format requested by County's Project Director or designee.</p> <p>Contractor shall generate a Correspondence advising the original respondent of the error, and that no further action will be taken, nor is required within two (2) Business Days.</p>		
11.2	<u>Hand-held Electronic-Ticket-Writer Capability</u>		
11.2.1	Contractor shall establish and maintain a System-integrated handheld electronic ticket-writer capability. This shall minimally include an on-line capability to remotely upload (daily synchronization to the System from a docking station or other device) electronic tickets generated from handheld computing devices to the System.		
11.2.2	Contractor shall furnish to the Department and Participating Agencies for use in accordance with terms of this Agreement, seventy (70) handheld electronic-ticket-writer computing devices for use by		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
	the Department's Parking Enforcement Detail and Participating Agencies. Contractor shall be responsible for the periodic maintenance, repair, upgrade, and/or as-needed replacement of non-functional devices, throughout the Term of the Agreement.		
11.3	<u>Automated License Plate Recognition (ALPR) Capability</u>		
11.3.1	Contractor shall establish and maintain a System-integrated, automated license plate recognition (ALPR) capability up to the latest Department standard. This capability must provide County with an on-line, real-time capability to upload license plate data to the System, as well as alert Parking Enforcement Officers of any 'hits' while in use.		
11.3.2	Contractor shall furnish to the Department and Participating Agencies, five (5) ALPR systems for use by the Department's Parking Enforcement Detail and Participating Agencies in accordance with the terms of this Agreement. Contractor shall be responsible for the periodic maintenance, repair, upgrade, and/or as-needed replacement of non-functional ALPR systems throughout the Term of the Agreement.		
11.4	<u>Administrative Adjudication Hearings Feature</u>		
	Contractor shall establish and maintain a System-integrated Administrative Adjudication Hearings feature (System module). This capability must minimally assist the Parking Enforcement Detail administrative staff with information on case dispositions, payment status, and hearing schedules.		
11.5	<u>E-Payment Clearing House – Fidelity Information Services (FIS)</u>		
11.5.1	Contractor shall establish a working arrangement with FIS, the County's approved electronic payment provider.		
11.5.3	Contractor shall utilize the FIS environment to secure all credit and debit payment transactions from Contractor's Point-of-Sale customer service centers (Paragraph 12.1 of the SOW), as well as IVR (Paragraph 11.6 of the SOW) and Pay-by-Web (Paragraph 11.7 of the SOW) subsystems.		
11.5.4	Contractor shall establish a working arrangement with FIS within six (6) months of the Effective Date of this Agreement.		
11.6	<u>Interactive Voice Response (IVR) Capability – Telephones</u>		
	Contractor shall establish and maintain a System-integrated interactive voice-response (IVR)-telephone system capability. All telephonic payment transactions (credit cards, etc.) and automated inquiries to the IVR must, in real time, update to the PCPS System.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
11.6.1	Contractor shall provide customers with toll-free numbers, automated telephone call directory services, and IVR capabilities, as needed.		
11.6.2	Contractor shall provide trained customer-service staff in local (Los Angeles and/or surrounding counties) office facilities to manage and respond to, all telephone inquiries.		
11.6.3	Contractor shall provide customer service staff access to the PCPS System.		
11.6.4	Contractor shall ensure all calls are answered by the fourth ring, and shall be personally answered by a contractor representative within three (3) minutes from the time of receipt by the IVR.		
11.6.5	Contractor's customer-service telephone hours shall be from 8:00 a.m. to 5:00 p.m., including the lunch hour, on all County business days.		
11.6.6	Contractor shall ensure that the IVR component of the telephone system will be active twenty-four (24) hours per day, seven (7) days per week.		
11.6.7	Contractor shall ensure that the IVR provides customers with account status and payment information.		
11.6.8	Contractor shall utilize FIS to secure all credit card (VISA, MasterCard, American Express, and Discover Card) and PIN-less debit card transactions to the County, via the IVR subsystem.		
11.6.9	Contractor shall ensure that all customers who utilize the IVR to process an electronic payment are provided with an audio advisory that an electronic processing transaction fee in the amount of \$2.49 will be charged to the customer's account, in addition to the citation fine amount. (The fee will be assessed by FIS at the time of the transaction.)		
11.6.10	Contractor shall comply with the most current Payment Card Industry Data Security Standard (PCI-DSS) encryption standards for Contractor's IVR subsystem and upon request by County, Contractor shall provide to both County and FIS representatives, evidence of such compliance.		
11.6.11	Contractor shall not store into digital memory, nor record manually, any credit card transaction information; but especially credit card numbers and personal identification numbers (PINS), which are processed via Contractor's IVR subsystem.		
11.6.12	Contractor shall implement the IVR subsystem within six (6) months of the Agreement's Effective Date.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
11.7	<u>Pay-by-Web Interface</u>		
	<p>Contractor shall provide and maintain a System-integrated, Department-approved Pay-by-Web interface (website) which meets the United States Access Board Section 508 Standards and Guideline 1194.22 on Web-based Intranet and Internet Information and Applications.</p> <p>The website shall provide customers with account status and payment information, as well as provide for online electronic payment processing utilizing a direct link (HTTP Secure or "HTTPS" protocol) to County's electronic payment processing provider, FIS (Paragraph 11.5 of the SOW).</p>		
11.7.1	Contractor shall design and/or provide a Department-approved website. The new website is subject to review by the County's E-Commerce Readiness Group (ERG).		
11.7.2	Contractor shall implement the Pay-by-Web interface (website) within six (6) months of the Agreement's Effective Date.		
11.7.3	Contractor shall utilize FIS to secure all credit card (VISA, MasterCard, American Express, and Discover Card) and PIN-less debit card transactions to the County, via the Pay-by-Web interface.		
11.7.4	Contractor shall ensure that all customers who utilize the Pay-by-Web feature to process an electronic payment, are notified on the website, with a prominently displayed advisory that an electronic processing transaction fee in the amount of \$2.49 will be charged to the customer's credit card account, in addition to the citation fine amount. (The fee will be assessed by FIS at the time of the transaction.)		
11.7.5	Contractor shall ensure that the website is accessible twenty-four (24) hours per day, seven (7) days per week.		
11.7.6	Contractor shall provide a toll-free help-desk phone number on the website, located and centered in prominent view, for customer access when problems arise with the website. The help-desk shall be accessible Mondays through Fridays, 8:00 a.m. to 5:00 p.m. (pacific-standard time), excluding County holidays.		
11.7.7.1	Within thirty (30) calendar days of the Agreement's Effective Date, Contractor shall submit the proposed website to the County (which as meant herein includes: the County's Project Director, County's ERG, FIS technical staff, and the Department's Data Systems Bureau) for an initial review of the design, format, and data requirements for the website.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
11.7.7.3	Contractor shall execute any required revisions to the website within thirty (30) calendar days of County's initial review, and submit version 2 of the website for final review.		
11.7.7.5	Contractor shall submit additional revisions of the proposed website to the County for review as needed, to achieve final approval. County's review period shall not exceed fourteen (14) calendar days, but in no event shall the County be obligated to provide such approval in less than five (5) Business Days.		
11.8	<u>Automated Correspondence</u>		
	Contractor shall establish and maintain a System-integrated library of automated Correspondences which shall be kept for no less than five (5) years.		
	<p>Contractor shall send a Correspondence to the respondent within three (3) working days of receipt of a respondent's written inquiry. Following is a sample list of standard Correspondence found in Attachment B, Sample Notices and Correspondences to this SOW:</p> <ul style="list-style-type: none"> • Disabled Parking Privileges • Disabled Vehicle • 30-Day Extension on Payment • Permit Parking • Deposit of Fine Prior to Hearing • 5204 (a) Equipment Violation • Stolen Vehicle <p>The Department reserves the right to add to, and/or delete any of the above Correspondence formats.</p>		
12.0	COLLECTIONS AND DEPOSITS		
12.1	<u>Collection of Payments by Lock Box/U.S. Mail/Electronic Commerce</u>		
12.1.1	Contractor shall establish, operate, and maintain, one or more fully operational corporate centers, centrally located in Los Angeles County. The County will be sole judge as to 'centrally located'. The corporate center(s) shall be open to the public and shall provide a Point-of-Sale (POS) cashiering function, as well as citation support services, to the public within three (3) months of the Effective Date of this Agreement. 'Fully operational' means, except as specified under Subparagraph 12.1.5, of the SOW , the corporate center shall be fully staffed and equipped, both electronically (desktop computer workstations, fully operational System, etc.) and telephonically.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
12.1.3	The POS centers shall be subject to inspection by the County at any time. Contractor shall install locked citation cash-payment drop boxes for after-hours use at the POS centers, in a manner required by the County for receipt of payment. Contractor shall provide for the daily collection and processing of these payments.		
12.1.4	Contractor shall provide for the daily collection and processing of citation payments made by U.S. mail to Contractor's established Post Office box. Contractor shall ensure that mail pick-up from the Post Office box, and delivery to the Contractor's facility, is executed by an appropriately licensed and bonded courier, or bonded employee, at least once each Business Day.		
12.1.5	<p>Contractor shall accept cash, check, credit card (MasterCard, American Express, Discover, Visa), and PIN-based debit card transactions at Contractor's POS centers (Subparagraph 12.1.1 of the SOW). Contractor shall only accept cash, personal checks, and money order payments via U.S. mail (Subparagraph 12.1.4 of the SOW).</p> <p>All cash and check payments, whether through the U.S. mail, or via the Contractor's POS center, must be handled using the following steps:</p> <ul style="list-style-type: none"> • Document batch preparation • Endorse/encode payment documents and batches with a unique control number • Process payments associated with citations • Process payments associated with Notices • Copy payment document • Scan payment document to the PCPS System • Process items which must be handled separately (<i>example: a citation payment accompanied by a letter</i>) • Ensure balanced accounts • Account reconciliation • Deposit preparation • On-line update of transaction to the PCPS System 		
12.1.6	Contractor shall utilize the services of FIS to secure all electronic credit card / debit card transactions at POS centers within three (3) months of the Agreement's Effective Date.		
12.1.7	Contractor shall comply with the most current PCI-DSS with respect to Contractor's provision of the POS services described under this Agreement, including but not limited to the POS PIN-entry devices and communication system, and Contractor shall, upon County's request, provide, both to County and to FIS representatives, evidence of such compliance.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
12.1.8	Contractor shall not store on disks, nor record manually, any credit and/or debit card transaction information; but especially credit/debit card numbers and personal identification numbers (PINS), processed at Contractor's POS centers.		
12.1.9	Contractor shall prominently display an 'electronic processing fee advisory' at all POS centers, which states that an amount of \$2.49 will be charged to the customer's credit card account, in addition to the citation fine amount. (The fee will be assessed by FIS at the time of the transaction.)		
12.2	<u>Deposits to County</u>		
12.2.1	<u>Deposits – from Cash / Check Payments</u>		
a	The Contractor shall have Check 21 capabilities, which would allow the recipient of the original paper check to create a digital version of the original check, in an electronic format, thereby eliminating the need for further handling of the physical document.		
b	Contractor shall process all cash and check payments daily, and shall make deposits directly into the Department's 'deposit-only' banking account within twenty-four (24) hours of Contractor's receipt of said payment. Contractor shall do so in accordance with policies and procedures described in the County's Fiscal Manual. (County will provide Contractor with access to the County's Fiscal Manual for Contractor's reference and use.)		
c	Contractor shall, in accordance with County's fiscal policies and procedures as set forth in the County's Fiscal Manual and elsewhere, prepare and retain all required records for every deposit to the Department's bank account. All cash shall be transferred by an armored, bonded courier provided by Contractor, and subject to approval by the Department.		
d	<u>Returned Checks for Non-Sufficient Funds (NSF)</u>		
	Contractor shall prepare and send a Correspondence to the issuer(s) of the returned check to provide notification that a penalty fee has been added to the total citation payment due. Contractor shall ensure that such remedial payments are made with cash, cashier's check or money order only, and made payable to the <u>Los Angeles County Sheriff's Department</u> , as provided for in California Government Code section 6157, and in LACC 5.02.010.		
e	The current NSF penalty fee is \$33.00, but is subject to change at any time, upon action by the Los Angeles County Board of Supervisors. Contractor shall collect and process all NSF check repayments (including NSF penalty charges) and deposit said funds directly to the Sheriff's parking citation account within twenty-four (24) hours of receipt.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
12.2.2	<u>Electronic Deposits (e-Deposits) – from Electronic Payments</u>		
a	Contractor will provide FIS with electronic payment request information, all required fields including but not limited to: merchant code, settle code, merchant password, merchant amount, and user part data, must be submitted in the form post to progress through FIS' gateway. Upon awarding the contract, the vendor will be required to sign a non-disclosure agreement with FIS prior to receiving the application certification documents.		
b	<u>Credit Card / Debit Card Fraud.</u> Contractor will, upon discovery that a fraudulent credit card was utilized to initiate payment on a citation, provide County with electronic notification. Contractor shall retain all documentation throughout the Term of this Agreement.		
12.3	<u>Account Reconciliation and Controls</u>		
12.3.1	Contractor shall provide written reconciliation control procedures to the County's Project Director for review and approval within fifteen (15) days of Agreement Effective Date.		
12.3.2	Contractor shall reconcile all cash / check deposits to the Department's accounts monthly. The reconciliation shall be prepared by Contractor each month and submitted to County's Project Director.		
12.3.3	Contractor shall provide a <u>Monthly Revenue Distribution (MRD) Listing Report</u> (Section 8.0 of the SOW), in a format approved in writing, by the County Program Director. The MRD shall list the Department, and each Participating Agency scheduled to receive a portion of the revenue, the percentage of distribution, and the amounts to be distributed to the Department and to each Participating Agency, including but not limited to: <ul style="list-style-type: none"> • DMV Hold fees • California Government Code Sections 76000(b), 76100 , 76101, and 70372(b) • California Penal Code Section 1465.5 		
12.3.4	Contractor shall provide the Department with adequate assurance that all internal control procedures are followed in the handling of collections. If the Department determines that additional controls are necessary, Contractor shall implement such additional controls or alternative procedures, to be approved by County Program Director.		
12.3.5	Contractor shall be responsible for all collection shortages which may occur during Contractor's collection and processing activities.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
13.0	CONTRACTOR'S RESPONSIBILITIES		
13.1	<u>Compliance with Law</u>		
	Without limiting any other provision of the Agreement, Contractor shall conform to and abide by all municipal and County ordinances, State of California, and United State Federal Government laws and regulations, as they may be amended from time to time, insofar as the same or any of these laws are applicable.		
13.2	<u>Compliance with Rules and Regulations</u>		
	Without limiting any other provision of the Agreement, Contractor shall conform to, and abide by, all rules and regulations of the County and the Sheriff, as they may be amended from time to time, insofar as the same, or any of them, are applicable.		
13.3	<u>Program Restrictions</u>		
	Contractor shall not, nor shall any of Contractor's staff, dispense legal advice, or provide direct legal representation to any member of the public (customer or violator) who may be subject to any parking citation process, whether through this Agreement, or any other agreement Contractor may have in any other jurisdiction. Contractor shall implement necessary procedures to ensure that the PCPS program is not used to solicit business for private practitioners or others, nor used to provide referrals to 'for-profit' agencies, or individuals.		
13.4	<u>Contractor's Response to County's Inquiries or Complaint</u>		
	<u>Help Desk</u> At least one (1) Contractor employee must be available during the hours of 8:30 a.m. to 5:00 p.m., Monday through Friday, to respond to inquiries and/or complaints from the Department's Parking Enforcement staff regarding Contractor's performance of the Agreement. Contractor's Help Desk feature shall minimally provide a toll-free telephonic answering service, as well as an on-line 'System Support' email address, to receive inquiries from the Department's Parking Enforcement staff outside of normal business hours. This Help Desk is independent of, and separate from, the IVR subsystem. After-hours, non-emergency remedial calls from County received by Contractor's answering service shall be responded to on the next Business Day.		
13.4.1	<u>Contractor's Service Call Tracking System</u>		
	Contractor shall maintain a complete service-call tracking system for the purpose of receiving and tracking inquiries and/or complaints from the County. This system shall minimally include:		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
	<ul style="list-style-type: none"> a. Dates and times service calls are placed; b. Dates and times service calls are dispatched and completed; c. Facility from which service call is placed; d. Name of the person who placed the service call; e. Description of problem; f. Description of work completed or disposition of Work in progress; and g. Contractor employee's full printed name; 		
13.5	Contractor shall ensure that all Contractor employees providing services under this Agreement are trained and qualified in their assigned tasks relative to this Agreement, and have met the established quality standards of Contractor, as approved by the County, pursuant to Sections 16.0 and 17.0 of the SOW .		
13.6	The Contractor shall be responsible for the protection of personal identifiable information and shall indemnify the County in the event of a data breach. The Contractor shall also ensure that the storage, access, processing, and transmission of all personally identifiable data associated with a credit card holder will meet the Payment Card Industry Data Security Standard.		
13.7	<p>The Contractor shall keep and maintain all data in the PCPS System for not less than Five (5) years and shall furnish the data in any format as and when required by the County Project Director/Manager.</p> <p>Contractor shall provide training programs for all new employees, and continuing, in-service training for all existing employees associated with this Agreement.</p>		
14.0	CONTRACTOR'S STAFF		
14.1	Contractor shall staff one (1) Contractor Project Director and one (1) Contractor Project Manager to the PCPS program. The duties of the Contractor Project Director and Contractor Project Manager are briefly described in the Agreement, Paragraph 4.1, Contractor Project Director, and Paragraph 4.2, Contractor Project Manager .		
14.2	Contractor Project Manager shall confer with County Project Director on a monthly basis regarding Contractor performance.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
14.3	Contractor shall ensure that both the Contractor Project Director and Contractor Project Manager are able to receive telephonic cell phone and/or email communication from the Department's Parking Enforcement staff, as needed, between 8:00 a.m. and 5:00 p.m., Monday through Friday, except County holidays, in order to respond to emergencies or other critical operation requirements. Contractors Project Manager shall act as a central point of contact with County.		
1.4.5	Contractor Project Manager shall have five (5) years of experience in the management of work requirements for PCPS similar in type and complexity to the Work described herein. Contractor Project Manager and alternate shall be deemed acceptable only after approval by County Project Director. Contractor shall submit resumes of its proposed Contractor Project Manager and one alternate to the County Project Director for review and approval.		
14.6	Contractor shall, prior to execution of this Agreement with County, provide to the County Project Manager upon request, any and all professional licenses or certificates (where applicable) of proposed staff assigned to the PCPS program, as related to Work described herein, and throughout this Agreement. Further, Contractor shall annually provide, upon request, all updated documents described above, to the County Project Manager upon request.		
14.7	Contractor's employees providing services under this Agreement shall prominently display Contractor-provided identification badges at all times while conducting business at County facilities. Such identification shall minimally identify the company name, employee name, and employee number of the employee entering into a County facility.		
14.8	Contractor Program Manager and/or alternate shall be replaced within thirty (30) days when, as determined by County Program Director, either individual fails to perform effectively, and/or fails to ensure Contractor's compliance with the Agreement.		
14.9	<u>Contractor Project Manager Staff Reassignment</u> Any changes in the Contractor Project Manager and/or designated alternate, as proposed by Contractor, shall be subject to a thirty (30) calendar day advance written notice to the County Project Director. County Project Director may require copies of resumes or any other documents for any proposed replacement staff, and may require a formal interview with the proposed replacement.		
14.10	Contractor's employees shall fluently read, write, speak, and understand English.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
15.0	MATERIALS AND EQUIPMENT		
15.1	<u>Contractor's Material and Equipment</u>		
	Contractor shall purchase, and provide to the County, all computing equipment, including ten (10) desktop computing hardware devices, to be configured to LASD security standards, including CPUs, monitors, laser printers, scanners, and/or peripheral computing devices, seventy (70) handheld electronic-ticket-writer computing devices, including handheld docking stations, and five (5) Automated License Plate Recognition (ALPR) systems, (collectively in this Section 15.0 only, Equipment) needed to provide PCPS under this Agreement, including those for use by County in accordance with the terms of this Agreement. It is anticipated that the County's need for desktop computing hardware devices, handheld electronic ticket-writer computing devices, and ALPR systems may vary and fluctuate during the Term of the Agreement. The County reserves the right to increase or decrease the number of required desktop computing hardware devices, handheld electronic ticket-writer computing devices, and ALPR systems by no more than twenty percent (20%) during the Term of the Agreement. The desktop computing hardware devices shall meet or exceed the Department's specifications found in Attachment C (LASD Desktop Computing Workstation Baseline) of the SOW.		
15.2	Contractor shall maintain all of its Equipment in accordance with original Equipment manufacturer (OEM) standards, or other regulatory standards as they may apply, and shall check said equipment before use for safety and functionality. All damaged or malfunctioned equipment/parts shall be repaired or replaced as necessary within three (3) business days upon notification from the County Project Director/Manager.		
15.3	<u>Material Standards (Maintenance, Repairs of Contractor-Owned Equipment)</u>		
15.3.1	Contractor shall ensure that either original equipment manufacturer (OEM) parts, or alternates that meet or exceed OEM standards, are used in the repair of Equipment. Contractor shall bear financial liability for any damages that may result from the use or installation of said parts, and the expense of repairing or replacing damaged PCPS Equipment or property.		
15.3.2	When an article is mentioned by trade name or a manufacturer's name, it is intended to establish a standard of merit. Articles of other manufacturers may be used, provided they are of the same type and of equal quality. The Department shall be the sole judge as to "equal" quality. All materials and equipment shall be new, or of an approved type, or certified overhauled, and installed as recommended by the manufacturer.		
15.3.3	Contractor shall not charge County and County shall not be obligated to freight charges.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
16.0	QUALITY CONTROL PLAN		
16.1	<p>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 fifteen (15) Business Days of the Agreement's Effective Date. This <i>operational</i> plan shall be used to ensure compliance with all contract administrative requirements. The Q.C. plan shall include, but not be limited to the following:</p> <ul style="list-style-type: none"> a. Activities to be monitored to ensure compliance with all contract administrative requirements; b. Contractor's written policy and procedures for receiving, investigating, and responding to complaints; c. Contractor's written policies and procedures for licensing, certifying, qualifying and training requirements for technical staff; d. Contractor's written system security plan; e. Contractor's written facility security plan; f. Samples of forms to be used in monitoring (employee time records, employee sign-in/out sheets, etc.); g. Frequency of monitoring; and h. The method for reviewing and recording all employee work quality inspections to be conducted by Contractor, any corrective action taken, the time a problem was first identified, a clear description of the problem, and the time elapsed between identification and completed corrective action, shall be provided to County upon request. 		
16.3	<u>Inspection of Work-in-Progress</u>		
	Contractor shall permit the County Project Director or County Project Manager, or designee to inspect any and all of Contractor's work-in-progress on a non-interference basis. The purpose of such inspections will be to verify project progress as reported by Contractor, and to ensure that Work products are in conformance with Work specifications and contractual requirements. Any deviations from such Work specifications and contractual requirements must be immediately corrected by Contractor, at no cost to County.		
17.0	QUALITY ASSURANCE PLAN		
17.1	Contractor shall establish and utilize a comprehensive Quality Assurance (Q.A.) plan. Contractor shall submit the Q.A. plan to the County Project Manager within fifteen (15) Business Days of the Agreement's Effective Date. The Q.A. plan and methods must provide adequate confidence to County that the services to be rendered will satisfy the outcomes identified in this Agreement, including the SOW.		

