

**ENFORCEMENT/PERMITTING SYSTEMS**

Our Mobile Enforcement Solution puts you in charge. Select a 1-piece or 2-piece design, Android or iOS operating system. IPS provides a quick and efficient citation issuance process. Electronic citations are immediately loaded into the Enforcement Management System (EMS) allowing timely access to citation information for your Agency and the public. **IPS can also utilize existing agency Android and/or iOS devices or can supply new ones as provided below.** Paper rolls subject to final volume, approval of artwork design and layout. Pricing does not include any applicable sales tax.

**Handheld Enforcement Solutions**

MOBILE ENFORCEMENT 1 OR 2-PIECE SOLUTION LEASE PACKAGE OPTIONS	GOLD	PLATINUM
1-piece N5 Mobile Enforcement Device with built in Printer Or 2-piece Solution Listed below.	X	X
Mobile Enforcement Software	X	X
Remote Management Suite	X	X
Comprehensive Phone Support	X	X
General Maintenance	X	X
Data Plan	X	X
Installation and Training	X	X
Carrying Case, Spare Battery & Cradle	X	X
Warranty	12 months	36 months
Automatic Hardware Refresh (after three years)		X
<b>LEASE PRICING (per device/month)</b>	<b>\$225.00</b>	<b>\$255.00</b>

IPS can utilize existing agency Android and/or iOS devices or can supply new ones as provided below. City can provide equipment separately if desired. IPS also supports 1-piece and 2-piece devices or any combination thereof.

1 PIECE ENFORCEMENT SOLUTION	UNIT PRICE
N5 Print Mobile Enforcement Device	\$2,950.00
N5 Charging Cradle	\$199.00
N5 Spare Battery	\$199.00
N5 Carrying Case	\$50.00
N5 3-Year Warranty (Optional)	\$750.00
2 PIECE ENFORCEMENT SOLUTION	UNIT PRICE
Apple iPad Mini 4 with ruggedized case, charger, and shoulder strap	\$995.00
Samsung Note 8 with ruggedized case, charger, and cradle	\$995.00
Zebra ZQ510 3in BT Printer (or equivalent)	\$895.00
Additional warranties or items to be priced as requested	To be quoted

## Handheld Enforcement Support

Mobile Enforcement Solution	Units	Unit Price
Mobile Data Plan	Per unit /per month	\$90.00
Handheld Support	Per unit/Per month	
Software License (one-time fee)	Per Unit	Included
Mobile Citation Paper (per roll) QTY 100	Per roll	\$11.95
Mobile Citation Paper (per roll) QTY 200	Per roll	\$7.95
Mobile Citation Paper (per roll) QTY 500	Per roll	\$5.95
Mobile Citation Paper (per roll) QTY 1000	Per roll	\$4.95
Plate Charges for Ticket Customization (One-time fee)	Per plate	\$75.00
Estimated Travel Expenses for Installation	Per trip	\$2,000.00
On-site training and installation	Per day	\$600.00

## Enforcement Back Office and Processing Services

Enforcement Management System	Units	Unit Price
One Time Setup	Per Unit	\$5,000.00
Annual System License for EMS	Per user	Included
Citation Issuing Fee	Per unit	\$0.70
Manual Citation Entry Fee	Per unit	\$1.00
RO Acquisition (local)*	Per unit	TBD
RO Acquisition (out of state)	Per unit	\$0.75
Delinquent Notice Processing fee (Includes Postage)	Per unit	\$1.15
Delinquent Notice Processing fee with tracking (Includes Postage)	Per unit	\$1.25
IVR Solution (Optional)	Per month	\$250.00
IVR Record & Store Calls (Optional)	Per call	\$0.50
IVR Call Transcription (Optional)	Per call	\$1.00
LockBox Setup (one-time fee)	Per unit	\$750.00
LockBox Operations	Per Month	\$95.00
LockBox Mail-in Payments	Per unit	\$1.00
Online & IVR Secure Credit Card Payments - Gateway Fee <b>Note: Charged to the Public - assumes the use of the Client Merchant Account</b>	Per transaction	\$2.00 or 3% whichever is higher
Optional: Hosted Merchant Account- Interchange + Fees referenced <b>Note: Charged to the Public</b>	Per transaction	\$2.00 or 3% whichever is higher
Additional Letters and Correspondence	Per unit	\$1.20
1st Level Manual Adjudication Services (Online Appeals)	Per unit	\$1.00
2nd Level Adjudication Hearing Services	Per hour	To be quoted

\*Local (In-State) DMV RO acquisition pricing to be determined based upon the agency relationship, associated costs and integration options available at time of implementation. Standard integration fees apply

### Ticket Collection Services

Collections	Units	Unit Price
Local DMV Collections (in-state collections)	% of amount collected	25% of amount collected
Advanced/Delinquent Collections	% of amount collected	35% of amount collected

### Public Customer Support and Call Center Service

Phone, Email and Web Chat	Minutes	Billing Period	Cost
	100	Per Month	\$162.50
	130	Per Month	\$195.00
	230	Per Month	\$325.00
	300	Per Month	\$416.00
	375	Per Month	\$520.00
	580	Per Month	\$780.00
	1000	Per Month	\$1,300.00
+1000	Per Month	TBD	

