

DUI Restitution





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Since 1985, Turbo Data Systems (TDS) has provided citation processing services for scores of California cities, agencies, and educational institutions. TDS customers have achieved exceptional results in citation payment collection through our efficient and cost effective services. They have stayed with TDS because of our outstanding customer service and technology driven solutions.

1 Introduction

Turbo Data Systems, Inc. is proposing to provide Administrative Citation Processing Services. Following is a description of the proposed service as well as the cost.

2 Description of Basic Service

The service is designed to provide core services to support Administrative Citation issuance. This includes: Data Entry, Mail Processing, Revenue Collection, Notice Mailing, and Online Payment and Inquiry.

2.1 Data Entry

Administrative Citations issued by officers will be batched or scanned and forwarded to TDS. When received, the citations will be entered into the Administrative Citation database.

2.2 Mail Processing

Correspondence and payments sent by violators will be mailed to a designated P.O. Box. A TDS courier will pick up the mail from the post office. All mail will be opened and separated between correspondence and payments. Any correspondence will be forwarded to the client. Payments will be processed as described in the following paragraph.

2.3 Revenue Collection

Payments will be sorted by post mark date and batched. They will be forwarded to the Collection staff for data entry. Once the payments are posted and the revenue is balanced, a deposit will be prepared, and checks will be scanned into your banks check depositing feature.

2.4 Notice Mailing

Unpaid accounts will be mailed a reminder notice. The notice will demand payment for the uncollected amount and provide information on payment options including addresses and methods of payments. Delinquent dates and amounts will be provided on the notices. A Final Notice will be mailed after the delinquent penalty is applied.



2.5 Customer Online Access to Database

TDS will provide Online Access to the Administrative Citation Database. This access will allow authorized staff to inquire on citations and search for specific information.

2.6 Citizen Online Payment/Inquiry

TDS will provide a website that the public can use to inquire on and pay for their citations online. The website will accept payments made with Visa, MasterCard or Discover.

2.7 Innovative Collection Services (ICS)

TDS will provide follow-up collection for delinquent accounts. This service is at no cost to the City unless monies are collected, and we will provide up to two delinquent collection letters.

2.8 Franchise Tax Board Payment Collection

TDS will provide collection services utilizing the Franchise Tax Board Interagency Offset Program. This service is at no cost to the City unless funds are collected from the program. We provide SSN lookup and letter mailing at no charge.

3 Costs

Costs for all services are included in the attached Budgetary Cost Proposal. Please note that the price of all notices include postage and will not be billed separately.



BUDGETARY COST PROPOSAL

Basic Processing	
Manual Citations	\$10.00 per Citation
Monthly Minimum	\$200 Waived
If the monthly basic processing service fees are less than \$200, a fee will be added to bring the monthly basic processing service fees to \$200.	
One-Time Startup Cost	Waived
Includes: Citation evaluation, database creation, loading officer names/badge numbers into database, loading violation codes into database, loading customized delinquent notice verbiage into database, Client training regarding TDS' processes.	
<p>This service includes the following:</p> <p><u>Data Entry</u></p> <ul style="list-style-type: none"> • Online entry of manual citations • Online entry of violator name and address • Online update of payment/disposition information <p><u>Payment Processing</u></p> <ul style="list-style-type: none"> • Payment processing for all payments received by mail <p><u>Online Monthly Reporting</u></p> <ul style="list-style-type: none"> • Detail and Summary reporting is provided each month <p><u>Bank Deposits</u></p> <ul style="list-style-type: none"> • TDS will scan and deposit checks directly into the City's Bank account • Check scan software and scanner (if required) provided by the City • Reconciliation of deposits by TDS <p><u>Courier Service</u></p> <ul style="list-style-type: none"> • Daily pick up of mail at a PO Box established by TDS • All other correspondence will be mailed or emailed to and from TDS <p><u>Online Inquiry Access for the Public</u></p> <ul style="list-style-type: none"> • Internet access 24/7 that allows the public to view the status of their outstanding citations • Information on payment options, contesting, administrative citation process • All notification dates, delinquent dates, late fees, violation descriptions and total amount due for each citation. 	

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S Y S T E M S
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Notice Processing	\$1.10 per notice mailed Includes First Class Postage
Forms, printing, and First Class mailing of notices. Customized verbiage for payment and contesting instructions.	
Customer Service	Provided by City/Agency
A City/Agency phone number will be included on all notices and letters mailed as a part of this program.	
Online + Access to Admin Citation Database	Included
<ul style="list-style-type: none"> Secure Internet based access to your database. Customer provides all necessary hardware (PC with Internet access) TDS will provide customers' IT personnel with assistance as needed for initial setup and configuration, required software and ongoing support. 	
Internet Credit Card Processing	No Charge to City
<ul style="list-style-type: none"> \$4 Fee (minimum) or 3% of amount paid, whichever is greater, to be paid by Violator Customized notices with the Visa/MasterCard/Discover logo Violator ability to pay via credit card 24 hours per day, 7 days a week Immediate approval and updating of payment information to the client's database 	
Innovative Collection Services	30% of amount collected
<ul style="list-style-type: none"> Any notices mailed as a part of this service (ICS) are at no cost to the City. Agency may add Cost Recovery fees when entering collection services to offset collection costs. 	
Franchise Tax Board Collection Services	30% of amount collected
<ul style="list-style-type: none"> FTB Letters mailed as a part of this service (FTB) are at no cost to the City. 	
Cost Increases	
Postal Rate Increase Offset: If postal rates increase during the term of this agreement, any per notice fee paid to TDS shall be raised immediately to offset the effect of the postal rate increase.	

All quoted prices are valid 60 days from the date submitted

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