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Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks												
	<u>Contract Discrepancy Reports</u>														
17.4.1	County Project Manager shall determine whether a formal Contract Discrepancy Report (CDR) (<i>Exhibit D1 of the SOW</i>) will be issued. Upon receipt of such Report, Contractor is required to respond in writing to County Project Manager within five (5) Business days, acknowledging the reported discrepancy(s) or presenting contrary evidence. Contractor shall submit its plan to correct the deficiency(s) identified in the Contract Discrepancy Report to County Project Manager within ten (10) Business days.														
18.0	CONTRACTOR'S GUARANTEE														
18.1	Contractor shall guarantee fully-operational PCPS System performance in accordance with the terms of this Agreement at a minimum rate of not less than ninety-five percent (95%) monthly. Contractor shall review PCPS System performance monthly, or as often as necessary, to verify the 95% performance standard covered under this Agreement and shall report to the County on a monthly basis.														
18.1.2	<u>System Downtime Exceptions</u>														
	For each and every occurrence listed, County will adjust the total monthly in-service hours required for each respective System, and provide a revised figure to Contractor. Notwithstanding this Paragraph 18.1 of this SOW, Contractor shall nonetheless provide all repair services required under this Agreement within the time frames, and in the manner set forth in Section 3.0 (Program Implementation Plan) of this SOW.														
18.1.3	<u>System Failure – Billing Credits</u>														
	<p>If the PCPS System fails to meet the ninety five percent (95%) performance standard for any calendar month throughout the Term of this Agreement, Contractor shall issue to County and County shall be entitled to a credit for the following calendar month based upon the monthly service contract price for PCP service, which shall be determined as follows:</p> <table border="1" data-bbox="212 1157 766 1336"> <thead> <tr> <th>PCPS System uptime</th> <th>Applied Invoice Credit</th> </tr> </thead> <tbody> <tr> <td>95% - 100% uptime</td> <td>0%</td> </tr> <tr> <td>90% - 94.9% uptime</td> <td>10%</td> </tr> <tr> <td>85% - 89.9% uptime</td> <td>15%</td> </tr> <tr> <td>80% - 84.9% uptime</td> <td>20%</td> </tr> <tr> <td>Below 80%</td> <td>25%</td> </tr> </tbody> </table>	PCPS System uptime	Applied Invoice Credit	95% - 100% uptime	0%	90% - 94.9% uptime	10%	85% - 89.9% uptime	15%	80% - 84.9% uptime	20%	Below 80%	25%		
PCPS System uptime	Applied Invoice Credit														
95% - 100% uptime	0%														
90% - 94.9% uptime	10%														
85% - 89.9% uptime	15%														
80% - 84.9% uptime	20%														
Below 80%	25%														
18.1.5	County may review Contractor's service-call tracking system, or other records (see Subparagraph 13.4.1 of the SOW), as often as necessary, but not less than annually. Contractor shall apply the appropriate credit to the following month's invoice. Failure by County to request such credit shall not constitute a waiver of such right, which may be exercised at any time.														