### Permit Management System Fee Schedule

Permits	Units	Unit Price
One Time Setup	Per unit	<del>\$5,000.00</del> \$3,500.00
Per Permit	Per unit	\$2.00
Permit Fulfillment (Verification)	Per unit	\$2.00
Per Letter (Includes postage)	Per unit	\$1.25
Online & IVR Secure Credit Card Payments - Gateway Fee <b>*Charged to the Public - assumes the use of the Client Merchant Account</b>	Per transaction	\$2.00 or 3% whichever is higher
Optional: Hosted Merchant Account- Interchange + Fees referenced <b>Note: Charged to the Public</b>	Per transaction	\$2.00 or 3% whichever is higher

*Note: This pricing is FOB, IPS Group, San Diego, CA. Sales taxes and shipping charges will be added to the final invoice. IPS shall have the right to adjust Agreement pricing due to increases in Inflation as published by the US Bureau of Labor Statistics for All Items Consumer Price Index for All Urban Consumers (CPI-U) for the U.S. City Average, and will not exceed 3% compounded annually.*

## IPS Limited Warranty

IPS will provide a limited parts warranty for any new meter or sensor product manufactured and supplied by IPS for 12 months under normal use. The warranty protects against defects in materials and workmanship from the point of installation or 15 months from the date of delivery, whichever is sooner, and 90 days from the date of delivery received in the case of spare or repaired products. Software Services are provided "as-is" and IPS shall provide bug fixes at no cost during the contract term.

**Additional Warranty Provisions:** IPS must have the opportunity to assist in the initial deployment and system installation. Repair or replacement under warranty of any defective product (including any meter or subcomponent) does not extend the warranty period for that product or subcomponent. IPS will either repair or replace products or subcomponents, at our discretion, that are found to be defective within the defined warranty period, with transportation costs pre-paid by the customer. Returns for credit will only apply once IPS has received defective product (including any meter or subcomponent) and confirmed that defects were within the warranty period and are covered under the terms and conditions of the warranty provided. IPS strongly recommends that customers pre-purchase spare parts inventory for immediate access. Defective parts can be replaced immediately from customer stock and IPS shall replace such components upon receipt and determination of defect. On-site labor is explicitly not included in this limited warranty. Customer shall be sufficiently trained to perform all on-site work, including meter or sub-component removal/replacement. IPS can provide additional on-site services under a separate maintenance agreement or quoted on an as-needed basis. THE WARRANTIES CONTAINED IN THE AGREEMENT DOCUMENTS ARE IPS'S SOLE AND EXCLUSIVE WARRANTIES. THE EXTENT OF IPS'S LIABILITY FOR A WARRANTY CLAIM IS LIMITED TO THE REPAIR OR REPLACEMENT OF THE DEFECTIVE EQUIPMENT OR DEFECTIVE SERVICE OR SOFTWARE AT THE SOLE OPTION OF IPS. IPS AFFIRMATIVELY EXCLUDES ANY AND ALL OTHER WARRANTIES, CONDITIONS, OR REPRESENTATIONS (EXPRESS OR IMPLIED, ORAL OR WRITTEN), WITH RESPECT TO THE EQUIPMENT AND/OR SERVICES OR SOFTWARE PROVIDED INCLUDING ANY AND ALL IMPLIED WARRANTIES OR CONDITIONS OF TITLE, MERCHANTABILITY, OR FITNESS OR SUITABILITY FOR ANY PURPOSE (WHETHER OR NOT IPS KNOWS, HAS REASON TO KNOW, HAS BEEN ADVISED, OR IS OTHERWISE IN FACT AWARE OF ANY SUCH PURPOSE) WHETHER ARISING BY LAW OR BY REASON OF CUSTOM OF THE TRADE.

**Exclusions:** Warranty voided with use of imitation or non-genuine IPS replacement parts, un-authorized alterations, abuse, vandalism, improper installation by customer, handling or general misuse to the equipment (hardware or software), including attempted repairs that result in damage. Warranty specifically excludes any consummable items such as paper, batteries, etc. Software warranty is void if usernames and/or passwords are shared with 3<sup>rd</sup> parties, or allowance of 3<sup>rd</sup> party access to IPS software without IPS written consent. Force Majeure: IPS shall not be liable for any warranty provisions where such product failure is as a result of Acts of Nature (including fire, flood, earthquake, storm, hurricane or other natural disaster), war, invasion, act of foreign enemies, hostilities (whether war is declared or not), civil war, rebellion, revolution, insurrection, military or usurped power or confiscation, terrorist activities, nationalization, government sanction, blockage, embargo, labor dispute, strike, lockout or interruption or failure of electricity, internet services or cellular telecommunication failures caused by any of the events or causes described above. IPS provides no warranty with respect to any 3<sup>rd</sup> party hardware or software, whether supplied in connection with this Agreement or otherwise.

**Preventative Maintenance:** The primary operational elements will be a working battery, card reader, coin validator and printer (if applicable). All product surfaces should be kept clean with mild soap and water. No harsh chemicals should be used on any plastic surfaces. The card reader heads should be cleaned with a cleaning card every 1-2 months to ensure optimum performance. Cleaning cards may be purchased from IPS. Batteries should be replaced when notified by the IPS Data Management System. At 6 month increments, the coin validator shall be visually inspected for any damage or debris. Compressed air may be used to keep the card reader, coin acceptor or printer (if applicable) clear of debris, every 6 months. Additional preventative maintenance shall be administered by customer staff at such time as it is apparent to be necessary, even if it should occur on a more frequent basis than described herein.