

Legistar # 190164


VILLAGE OF LOMBARD
REQUEST FOR BOARD OF TRUSTEES ACTION
For Inclusion on Board Agenda
Bids and Proposals

TO : President and Village Board of Trustees
FROM : Scott Niehaus, Village Manager
DATE : April 8, 2019 Agenda Date: April 18th, 2019
TITLE : Purchase of Parking Enforcement/Municipal Adjudication Software
SUBMITTED BY: Roy Newton, Chief of Police

RESULTS:

Date Bids Were Published _____ Bidding Closed _____
Total Number of Bids Received _____
Total Number of Bidders Meeting Specifications _____
Bid Security Required _____ Yes _____ No
Performance Bond Required _____ Yes _____ No
Were Any Bids Withdrawn _____ Yes _____ No
Explanation:
Waiver of Bids Requested? _____ X _____ Yes _____ No
If yes, explain:
Award Recommended to Lowest _____ Yes _____ No
Responsible Bidder?
If no, explain:

FISCAL IMPACT:

Funding for the purchase would come from the technology reserve fund (640.840.840.73910). *-\$10,000*
101.210.110.75710 - \$19,000

BACKGROUND/RECOMMENDATION:

Has Recommended Bidder Worked for Village Previously Yes _____ No
If yes, was quality of work acceptable Yes _____ No
Was item bid in accordance with Public Act 85-1295? _____ Yes _____ No
Waiver of bids - Public Act 85-1295 does not apply Yes

REVIEW (as needed):

Village Attorney XX _____ Date _____
Finance Director XX *gc* _____ Date _____
Village Manager XX *Winters* _____ Date 4/19/19

NOTE: All materials must be submitted to and approved by the Village Manager's Office by 12:00 noon, Wednesday, prior to the Board Agenda distribution.



VILLAGE OF LOMBARD POLICE DEPARTMENT



Roy Newton
Chief of Police

Thomas Wirsing
Deputy Chief of Operations

Cynthia Velazquez
Deputy Chief of Administrative Services

TO: Scott Niehaus, Village Manager

FROM: Lisa Lullo, Record Supervisor
Via Chief of Police Roy Newton

DATE: 03/20/19

SUBJECT: Purchase of Parking Enforcement/Municipal Adjudication Software

BACKGROUND:

Recently we were notified by our current parking adjudication software vendor, IT-Stability Systems, that as of January 2020 they will no longer be providing support for the software system the Department is currently using. That coupled with the fact that the current system is an outdated Microsoft Access database we formed a working group to solicit quotes from IT-Stability Systems and two other vendors for a new parking/adjudication software systems. This process included live demonstrations of the software to evaluate if it met the needs of the Department.

The costs associated with the purchase of a new system are listed below:

VENDOR	YEAR ONE	YEAR TWO
IT-Stability Systems	\$28,000	\$18,000
Quicket Solutions	\$37,200	\$37,200
Tyler Brazos/In Code	\$136,573	\$22,073

I am recommending the purchase of IT-Stability Systems DACRA Municipal Enforcement System for the following reasons:

- IT-Stability System is the most cost effective quote presented.

villageoflombard.org/lpd
630 / 873-4400 TDD: 630 / 620-5811
DEPT. FAX: 630 873.4496 INVESTIGATIONS FAX: 630 873.4444
235 E. Wilson Avenue Lombard, Illinois 60148

VILLAGE OF LOMBARD POLICE DEPARTMENT



Roy Newton
Chief of Police

Thomas Wirsing
Deputy Chief of Operations

Cynthia Velazquez
Deputy Chief of Administrative Services

- As current customers of the vendor we are extremely pleased with the level of service provided by the vendor.
- The new web based system provides increased functionality. The system would be used initially for parking/adjudication but potentially could be utilized for issuing and processing IVC tickets as the program already includes an electronic transmittal interface with the DuPage County Circuit Clerk's office.
- The new system would eliminate the need for officers to access two separate systems when issuing parking citations increasing the ease of use.
- The group was able to secure a 3 year contract with IT-Stability Systems thus maintaining current level pricing.
- The proposal by IT-Stability Systems includes a limited transfer of our legacy data from the old system at no additional cost. Data migration is often a costly venture.

As stated above, all three vendors presented demonstrations of their products. Our group found that both Quicket and Tyler/Brazos were not cost effective and both significantly lacked functionality compared to the DACRA system.

The Tyler/Brazos software would require the purchase and use of two separate systems.

Our group found that bid submitted by IT-Stability Systems is the most fiscally responsible choice and will work best for the Department.