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
18.1.7	<u>Error Corrections</u>		
	Contractor shall satisfactorily correct, at no cost to County, all computer software and hardware malfunctions or any other errors attributable to Contractor. Contractor shall repair or correct those malfunctions or errors which impact Department's Parking Enforcement operation within two (2) days of receipt of notice from the Department, and shall be liable for any direct or indirect costs incurred by the Department associated with any errors.		
18.2	<u>Fidelity Information Services (FIS), Pay-by-Web, IVR – Billing Credits</u>		
18.2.1	<u>Integration with FIS</u>		
	Failure of Contractor to successfully establish an arrangement with County's e-payment processing service provider, FIS, within six (6) months of this Agreement's Effective Date shall subject Contractor to a thirty percent (30%) non-refundable billing credit for each month in default, beginning with month seven (7), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.		
18.2.2	<u>Pay-By-Web</u>		
	Failure of Contractor to successfully establish an arrangement with County's e-payment processing service provider, FIS, within six (6) months of this Agreement's Effective Date shall subject Contractor to a thirty percent (30%) non-refundable billing credit for each month in default, beginning with month seven (7), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.		
18.2.3	<u>IVR</u>		
	Failure of Contractor to successfully execute a System-integrated, Department-approved IVR subsystem, inclusive of a fully functional electronic payment component within six (6) months of this Agreement's Effective Date shall subject Contractor to a twenty-five percent (25%) non-refundable billing credit for each month in default, beginning with month eleven (11), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks												
18.2.4	<u>Establishment of centrally located POS center</u>														
	Failure of Contractor to successfully establish, operate and maintain one or more fully operational POS centers (as described in Subparagraph 12.1.1, of the SOW) within three (3) months of the Effective Date of this Agreement shall subject Contractor to a twenty-five percent (25%) non-refundable billing credit for each month in default, beginning with month four (4), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.														
18.2.5	<u>POS Electronic Payment Processing</u>														
	Failure of Contractor to successfully execute a System-integrated, Department-approved POS electronic payment processing capability within six (6) months of this Agreement's Effective Date shall subject Contractor to a twenty-five percent (25%) non-refundable billing credit for each month in default, beginning with month eleven (11), plus any pro-rated portion thereafter, from the total amount payable on Contractor's monthly invoice, inclusive of all sales taxes, fees, installation/setup/configuration charges, equipment rental charges (as applicable), and/or any other incidental charges.														
18.3	<u>Notices, Timely Delivery</u>														
	<p>In accordance with guidelines provided for in the CVC and/or LACC and/or elsewhere hereunder, Contractor shall mail all Notices on unpaid citations within their prescribed timeframes. Contractor shall mail Notices of delinquency for each unresolved citation, as well as other Notices approved by the Department, including Notices for partially paid citations.</p> <p>An additional Notice shall be required to be sent to a new registered owner if the first Notice is sent in error, to a person who no longer owns the cited vehicle (Subparagraph 11.1.2 of the SOW).</p> <p>Upon Contractor's failure to mail said Notices, billing credits shall be imposed based upon the following schedule:</p> <table border="0" data-bbox="212 1258 1404 1445"> <thead> <tr> <th><u>No. Days Late</u></th> <th><u>% Credit Per Citation</u></th> </tr> </thead> <tbody> <tr> <td>3-5 days</td> <td>10%</td> </tr> <tr> <td>6-10 days</td> <td>20%</td> </tr> <tr> <td>11-20 days</td> <td>30%</td> </tr> <tr> <td>21-29 days</td> <td>50%</td> </tr> <tr> <td>30 or more days</td> <td>100% (each citation processed without charge to the County)</td> </tr> </tbody> </table>	<u>No. Days Late</u>	<u>% Credit Per Citation</u>	3-5 days	10%	6-10 days	20%	11-20 days	30%	21-29 days	50%	30 or more days	100% (each citation processed without charge to the County)		
<u>No. Days Late</u>	<u>% Credit Per Citation</u>														
3-5 days	10%														
6-10 days	20%														
11-20 days	30%														
21-29 days	50%														
30 or more days	100% (each citation processed without charge to the County)														

