Xerox Statement of Work for Columbus Tow Support System

Xerox State & Local Solutions, Inc. will provide its standard Tow Support eTIMS® subsystem with table, business rule, and reporting customization to fulfill the requirements set forth in the Vehicle Impound Software Requirements Document, Version 1.2 prepared by the City of Columbus, as amended in the Alternate Solution to Requirements Document Version 1.2, as noted in the Columbus Tow Support System Proposal-1_25_13 (attached).

The Tow Support System will expand the capabilities of the Police and Parking Violations Bureau personnel by providing a more fully integrated parking management and tow lot inventory system that will streamline the process for vehicle impoundment, inventory reporting, letter generation and fee calculation. Authorized eTIMS® system users will be able to access all parking citation and tow lot inventory data from a single system, using a single secure user ID.

   <u>Staffing</u>. Xerox shall appoint a qualified member of its staff, to act as Project Manager to the Police Department to support the Tow Lot System. The Project Manager's duties shall include, but not be limited to, conducting the project and acting as liaison between the Police and Xerox. The Project Manager for this project will also be responsible for the Xerox contract with the Parking Violations Bureau (PVB) and will assist in ensuring seamless system integration and coordination between the Police and PVB system components.

   <u>System Specifications and Functionality</u>. The Xerox system is web-based and will be accessible by all authorized system users with access to the Internet. Xerox will provide an implementation timeline, comprehensive on-site user training, and on-going support for the system; including access to our 24/7 toll free Help Desk, for the term of the agreement.

The Xerox system will provide the following functionality:

- User access to the impound system based on roles, providing a user name and password.

- Create a new impound record, and identify by Police or Private impound using the 'Crew' field.
  - This action will generate a vehicle impound report.

- Enable a user to search for impounded vehicle records in the system by selecting up to two combined parameters such as Plate, Make, Color, VIN, Date Impounded, Claim # and Lot #.
  - A standard daily 'cars on lot' report will also be generated to provide the ability to identify inventory and search for individual vehicles.

- Web-enabled search functionality for customers will be provided, and will display accumulated charges and contact information.

- IVR-enabled search functionality will be provided for customers, but will be limited to vehicles with a parking ticket infraction on their plate record.

- Creation of a new impound record will trigger the calculation of new impound charges and accumulation of ongoing storage fees as well as any open parking ticket fines or fees.

- Payment functionality will allow a user to collect payment from the customer and impound status will change to 'release authorized'; a PVB payment form will be generated.
  - Once a vehicle is 'release confirmed', a police impound release form will be generated. The vehicle is considered released in the system and all fees stop accruing.

- The system will identify vehicles paid in full but not released and will continue to accrue storage fees accordingly. eTIMS® is currently configured to assess storage fees once a partial payment is made and to not accrue from that point forward. The system will allow users to manually calculate the additional storage fees when the citizen comes in to pick up their vehicle or to close out the seizure via a release after partial payment, and then post a "re-tow" starting from that date on the same plate to allow new storage fees to accrue from that day forward. If required, Xerox will evaluate developing a batch program that identifies payments made on vehicles not released from the lot to automatically trigger the ongoing fee calculation.

- Users will have the ability to place a vehicle on Hold status and a Hold notification report will be generated.

- Users will have the ability to release a Hold on a vehicle and an authorize release activity report will be generated.

- The system will generate a vehicle disposition list for vehicles in Hold status greater than 90 days.

- A lot inventory report will be generated for vehicles that have not been released two weeks from the date of impoundment. This will run daily.

- Vehicle information such as parts damaged, name of inspector, date and mileage will be added via impound notes functionality.

- Users will have the ability to update an impound to TJUNK or TSALE status and will generate reports for each status on a daily basis.

- Letters for TJUNK or TSALE status may be generated and notes inserted in the notes section of the impound record to print on the letter.

- System will generate an audit trail of all activities performed on the system by all users and each impound.

- Reports will be created and accessible through report-web function. This will enable a pre-defined list of daily, weekly, monthly and yearly reports, viewable, and exportable by all users.

- Impounded vehicles will be given a status based on the type of impound from a pre-defined list. This status may be updated manually by the user.

- Users may update records of impounded vehicles and add comments in the notes section. All updates and comments will be recorded by user ID.

- Any data conversion files from the Department's legacy system will be limited to only active impounded vehicles currently on the lot.

Xerox will customize the tables, business rules, and reports of its Tow Support System, as outlined in the Alternate Solution to Requirements Document Version 1.2, as noted in the Columbus Tow Support System Proposal-1_25_13 and install the system within 90 days of contract signing.

Training. Xerox shall train Police Department employees in the use and operation, installation, and maintenance of the System, as set forth in the Xerox Proposal.

Testing of System. During the system implementation process, testing will be conducted in an eTIMS® Test environment that will be accessible by authorized Police System users for data and process validation purposes. Post-implementation, this test system will be available for development associated with modifications and enhancements to the system. Xerox will provide testing documentation, including test scripts to the Police Department is support of testing.

Phase Trial Period. The Trial Period shall begin on the date of the initial installation of the System and the Trial Period will be successfully completed if the System operates materially in accordance with the detailed design specifications Vehicle Impound Software Requirements Document, Version 1.2 prepared by the City of Columbus, as amended in the Alternate Solution to Requirements Document Version 1.2, as noted in the Columbus Tow Support System Proposal-1_25_13 for five consecutive business days. After the 5 day phase trial period Xerox will submit a document attesting to the successful completion and if the client representative does not respond to the contrary within 2 days then acceptance is deemed perfunctory.

System Acceptance. The successful completion of the Phase Trial period described above shall cause the Department's acceptance of the System and will trigger the billing of the Xerox fee.