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
18.4	<u>Citation Data, Timely Input</u>		
	Contractor shall input one hundred percent (100%) of all hand-written citation adds, updates, deletes and dispositions into the PCPS System within two (2) Business Days of pick-up.		
18.5	<u>PCPS System Maintenance / Performance</u>		
	Contractor shall make all configurations, adjustments, and modifications to the PCPS System (including, but not limited to, all software maintenance, upgrades, updates, and 'patches') at its own expense so that the PCPS System will successfully perform in accordance with this Statement of Work, satisfy all of County's Functional Business Requirements, Attachment A to the SOW and otherwise performs in accordance with the terms of this Agreement.		
19.0	CONTRACTOR'S WARRANTY		
19.1	<u>To Provide Professional Skills and Performance</u>		
	Contractor warrants that all Work performed under this Agreement will be performed in a timely and professional manner using only qualified, skilled, trained staff specifically qualified to administer and support the PCPS program. Further, Contractor warrants that all deliverables, services, and other work provided shall satisfy County's Functional Business Requirements (Attachment A to this SOW) , and Work requirements listed herein.		
19.2	<u>To Maintain the PCPS System within Specifications</u>		
	Contractor warrants that it will maintain the PCPS System sufficiently so to meet or exceed the performance capabilities, characteristics, specifications, functions, and standards listed in County's Functional Business Requirements (Attachment A to the SOW) .		
19.3	<u>To Maintain Desktop Computing and Field Equipment within Specifications</u>		
19.3.1	Contractor shall, throughout the Term of the Agreement, provide a minimum of one (1) desktop computing hardware upgrade to the Parking Enforcement Detail which shall meet or exceed the Department's Desktop Computing Standards published in Attachment C, Department's Desktop Computing Workstation Baseline to the SOW. Contractor shall provide additional upgrades to the desktop computing hardware as the standards are revised from time to time by the Department, and incorporated herein. Contractor shall not be required to provide an upgrade, if existing desktop computing hardware meets or exceeds any revision to Attachment C, Department's Desktop Computing Workstation Baseline to the SOW.		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
19.3.2	Contractor warrants that it will maintain the Field Equipment sufficiently so to meet or exceed the original equipment manufacturer's performance capabilities, characteristics, specifications, and functions, which shall be in compliance with County's Functional Business Requirements (Attachment A to the SOW) and otherwise perform in accordance with the terms of this Agreement.		
20.0	SECURITY		
20.1	Contractor shall provide comprehensive System security which restricts usage and provides a journal of all user transactions. Contractor's System security plan, which must meet the Department's requirements and be approved by the Departmental Information Security Office, is due within fifteen (15) calendar days of the Agreement Effective Date, and shall be submitted as a component of the Quality Control Plan (Section 16.0 of the SOW) .		
20.2	Contractor facility(ies) must have security system that includes the following:		
	<ul style="list-style-type: none"> a. Controlled entry to facilities b. Facility alarms c. Controlled access to processing areas d. Security cameras and security guards at each public service center e. Written policies and procedures for facility security 		
20.3	Contractor's System access requirements:		
	<ul style="list-style-type: none"> a. Restricted access to the system by time of day (i.e., local time) b. Restricted access to the System by workstation c. Restricted access to the System based on variety of security clearance levels d. Restricted access to certain functions based on a user's profile (logon / password) e. Restricted access based provided upon proper authorization f. Written, System security policies and procedures g. Written, System security training program h. Unique user access identification must be changed at periodic intervals (e.g., number of days) i. Anti-virus detection and control j. Anti-spyware detection and control k. System firewall protection l. Internet firewall protection 		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
20.4	<p>Contractor's data security/data integrity system shall include:</p> <ul style="list-style-type: none"> a. Mirrored data servers providing real-time data redundancy in event of System failure b. Nightly serial tape backups of System data – or similar feature c. Audit trails and reports are permanently retained for each citation, including the date, time, and identification of any System user making a correction/change to citation data d. Transaction histories for every transaction e. Data control and reconciliation procedures for every system update f. Reports as-needed to verify compliance 		
20.5	<p>Contractor's shall provide a System security plan, which must meet the Department's requirements and be approved by the Departmental Information Security Office, is due within fifteen (15) calendar days of the Agreement Effective Date, and shall be submitted as a component of the <i>Quality Control Plan (Section 16.0 of the SOW)</i>.</p>		
21.0	<p>CONTRACTOR'S OBLIGATION TO PROVIDE FUTURE CONVERSION SERVICES</p>		
	<p>Without limiting Contractor's responsibilities to County or the Department, as provided for in this SOW, and thirty (30) days prior to the conclusion of Contractor's obligations set forth throughout this Agreement, Contractor shall:</p> <ul style="list-style-type: none"> • provide County with Importable Electronic Citation Data, in a standard data/tabular format to be specified at such time; • provide County's newly selected PCPS provider with importable citation data in a standard data/tabular format to be specified at such time; • the data set of citations shall include all uncollected citations; in particular, all citations currently on Hold with the DMV, and all citations currently in Special Collections; • the data shall minimally include corresponding field names, and reference table names; • assist the newly selected PCPS provider with data testing and quality assurance; • provide operational conversion assistance to County's newly selected PCPS provider. <p>In the event that the resultant Agreement is awarded to the current provider of System and its maintenance, this Section 21.0 of the SOW shall be considered null and void.</p>		
22.0	<p>ACCEPTABILITY OF WORK</p>		
	<p>All Work by Contractor shall be done in a professional manner, and must be acceptable to technically qualified Department personnel designated by the County. All Work shall be completed within the time frames specified throughout this Agreement, including this SOW, and of a quality specified in Sections 15.0, 16.0 and 17.0 of the SOW.</p>		

PARKING CITATION PROCESSING SERVICES

Ref #	County's Functional Business Requirements Statement of Work	Vendor's Response	Comments/Remarks
23.0	MEETINGS		
	<p>At various times throughout the Term of the Agreement, Contractor may be required to attend meetings called by the Department. Contractor Project Director, Contractor Project Manager, or other staff, as required by County shall attend all such meetings at no additional cost to the County beyond the costs and fees set forth in the Agreement and the pricing schedule. The purpose of these meetings will be to discuss and resolve problems and/or readjust assignments and working schedules to meet new needs. Contractor will be given written notice seven (7) calendar days prior to the meeting as to the date, time and location.</p>		

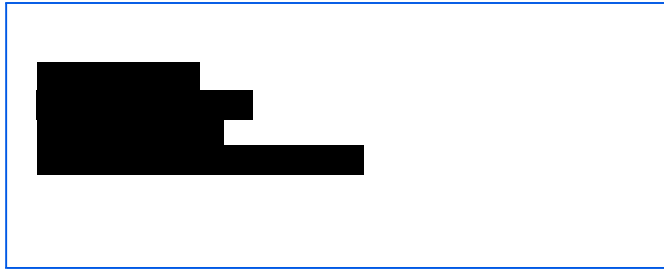


**COUNTY of LOS ANGELES
PARKING ENFORCEMENT DETAIL**
P.O. BOX 30629
LOS ANGELES, CA 90030-0629

(866) 561-9744



NOTICE OF DELINQUENT PARKING VIOLATION



NOTICE DATE:	06/26/14
DUE DATE:	07/10/14
PLATE NO:	[REDACTED]
VEHICLE MAKE:	CHEV
VEHICLE COLOR:	BK

Our records show that you have failed to respond to the parking ticket(s) listed below. Failure to pay the parking penalties due by mail or in person PRIOR to the DUE DATE indicated below will result in increased penalties, withholding of your vehicle registration by the Department of Motor Vehicles (CVC 4760), and may subject your vehicle to immobilization (booting) or impoundment (CVC 22651.7, 22651(i)). In addition you may be subject to a civil judgment that could lead to the garnishment of wages and seizure of property (CVC 40220).

If you wish to contest this violation, you may request an administrative review PRIOR to the DUE DATE printed on this NOTICE. You may request an administrative review by mail, by telephone to the number noted below, or in-person at the offices listed below:

Payment Options:



- ON-LINE:** Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
- BY MAIL:** Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629. When submitting your payment, please note the citation number(s) and the license plate number to ensure your account is properly credited. **DO NOT SEND CASH.**
- IN PERSON:** You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed below.

PARKING ENFORCEMENT DETAIL PAYMENT CENTERS

DOWNTOWN
312 W. 2nd St.
L.A., CA 90012

MID-WILSHIRE
3333 Wilshire Blvd. Ste 3337
L.A., CA 90010

WEST LOS ANGELES
9911 W. Pico Blvd.
Suite B-201
L.A., CA 90035

VAN NUYS
6309 Van Nuys Blvd.
Rm. 103
Van Nuys, CA 91401

These offices are open Monday thru Friday 9:00 am to 5:00 pm (except holidays).

0114177000003700161311062419230909011000063000006300

KEEP THIS PORTION FOR YOUR RECORDS

SH001 REV 08252010

COUNTY OF LOS ANGELES PARKING ENFORCEMENT

CITATION NO.	DATE	TIME	LOCATION	VIOLATION	TOTAL DUE
[REDACTED]	06/03/14	10:34A	[REDACTED]	STREET SWEEPING	\$63.00



LICENSE PLATE



NOTICE DATE

06/26/14

**TOTAL
AMOUNT DUE**

DUE DATE: 07/10/14

\$63.00

0114177000003700161311062419230909011000063000006300

LDC COLLECTION SYSTEMS

PO BOX 30629

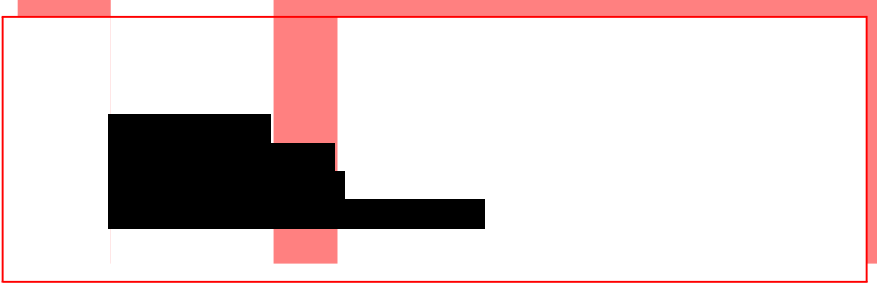
LOS ANGELES, CA 90030-0629

(800) 782-3868

(213) 629-3919

**URGENT
NOTICE**

Are you aware that The County of Los Angeles Parking Enforcement Detail still has records of unpaid parking citations issued to your vehicle? If you immediately pay for the citation(s), LDC Collection Systems will cease all collection activities, and clear your DMV registration for renewal purposes. If you cannot pay for the citation(s), you should contact this office immediately.



NOTICE DATE: 06/13/14

PLATE NO: [REDACTED]

VEHICLE MAKE: TOYT

VEHICLE COLOR: TN

**KEEP THIS PORTION
FOR YOUR RECORDS**

FAILURE TO PAY FOR THE CITATIONS WILL CAUSE LDC COLLECTIONS SYSTEMS AND THE COUNTY OF LOS ANGELES PARKING ENFORCEMENT DETAIL TO INITIATE ALL SANCTIONS PROVIDED BY LAW. BE ADVISED THAT DISREGARDING THIS NOTICE IS A SERIOUS MATTER AND COULD CAUSE SUBSTANTIAL DIFFICULTIES FOR YOU.

Be advised that payment made at the DMV for parking citations will not clear your record for approximately 90 days. For prompt payment application to your citation(s), you must pay by mail using the enclosed envelope or by visiting one of our four payment locations listed on the back of this notice. If you have already paid please disregard this notice.

Payment Options:



- **ON-LINE:** Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
- **BY-MAIL:** Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629. When submitting your payment, please note the citation number(s) and the license plate number to ensure your account is properly credited. **DO NOT SEND CASH.**
- **IN-PERSON:** You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed on the back of this notice.

¡Aviso! Ponga seria atención a esta noticia. El Condado de Los Angeles espera su pago para las infracciones de estacionamiento ya delincuentes que se encuentran escritas abajo. Para más información, llame a uno de los números en este aviso.

1014164000121200121311061827200702041000340000034000

Notice: See Reverse Side for Important Information.

SH010 REV 08122010

REMOVE THIS STUB AND RETURN IN ENVELOPE

CITATION NO.	DATE ISSUED	TIME	LOCATION	VIOLATION	TOTAL DUE
[REDACTED]	03/08/13	07:28AM	[REDACTED]	STREET SWEEPING	\$170.00
[REDACTED]	03/15/13	07:19AM	[REDACTED]	STREET SWEEPING	\$170.00

LICENSE PLATE



NOTICE DATE

06/13/14

TOTAL
AMOUNT DUE



\$340.00

COUNTY OF LOS ANGELES

1014164000121200121311061827200702041000340000034000



COUNTY of LOS ANGELES
PARKING ENFORCEMENT DETAIL

P.O. BOX 30629
LOS ANGELES, CA 90030-0629

(866) 561-9744



IN COLLECTION

06/26/14



Table with 2 columns: Field Name and Amount. Rows include: VEHICLE MAKE: AUDI; VEHICLE LIC: [REDACTED]; COLLECTION FEE: \$39.00; FINE & PENALTY: \$131.00; TOTAL DUE: \$170.00

Important: See information below concerning CVC Sections 40200.3, 40203.5.

GIVE THIS YOUR PROMPT ATTENTION

The County of Los Angeles Parking Enforcement Detail still has record of unpaid parking citations issued to a vehicle registered in your name. Please be advised that this matter has been escalated to our formal collection process and we will pursue this matter until payment is received in full or until the citations are otherwise resolved.

Failure to pay the amount due specified below could result in civil enforcement action which may include negative credit reporting.

Please note: The cost of additional collection efforts has been added to the amount of the fine for the violation as provided in California Vehicle Code Sections 40200.3, 40203.5.

Payment Options:



- ON-LINE: Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
BY MAIL: Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629.
IN PERSON: You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed on the back of this notice.

¡Aviso! Ponga seria atención a esta noticia. El Condado de Los Angeles espera su pago para las infracciones de estacionamiento ya delinquentes que se encuentran escritas abajo. Para más información, llame a uno de los números en este aviso.

2114177000001500111311291515142219241700170000017000

SH021 REV 08252010

PLEASE RETURN THE BOTTOM PORTION WITH YOUR PAYMENT

Table with 6 columns: CITATION NO., DATE ISSUED, TIME, LOCATION, VIOLATION, TOTAL DUE. Row 1: [REDACTED], 04/10/14, 03:00P, [REDACTED], FAILURE TO OBEY SIGN, \$170.00. Row 2: [REDACTED], [REDACTED], [REDACTED], [REDACTED], [REDACTED], \$170.00

COUNTY OF LOS ANGELES

2114177000001500111311291515142219241700170000017000



COUNTY of LOS ANGELES
PARKING ENFORCEMENT DETAIL

P.O. BOX 30629
LOS ANGELES, CA 90030-0629

(866) 561-9744



IN COLLECTION

SECOND WARNING

06/26/14



VEHICLE MAKE:	FORD
VEHICLE LIC:	[REDACTED]
COLLECTION FEE:	\$45.00
FINE & PENALTY:	\$151.00
TOTAL DUE: →	\$196.00

Important: See information below concerning CVC Sections 40200.3, 40203.5.

GIVE THIS YOUR PROMPT ATTENTION

The County of Los Angeles Parking Enforcement Detail has previously advised you that you have outstanding citation(s) issued to a vehicle registered in your name. Despite our notice, you have not responded and are now eligible to have a hold placed on your annual vehicle registration renewal until this matter is resolved.

Your citations are past due. Unless you immediately satisfy the outstanding parking citations cited below, your account will be referred for additional collections activities.

Please note: The cost of additional collection efforts has been added to the amount of the fine for the violation as provided in California Vehicle Code Sections 40200.3, 40203.5. For immediate resolution, remit the total amount due specified below in the enclosed envelope.

Payment Options:



- **ON-LINE:** Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
- **BY MAIL:** Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629. When submitting your payment, please note the citation number(s) and the license plate number to ensure your account is properly credited. **DO NOT SEND CASH.**
- **IN PERSON:** You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed on the back of this notice.

¡Aviso! Ponga seria atención a esta noticia. El Condado de Los Angeles espera su pago para las infracciones de estacionamiento ya delincuentes que se encuentran escritas abajo. Para más información, llame a uno de los números en este aviso.

221417700000500131311291515142219241700196000019600

SH022 REV 08252010

PLEASE RETURN THE BOTTOM PORTION WITH YOUR PAYMENT

CITATION NO.	DATE ISSUED	TIME	LOCATION	VIOLATION	TOTAL DUE
[REDACTED]	03/26/14	02:50P	[REDACTED]	UNREGISTERED VEHICLE	\$196.00
					\$196.00

COUNTY OF LOS ANGELES

221417700000500131311291515142219241700196000019600



COUNTY of LOS ANGELES PARKING ENFORCEMENT DETAIL

P.O. BOX 30629
LOS ANGELES, CA 90030-0629
(866) 561-9744



COLLECTION STATUS: FINAL WARNING

NOTICE DATE: 06/24/14



DELINQUENT ACCOUNT	
VEHICLE MAKE:	DODG
VEHICLE LIC:	[REDACTED]
COLLECTION FEE:	\$39.00
FINE & PENALTY:	\$68.00
TOTAL DUE:	\$107.00

THE FOLLOWING WARRANTS YOUR IMMEDIATE ATTENTION

Our records show you have failed to clear parking citations issued to a vehicle registered in your name. We have previously mailed you one or more Notice(s) of Delinquent Parking Violation. Be advised, due to the delinquent status of your citations any or all of the following sanctions may now be enforced:

- STATE TAX REFUND MAY BE WITHHELD (GOVERNMENT CODES 12419.8 & 12419.10)
- ACCOUNT REFERRED TO A COLLECTION AGENCY
- A HOLD ON YOUR ANNUAL VEHICLE REGISTRATION RENEWAL
- IF YOU HAVE 5 OR MORE DELINQUENT CITATIONS, YOUR VEHICLE WILL REMAIN ELIGIBLE FOR IMPOUNDMENT (CVC 22651.7, 22651 (i)).

Payment in full must be received within ten (10) days from the date of this notice in order to avoid the sanctions listed above. Return the bottom portion of this notice with the full payment in the enclosed return envelope. Be advised that payment made at the DMV will not clear your record for approximately 90 days.

Payment Options:

- ON-LINE:** Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
- BY MAIL:** Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629. When submitting your payment, please note the citation number(s) and the license plate number to ensure your account is properly credited. **DO NOT SEND CASH.**
- IN PERSON:** You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed on the back of this notice.



Under California law, if you were the legal owner of the vehicle at the time the citation(s) were issued, you are legally responsible for clearing these parking citations even if you no longer own the vehicle cited.

¡Aviso! Ponga sería atención a esta noticia. El Condado de Los Angeles espera su pago para las infracciones de estacionamiento ya delincuentes que se encuentran escritas abajo. Para más información, llame a uno de los números en este aviso.

2514175000000400101311063632310509041000107000010700

SH025 REV 08122010

PLEASE RETURN THIS BOTTOM PORTION WITH YOUR PAYMENT

CITATION NO.	DATE	TIME	LOCATION	VIOLATION	TOTAL DUE
[REDACTED]	01/12/14	03:56P	[REDACTED]	FAILURE TO OBEY SIGN	\$107.00
					\$107.00

COUNTY OF LOS ANGELES

2514175000000400101311063632310509041000107000010700

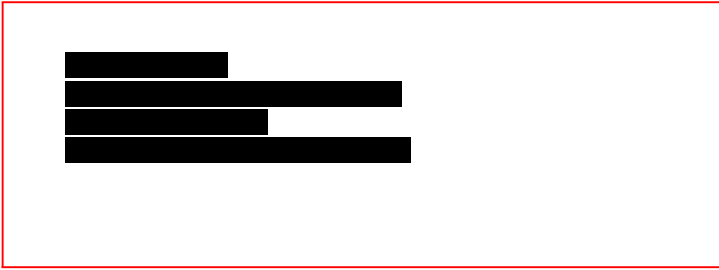


**COUNTY of LOS ANGELES
PARKING ENFORCEMENT DETAIL**
P.O. BOX 30629
LOS ANGELES, CA 90030-0629
(866) 561-9744



**IN
COLLECTION**

05/23/11



VEHICLE MAKE:	FORD
VEHICLE LIC:	[REDACTED]
COLLECTION FEE:	\$32.00
FINE & PENALTY:	\$108.00
TOTAL DUE: →	\$140.00

Important: See information below concerning CVC Sections 40200.3, 40203.5.

GIVE THIS YOUR PROMPT ATTENTION

The County of Los Angeles Parking Enforcement Detail still has record of unpaid parking citations issued to a vehicle registered in your name. Please be advised that this matter has been escalated to our formal collection process and we will pursue this matter until payment is received in full or until the citations are otherwise resolved.

Failure to pay the amount due specified below could result in civil enforcement action which may include negative credit reporting.

Please note: The cost of additional collection efforts has been added to the amount of the fine for the violation as provided in California Vehicle Code Sections 40200.3, 40203.5.

Payment Options:

- **ON-LINE:** Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
- **BY-PHONE:** You can pay your tickets by credit card over the telephone by calling toll free 1-866-561-9744. This option is available 24 hours per day, seven days a week.
- **BY-MAIL:** Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629. When submitting your payment, please note the citation number(s) and the license plate number to ensure your account is properly credited. **DO NOT SEND CASH.**
- **IN-PERSON:** You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed on the back of this notice.



¡Aviso! Ponga seria atención a esta noticia. El Condado de Los Angeles espera su pago para las infracciones de estacionamiento ya delincuentes que se encuentran escritas abajo. Para más información, llame a uno de los números en este aviso.

2611143000010600151311042626220804091000140000014000

SH026 REV 05192011

PLEASE RETURN THE BOTTOM PORTION WITH YOUR PAYMENT

CITATION NO.	DATE ISSUED	TIME	LOCATION	VIOLATION	TOTAL DUE
[REDACTED]	03/07/10	01:09PM	[REDACTED]	DOUBLE PARKING	\$140.00
					\$140.00

COUNTY OF LOS ANGELES

2611143000010600151311042626220804091000140000014000



COUNTY of LOS ANGELES PARKING ENFORCEMENT DETAIL

P.O. BOX 30629
LOS ANGELES, CA 90030-0629
(866) 561-9744



NOTICE DATE: 07/26/13



According to our records, you have failed to clear the parking citations listed below issued to a vehicle in your name. We wish to advise you that under California Law, you are legally responsible for payment of these citations, even if you no longer own the vehicle. If prompt payment is not received, further action will be taken by the LA COUNTY SHERIFF'S DEPARTMENT, which may include:

- Seizure of the cited vehicle (CVC 22651.7)
- Referral of your account for collection by an independent firm

Payment Options:

We Accept



- **ON-LINE:** Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
- **BY-PHONE:** You can pay your tickets by credit card over the phone by calling toll free 1-866-561-9744. This option is available 24 hours per day, seven days a week.
- **BY-MAIL:** Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629. When submitting your payment, please note the citation number(s) and the license plate number to ensure your account is properly credited. **DO NOT SEND CASH.**
- **IN-PERSON:** You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed on the back of this notice.

2713207000000400141311061401090505091000170000017000

SH027 REV 06242011

DETACH AND RETURN THIS PORTION WITH PAYMENT

CITATION NO.	DATE ISSUED	TIME	LOCATION	VIOLATION	TOTAL DUE
[REDACTED]	11/19/12	09:45AM	[REDACTED]	STREET SWEEPING	\$170.00

LICENSE PLATE

NOTICE DATE

TOTAL
AMOUNT DUE



\$170.00

LA COUNTY SHERIFF

2713207000000400141311061401090505091000170000017000

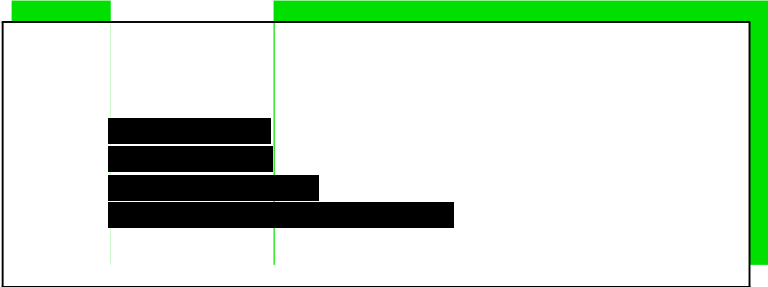


P.O. Box 30629
 Los Angeles, California
 90030-0629
 (866) 561-9744



Notice of
BALANCE DUE

Mail Date: 05/20/13
 Vehicle Make: TOYT
 Vehicle Lic: [REDACTED]
 Collection Fee: \$38.00
 Fine & Penalty: \$103.00
TOTAL DUE: \$141.00



GIVE THIS MATTER YOUR PROMPT ATTENTION!

Our records indicate that you have made a payment to our offices for at least one parking citation which was issued to a vehicle registered in your name. We appreciate your payment. However, the amount paid did not cover the entire amount due. Please forward your payment for the remaining balance identified below. The citation(s) listed may incur additional penalties until the entire amount due has been paid (CVC 40203.5). If you have any question our telephone representatives are available to assist you during normal business hours.

Your prompt payment will ensure your ability to register your vehicle. Be advised that payments made at the DMV for parking citations will not clear your records as promptly as payments made directly to the Parking Violations Bureau.



Payment Options:

- **ON-LINE:** Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
- **BY-PHONE:** You can pay your tickets by credit card over the telephone by calling toll free 1-866-561-9744. This option is available 24 hours per day, seven days a week.
- **BY-MAIL:** Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629. When submitting your payment, please note the citation number(s) and the license plate number to ensure your account is properly credited. **DO NOT SEND CASH.**
- **IN-PERSON:** You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed on the back of this notice.

5513140000023100161311043426200507031000141000014100

SH055 REV 05232011

Please return the bottom portion along with your payment in the enclosed envelope.

NOTICE OF BALANCE DUE

CITATION NO.	DATE ISSUED	TIME	LOCATION	VIOLATION	TOTAL DUE
[REDACTED]	07/08/10	01:15PM	[REDACTED]	FAILURE TO OBEY SIGN	\$141.00
					\$141.00
LICENSE PLATE [REDACTED]	NOTICE DATE 05/20/13	TOTAL AMOUNT DUE			\$141.00

5513140000023100161311043426200507031000141000014100

PARKING ENFORCEMENT DETAIL
P.O. BOX 30629
LOS ANGELES, CA 90030-0629
(866) 561-9744



INTERCEPT NOTICE - TAX REFUND
For Delinquent Parking Citations



10/25/13



VEHICLE MAKE:	CHVY
VEHICLE LIC:	[REDACTED]
COLLECTION FEE:	\$39.00
FINE & PENALTY:	\$68.00
TOTAL DUE:	\$107.00

Our records indicate that you have a \$ 107.00 debt due to the County of Los Angeles to pay for delinquent parking fines. You have 30 days from the date of this notice to voluntarily pay this amount before we submit this information to the Franchise Tax Board (FTB) for interagency intercept collection.

Nuestros registros indican que usted tiene un adeudo atrasado de \$ 107.00 con el condado de Los Angeles. Usted tiene un plazo de 30 días para pagar voluntariamente el adeudo. De otra manera, esta información sera proporcionada al Franchise Tax Board (FTB) para su coleccion. Para obtener más información llame al teléfono: (866) 561-9744.

The FTB operates an intercept program in conjunction with the State Controller's Office, collecting delinquent liabilities individuals owe to state and local agencies. The FTB intercepts California State tax refunds, lottery winnings, and unclaimed property claims owed to individuals. FTB redirects these funds to pay the individual's debts to the agencies. (California Government Code Sections 12419.2, 12419.7, 12419.8, 12419.9, 12419.10, 12419.11, and 12419.12).

Below is a detailed list of outstanding citations and amounts owed. These can be contested by providing proof of one of the following:

- The citations were previously paid.
- You were not the legally registered owner at the time the citation was issued, per Department of Motor Vehicles, Section 5602.
- The vehicle was stolen at the time the citation was issued.

Voluntary payments or objections to this action must be made within 30 days from the date of this notice. To contest the action, you may contact us and submit any supporting documentation, either by mail to the address listed above or in person at any Parking Enforcement Detail Payment Centers. Include the citation number(s) and vehicle license plate number on all correspondence. If you do not contact us within that time, or if you do not provide sufficient objections, we will proceed with intercept collections.



Payment Options:

- **ON-LINE:** Payment may be made on-line via the internet by visiting www.lasheriffparking.com.
- **BY-MAIL:** Checks or money orders should be made payable to the L.A. County Sheriff's Department, P.O. Box 30629, Los Angeles, CA 90030-0629. Please note your citation number(s) and license plate on your check or money order. **DO NOT SEND CASH.**
- **IN-PERSON:** You may also pay in person at any of the Parking Enforcement Detail Payment Centers listed on the back of this notice.

AVOID THE INTERCEPT OF YOUR TAX REFUND BY MAKING IMMEDIATE PAYMENT OF THE TOTAL AMOUNT DUE

SH061 REV 10182013 PLEASE RETURN THE BOTTOM PORTION WITH YOUR PAYMENT

TAX REFUND INTERCEPT NOTICE

CITATION NO.	DATE	TIME	LOCATION	VIOLATION	TOTAL DUE	
[REDACTED]	01/30/12	09:23AM	[REDACTED]	STREET SWEEPING	\$107.00	
Plate Number: [REDACTED]					TOTAL AMOUNT	\$107.00

6113298000158600151311033418230606001000107000010700



COUNTY OF LOS ANGELES

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, California 90030-0629
1 (866) 561-9744
www.lasheriffparking.com



«CSV-TICKET-AND-TYPE-LINE»
«CSV-NAME»
«CSV-ADDR1»
«CSV-ADDR2»
«CSV-CITY-ST-ZIP»

«CSV-NOTICE-DATE»
Letter #104

Notice of Insufficient Documents

We are unable to review your claim of disabled parking privileges because of insufficient or incomplete documentation. In order for us to complete the review of your case, we must have a written statement indicating the reason for contesting the placard violation and copies of each of the following documents: 1) your disabled person placard at the time of citation issuance, 2) your disabled person placard identification card/ receipt, and 3) payment of the \$25 per citation administrative fee.

Your documentation must confirm that you were entitled to disabled parking privileges at the time the citation(s) were issued. If the registered owner of the vehicle and the name on the disabled placard identification card do not match, you must also send a statement explaining why. Simply supplying a copy of your placard without all the additional requested documentation is not sufficient. Please send the requested information or make payment within 21 calendar days from the date of this letter to prevent the addition of penalties.

Payments can be made online at www.lasheriffparking.com. Alternatively, you may also pay with a check or money order payable to Los Angeles County Sheriff's Department and mailed to the address above. Please write the citation number(s) on the check or money order to ensure proper posting.

***** DO NOT SEND CASH *****

Unless we receive the requested information within 21 calendar days from the date of this letter, our review will be based solely upon the documentation already at hand. You will be notified of the results in writing.

PARKING ENFORCEMENT DETAIL

Plate: «CSV-STATE-PLATE»

Citation Number(s):	Issue Date:	Amount:
«CSV-TICKET-NUMBER01»	«CSV-TICKET-ISSUE-DATE01»	\$ «CSV-TICKET-AMT-DUE01»
«CSV-TICKET-NUMBER02»	«CSV-TICKET-ISSUE-DATE02»	\$ «CSV-TICKET-AMT-DUE02»
«CSV-TICKET-NUMBER03»	«CSV-TICKET-ISSUE-DATE03»	\$ «CSV-TICKET-AMT-DUE03»
«CSV-TICKET-NUMBER04»	«CSV-TICKET-ISSUE-DATE04»	\$ «CSV-TICKET-AMT-DUE04»
«CSV-TICKET-NUMBER05»	«CSV-TICKET-ISSUE-DATE05»	\$ «CSV-TICKET-AMT-DUE05»
«CSV-TICKET-NUMBER06»	«CSV-TICKET-ISSUE-DATE06»	\$ «CSV-TICKET-AMT-DUE06»
«CSV-TICKET-NUMBER07»	«CSV-TICKET-ISSUE-DATE07»	\$ «CSV-TICKET-AMT-DUE07»
«CSV-TICKET-NUMBER08»	«CSV-TICKET-ISSUE-DATE08»	\$ «CSV-TICKET-AMT-DUE08»
«CSV-TICKET-NUMBER09»	«CSV-TICKET-ISSUE-DATE09»	\$ «CSV-TICKET-AMT-DUE09»
«CSV-TICKET-NUMBER10»	«CSV-TICKET-ISSUE-DATE10»	\$ «CSV-TICKET-AMT-DUE10»

Total Amount Due: \$ «CSV-TOTAL-AMT»



COUNTY OF LOS ANGELES

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, California 90030-0629
1 (866) 561-9744
www.lasheriffparking.com



«CSV-TICKET-AND-TYPE-LINE»
«CSV-NAME»
«CSV-ADDR1»
«CSV-ADDR2»
«CSV-CITY-ST-ZIP»

«CSV-NOTICE-DATE»
Letter #189

We have received your inquiry concerning the citation(s) listed below. In order to investigate your claim, we will need the following documents:

1. A signed statement that the violation occurred because your vehicle was disabled
2. Proof of current registration
3. A repair or towing receipt dated within 24 hours of the violation

Please forward the requested documentation along with a copy of this letter to:

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, CA 90030-0629
Attn: Correspondence Department

Unless we receive the requested information within 21 calendar days from the date of this letter, our review will be based solely upon the documentation already at hand. At the conclusion of this review, you will be notified of the results in writing.

PARKING ENFORCEMENT DETAIL

Plate: «CSV-STATE-PLATE»

Citation Number(s):	Issue Date:	Amount:
«CSV-TICKET- NUMBER01»	«CSV-TICKET- ISSUE-DATE01»	\$ «CSV- TICKET-AMT- DUE01»
«CSV-TICKET- NUMBER02»	«CSV-TICKET- ISSUE-DATE02»	\$ «CSV- TICKET-AMT- DUE02»
«CSV-TICKET- NUMBER03»	«CSV-TICKET- ISSUE-DATE03»	\$ «CSV- TICKET-AMT- DUE03»
«CSV-TICKET- NUMBER04»	«CSV-TICKET- ISSUE-DATE04»	\$ «CSV- TICKET-AMT- DUE04»
«CSV-TICKET- NUMBER05»	«CSV-TICKET- ISSUE-DATE05»	\$ «CSV- TICKET-AMT- DUE05»



COUNTY OF LOS ANGELES

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, California 90030-0629
1 (866) 561-9744
www.lasheriffparking.com



«CSV-TICKET-AND-TYPE-LINE»
«CSV-NAME»
«CSV-ADDR1»
«CSV-ADDR2»
«CSV-CITY-ST-ZIP»

«CSV-NOTICE-DATE»
Letter # 281

This letter is in response to your inquiry regarding the citation(s) listed below. Your request for an extension has been approved. Therefore, your payment must be received at the above address within thirty (30) calendar days from the date of this letter. This extension has been granted in order to allow you to make your payment, and is the only extension that will be granted. Failure to make payment by the 30th day will result in penalties and the Department of Motor Vehicles will be instructed to withhold your vehicle registration.

Payments can be made online at www.lasheriffparking.com. Alternatively, you may also pay with a check or money order payable to Los Angeles County Sheriff's Department and mailed to the address above. Please write the citation number(s) on the check or money order to ensure proper posting.

***** DO NOT SEND CASH *****

PARKING ENFORCEMENT DETAIL

Plate: «CSV-STATE-PLATE»

Citation Number(s):	Issue Date:	Amount:
«CSV-TICKET- NUMBER01»	«CSV-TICKET- ISSUE-DATE01»	\$ «CSV- TICKET-AMT- DUE01»
«CSV-TICKET- NUMBER02»	«CSV-TICKET- ISSUE-DATE02»	\$ «CSV- TICKET-AMT- DUE02»
«CSV-TICKET- NUMBER03»	«CSV-TICKET- ISSUE-DATE03»	\$ «CSV- TICKET-AMT- DUE03»
«CSV-TICKET- NUMBER04»	«CSV-TICKET- ISSUE-DATE04»	\$ «CSV- TICKET-AMT- DUE04»
«CSV-TICKET- NUMBER05»	«CSV-TICKET- ISSUE-DATE05»	\$ «CSV- TICKET-AMT- DUE05»
«CSV-TICKET- NUMBER06»	«CSV-TICKET- ISSUE-DATE06»	\$ «CSV- TICKET-AMT- DUE06»
«CSV-TICKET- NUMBER07»	«CSV-TICKET- ISSUE-DATE07»	\$ «CSV- TICKET-AMT- DUE07»



COUNTY OF LOS ANGELES

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, California 90030-0629
1 (866) 561-9744
www.lasheriffparking.com



«CSV-TICKET-AND-TYPE-LINE»
«CSV-NAME»
«CSV-ADDR1»
«CSV-ADDR2»
«CSV-CITY-ST-ZIP»

«CSV-NOTICE-DATE»
Letter #225

Thank you for your inquiry regarding the citation(s) listed below.

In order to properly review your claim, we will need a copy of the permit which, as you previously indicated, entitles you to park in the area where you were cited. Please forward the requested documentation to:

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, CA 90030-0629
Attn: Correspondence Department

Unless we receive this documentation within 35 calendar days from the date of this letter, the Administrative Review will be based solely on the documentation at hand. You will still have the option of requesting a hearing before a Hearing Officer after you have received written notification of the results of your Administrative Review. The written notification will provide you with information on how to request a hearing.

PARKING ENFORCEMENT DETAIL

Plate: «CSV-STATE-PLATE»

Citation Number(s):	Issue Date:	Amount:
«CSV-TICKET- NUMBER01»	«CSV-TICKET- ISSUE-DATE01»	\$ «CSV- TICKET-AMT- DUE01»
«CSV-TICKET- NUMBER02»	«CSV-TICKET- ISSUE-DATE02»	\$ «CSV- TICKET-AMT- DUE02»
«CSV-TICKET- NUMBER03»	«CSV-TICKET- ISSUE-DATE03»	\$ «CSV- TICKET-AMT- DUE03»
«CSV-TICKET- NUMBER04»	«CSV-TICKET- ISSUE-DATE04»	\$ «CSV- TICKET-AMT- DUE04»
«CSV-TICKET- NUMBER05»	«CSV-TICKET- ISSUE-DATE05»	\$ «CSV- TICKET-AMT- DUE05»
«CSV-TICKET- NUMBER06»	«CSV-TICKET- ISSUE-DATE06»	\$ «CSV- TICKET-AMT- DUE06»



COUNTY OF LOS ANGELES

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, California 90030-0629
1 (866).561-9744
www.lasheriffparking.com



«CSV-TICKET-AND-TYPE-LINE»
«CSV-NAME»
«CSV-ADDR1»
«CSV-ADDR2»
«CSV-CITY-ST-ZIP»

«CSV-NOTICE-DATE»
Letter #254

We received your request to be scheduled for an Administrative Hearing regarding the citation(s) listed below. However, we did not receive the required payment in full. We are, therefore, unable to process your request.

In order to be scheduled for a hearing, you must fill out the Administrative Hearing Request Form located on the reverse side of this document and return it to the Parking Enforcement Detail either by mail or in person at one of the cashiering locations. A separate Administrative Hearing Request Form must be completed for each citation being contested, and all outstanding fines related to the citation(s) being contested must be paid in full prior to scheduling a hearing.

Payments can be made online at www.lasheriffparking.com. Alternatively, you may pay with a check or money order payable to Los Angeles County Sheriff's Department and mailed to the address above. Please write the citation number(s) on the check or money order to ensure proper posting.

***** DO NOT SEND CASH *****

Please note that payment must be received within 21 calendar days from the date of this letter or you will forfeit your right to a hearing. If you have any questions regarding these procedures, please call the Parking Enforcement Detail at the number listed above.

PARKING ENFORCEMENT DETAIL

Plate: «CSV-STATE-PLATE»

Citation Number(s):	Issue Date:	Amount:
«CSV-TICKET- NUMBER01»	«CSV-TICKET- ISSUE-DATE01»	\$ «CSV- TICKET-AMT- DUE01»
«CSV-TICKET- NUMBER02»	«CSV-TICKET- ISSUE-DATE02»	\$ «CSV- TICKET-AMT- DUE02»
«CSV-TICKET- NUMBER03»	«CSV-TICKET- ISSUE-DATE03»	\$ «CSV- TICKET-AMT- DUE03»
«CSV-TICKET- NUMBER04»	«CSV-TICKET- ISSUE-DATE04»	\$ «CSV- TICKET-AMT- DUE04»
«CSV-TICKET- NUMBER05»	«CSV-TICKET- ISSUE-DATE05»	\$ «CSV- TICKET-AMT- DUE05»
«CSV-TICKET- NUMBER06»	«CSV-TICKET- ISSUE-DATE06»	\$ «CSV- TICKET-AMT- DUE06»
«CSV-TICKET- NUMBER07»	«CSV-TICKET- ISSUE-DATE07»	\$ «CSV- TICKET-AMT- DUE07»
«CSV-TICKET- NUMBER08»	«CSV-TICKET- ISSUE-DATE08»	\$ «CSV- TICKET-AMT- DUE08»

COUNTY OF LOS ANGELES
PARKING ENFORCEMENT DETAIL «CSV-TICKET-AND-TYPE-LINE»
P.O. BOX 30629
LOS ANGELES, CA 90030-0629

RETURN SERVICE REQUESTED

«CSV-MAILING-BARCODE»
«CSV-NAME»
«CSV-ADDR1»
«CSV-ADDR2»
«CSV-CITY-ST-ZIP»

COUNTY OF LOS ANGELES
PARKING ENFORCEMENT DETAIL
ADMINISTRATIVE HEARING REQUEST FORM

(TO BE COMPLETED BY RESPONDENT ONLY AFTER RECEIVING DETERMINATION ON INITIAL REVIEW)

If you do not agree with the findings of the Initial Review, within **21 calendar days** of the mailing of this notice, you may request an Administrative Hearing to be conducted either in person or by mail. If you do not request a hearing within 21 days, you lose the opportunity to contest and the results of the Initial Review become **FINAL** (Reference California Vehicle Code Section 40215(b)). [There are currently no provisions for community service or jail time as an alternative to paying parking penalties. Failure to pay will result in additional penalties and the total amount due assigned to the registration renewal fees on your vehicle.]

Please check one. If a box is not appropriately checked, an **in-person hearing** will be scheduled. If you need information which is not on this form, please call 1 (866) 561-9744.

- Penalty Enclosed - Request Administrative Hearing **In-Person**
 Penalty Enclosed - Request Administrative Hearing **By Written Declaration (Below)**

Please provide your own translator if you do not speak English.

VEHICLE LICENSE # _____ CITATION # _____
ISSUE DATE _____ VIOLATION _____
NAME _____
ADDRESS _____ PHONE # () _____
CITY/STATE _____ ZIP _____

STATEMENT (WHY DO YOU WANT A HEARING, PLEASE EXPLAIN)

(Please add additional pages if needed. Sign and date below.)

I state and declare, under the penalty of perjury, that the foregoing is true and correct.

Date _____ SIGNATURE _____

Within 21 days, return this completed form with the amount of penalty to: Los Angeles County Sheriff's Department
P.O. Box 30629
Los Angeles, CA 90030-6029

FOR DEPARTMENT USE ONLY

Approve for scheduling: _____ 247C
Initial Date 2475 entered in eTIMS _____
Initial Date



COUNTY OF LOS ANGELES

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, California 90030-0629
1 (866) 561-9744
www.lasheriffparking.com



«CSV-TICKET-AND-TYPE-LINE»
«CSV-NAME»
«CSV-ADDR1»
«CSV-ADDR2»
«CSV-CITY-ST-ZIP»

«CSV-NOTICE-DATE»
Letter #184

Thank you for your inquiry regarding the citation(s) listed below. You were cited for violation of California Vehicle Code Section 5204(a), No Current Tabs Displayed. Pursuant to Section 40225 of the California Vehicle Code, you must provide:

- > Proof of Correction; and
- > Proof that the Vehicle Registration is Current.

Upon receipt of the completed Proof of Correction, the fine amount may be reduced to \$10. To obtain Proof of Correction, please take this letter to your local Sheriff's station, or other law enforcement agency. Per Government Code Section 26746, there is a \$17 fee to inspect the vehicle and have the citation signed off. This fee is in addition to the fine amount.

Unless we receive this letter, Proof of Correction, and your payment for the reduced fine of \$10 within 21 calendar days from the date of this letter or by the due date on the notice of delinquent parking violation, normal processing of the citation(s) will resume and a penalty will be applied. Once the penalty has been applied, you will be liable for both the penalty and the \$10 reduced fine. If you have any questions, please call us at the phone number listed above.

PARKING ENFORCEMENT DETAIL

Plate: «CSV-STATE-PLATE»

Citation Number(s):	Issue Date:	Amount:
«CSV-TICKET-NUMBER01»	«CSV-TICKET-ISSUE-DATE01»	\$«CSV-TICKET-AMT-DUE01»
«CSV-TICKET-NUMBER02»	«CSV-TICKET-ISSUE-DATE02»	\$«CSV-TICKET-AMT-DUE02»
«CSV-TICKET-NUMBER03»	«CSV-TICKET-ISSUE-DATE03»	\$«CSV-TICKET-AMT-DUE03»
«CSV-TICKET-NUMBER04»	«CSV-TICKET-ISSUE-DATE04»	\$«CSV-TICKET-AMT-DUE04»
«CSV-TICKET-NUMBER05»	«CSV-TICKET-ISSUE-DATE05»	\$«CSV-TICKET-AMT-DUE05»
«CSV-TICKET-NUMBER06»	«CSV-TICKET-ISSUE-DATE06»	\$«CSV-TICKET-AMT-DUE06»
«CSV-TICKET-NUMBER07»	«CSV-TICKET-ISSUE-DATE07»	\$«CSV-TICKET-AMT-DUE07»
«CSV-TICKET-NUMBER08»	«CSV-TICKET-ISSUE-DATE08»	\$«CSV-TICKET-AMT-DUE08»
«CSV-TICKET-NUMBER09»	«CSV-TICKET-ISSUE-DATE09»	\$«CSV-TICKET-AMT-DUE09»
«CSV-TICKET-NUMBER10»	«CSV-TICKET-ISSUE-DATE10»	\$«CSV-TICKET-AMT-DUE10»

Total Amount Due: \$«CSV-TOTAL-AMT»

Certification of Correction: California Vehicle Code Section 5204(a)				
<i>Certifying Signature</i>	<i>Print Name</i>	<i>Badge Number</i>	<i>Agency</i>	<i>Date</i>



COUNTY OF LOS ANGELES

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, California 90030-0629
1 (866) 561-9744
www.lasheriffparking.com



«CSV-TICKET-AND-TYPE-LINE»
«CSV-NAME»
«CSV-ADDR1»
«CSV-ADDR2»
«CSV-CITY-ST-ZIP»

«CSV-NOTICE-DATE»
Letter #140

This letter is in response to your inquiry concerning the parking citation(s) which were issued during the time your vehicle was stolen/ embezzled. In order for the citation(s) to be dismissed, you must provide documentation substantiating your claim, such as a police report indicating the dates the vehicle was stolen/ embezzled and recovered. If the vehicle has not been recovered, you may submit an insurance report documenting the date your claim was settled.

Please forward the requested documentation to:

Parking Enforcement Detail
P.O. Box 30629
Los Angeles, CA 90030-0629
Attn: Correspondence Department

Unless we receive this documentation within 45 calendar days from the date of this letter, the Administrative Review will be based solely on the documentation at hand. You will still have the option of requesting a hearing before a Hearing Officer after you have received written notification of the results of your Administrative Review. The written notification will provide you with information on how to request a hearing.

PARKING ENFORCEMENT DETAIL

Plate: «CSV-STATE-PLATE»

Citation Number(s):	Issue Date:	Amount:
«CSV-TICKET- NUMBER01»	«CSV-TICKET- ISSUE-DATE01»	\$ «CSV- TICKET-AMT- DUE01»
«CSV-TICKET- NUMBER02»	«CSV-TICKET- ISSUE-DATE02»	\$ «CSV- TICKET-AMT- DUE02»
«CSV-TICKET- NUMBER03»	«CSV-TICKET- ISSUE-DATE03»	\$ «CSV- TICKET-AMT- DUE03»
«CSV-TICKET- NUMBER04»	«CSV-TICKET- ISSUE-DATE04»	\$ «CSV- TICKET-AMT- DUE04»
«CSV-TICKET- NUMBER05»	«CSV-TICKET- ISSUE-DATE05»	\$ «CSV- TICKET-AMT- DUE05»
«CSV-TICKET- NUMBER06»	«CSV-TICKET- ISSUE-DATE06»	\$ «CSV- TICKET-AMT-

**Appendix A
Attachment C**

**LASD Desktop Computing
Workstation Baseline**

LASD DESKTOP COMPUTING WORKSTATION BASELINE

(SEPTEMBER 2015)

Specifications:

Computer

HP i7-4770 3.4GHZ CPU, 8GB DDR3, 1TB

ADD, 1GB AMD Radeon HD 8350,

Windows 7/8.1 Pro 64-bit, 3 YR Warranty

16GB PC3 12800 DDR3-1600 SDRAM memory, expandable to 32GB

1TB 7200 RPM SATA hard drive

DVD-writer

Interface/ports: 4 x USB 3.0, 6 x USB 2.0, DVI-D, DVI-I, audio line in, audio line out

Graphics: NVIDIA GeForce GT 640

Maximum power supply wattage: 600 W

Optical media supported: DVD-RAM/R/RW, direct media interface: 5GT/s

Built-in devices: Wireless chiclet-style keyboard with volume control, Windows 8 hot keys and optical mouse

Input voltage: 100 - 240 V

Monitor:

HP Advantage E231 23" LED LCD Monitor-16:9-5ms

Resolution Format: 1920 x 1080

Contrast Ratio: 1000:1

Dynamic Contrast Ratio: 8,000,000:1

Pixel Pitch 0265mm, 95.8 pixels per inch

Tilt: -5 to 19 vertical

Printer:

Printer specification shall meet or exceed HP LaserJet 600 performance standard.

**Appendix A
Attachment D**

Parking Enforcement Detail – Staffing Profile

PARKING ENFORCEMENT DETAIL - STAFFING PROFILE

	Management	Administrative Staff	PCOs
Sheriff:			
HQs	2	8	0
Various Patrol Stations	11	0	69
Totals:	13	8	69

'Management' – Department employees that need to have complete access to all System operational features. This will be the core group of experts that will be able to train other users.

'Administrative Staff' – Department employees who are not 'Management', but will nonetheless need limited-role access for the purpose of querying and report writing.

'PCOs' – Parking Control Officers – Sheriff's parking enforcement line staff. They will be charged with the day-to-day operation of handheld computing devices and the automated license plate recognition systems (Field Equipment). They will not require System training.

Staffing levels are dynamic. Variances from the above figures should not be significant at the time of implementation.

Available Training Locations:

Sheriff's Administrative Headquarters
4700 Ramona Boulevard
Monterey Park, California 91754

The Sheriff's STARS Center
11515 South Colima Road
Whittier, California 90604

**Appendix A
Attachment E**

**Fidelity Information Services (FIS)
Integration**

FIS INTERFACE

The Los Angeles County Honorable Board of Supervisors approved an agreement with Fidelity Information Services, LLC (FIS) to provide electronic payment processing services (credit/debit cards, electronic checks, Point of Sale Terminals [POS], Interactive Voice Response [IVR], etc.) to County Departments, related agencies, and districts. For vendor/contractor developed store front applications, they must integrate with FIS online payment gateway. Listed below are information on FIS integration options.

FIS can accept a HTTPS Form Post into an API where the customer enters the card/sensitive data on the vendor hosted screens. The form post will facilitate the exchange of payment information through the FIS gateway. FIS will provide a real time response to the vendor in this integration.

FIS can also accept an XML Post or HTTPS Form Post into a 3 page pass through application where the customer can be routed to the FIS hosted pages to enter the card/sensitive data. FIS will provide a post back of transaction information on successful payments in this integration.

Both integration options are based on name/value pairs and follow security policies to authenticate every incoming request. All required fields including but not limited to: merchant code, settle code, merchant password, merchant amount, and user part data, must be submitted in the form post to progress through FIS' gateway. Upon awarding the contract, the vendor will be required to sign a non-disclosure agreement with FIS prior to receiving the application certification documents.