I would be happy to address any questions or concerns you may have.

Thank you.

Lisa Lullo
Records Supervisor

villageoflombard.org/lpd

630 / 873-4400 TDD: 630 / 620-5811

DEPT. FAX: 630 873.4496 INVESTIGATIONS FAX: 630 873.4444

235 E. Wilson Avenue Lombard, Illinois 60148



QUOTE

Quicket Solutions
1 N Wacker Dr
Suite 2410
Chicago, Illinois 60606
United States

(630) 723-7723
www.quicketsolutions.com

BILL TO
Lombard Police Department
Kevin Goethals
255 E. Wilson Avenue
Lombard , Illinois 60148
United States

(630) 873-4740
goethalsk@villageoflombard.org

Estimate Number: 345

Estimate Date: February 12, 2019

Expires On: March 14, 2019

Grand Total (USD): \$1,300.00

Items	Quantity	Price	Amount
Adjudication/Administrative Hearings	1	\$1,100.00	\$1,100.00
<ul style="list-style-type: none"> -Multi-department access with custom user permissions -Automated roll call generation for retrieving case files -Case file interface to view prior offenses and enter judgement for offense -Payment portal -Automatic notice generation and collection agency report generation -Automatic findings, decision, and order report generation -Custom audit reports of payments -Custom notifications via interface and email 			
Maintenance and Support (Adjudication)	20	\$10.00	\$200.00
<ul style="list-style-type: none"> -Maintenance, upgrades, and on-going support for Adjudication integration with the Quicket Cloud. 			
		Total:	\$1,300.00
		Grand Total (USD):	\$1,300.00

Notes

- *All software license fees are monthly unless indicated otherwise.
- **Quicket Solutions does not provide installation services for hardware to be mounted into vehicles.
- ***Any costs levied by 3rd party providers for necessary integrations are separate and not reflected.
- ****Quotes reflect Quicket Solutions' best current understanding of the anticipated scope of work.



QUOTE

Quicket Solutions
 1 N Wacker Dr
 Suite 2410
 Chicago, Illinois 60606
 United States

(630) 723-7723
 www.quicketsolutions.com

BILL TO
Lombard Police Department
 Kevin Goethals
 255 E. Wilson Avenue
 Lombard, Illinois 60148
 United States

(630) 873-4740
 goethalsk@villageoflombard.org

Estimate Number: 346

Estimate Date: February 14, 2019

Expires On: March 16, 2019

Grand Total (USD): \$1,800.00

Items	Quantity	Price	Amount
eCitation Software -Windows and web-based eCitations with data transfer & local citation customization -Traffic Stop and Pedestrian Stop Data Sheet w/ Receipt -IDOT-compliant reporting with error validation and automatic compiling of data for IDOT Quicket Cloud Infrastructure -Real-time data transfer from mobile application to Quicket Cloud: -Cloud Server -LEADS Server -Cloud Data Storage -Cloud Backup Server Maintenance & Support -Ongoing maintenance of Cloud and integrations -Server health checks -Compliance management -24/7 support -Updates/upgrades Basic Analytics Package -Geospatial analysis for "hotspot" mapping of eCitation. -Report generation tool based on custom criteria -Officer, shift and department-wide analysis -Demographic and violation-type analysis -IDOT stat analysis -Device and user mapping	20	\$90.00	\$1,800.00



QUOTE

Quicket Solutions
1 N Wacker Dr
Suite 2410
Chicago, Illinois 60606
United States

(630) 723-7723
www.quicketsolutions.com

Total: \$1,800.00

Grand Total (USD): \$1,800.00

Notes

*All software license fees are monthly unless indicated otherwise.

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QUOTE

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 Chicago, Illinois 60606
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(630) 723-7723
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BILL TO
Lombard Police Department
 Kevin Goethals
 255 E. Wilson Avenue
 Lombard, Illinois 60148
 United States

(630) 873-4740
 goethalsk@villageoflombard.org

Estimate Number: 344

Estimate Date: February 12, 2019

Expires On: March 14, 2019

Grand Total (USD): \$2,200.00

Items	Quantity	Price	Amount
eCitation/eCrash Package -Windows and web-based eCitations with data transfer & local citation customization -Windows and web-based IDOT certified crash reporting software Traffic Stop and Pedestrian Stop Data Sheet w/ Receipt -IDOT-compliant reporting with error validation and automatic compiling of data for IDOT Quicket Cloud Infrastructure -Real-time data transfer from mobile application to Quicket Cloud: -Cloud Server -LEADS Server -Cloud Data Storage -Cloud Backup Server Maintenance & Support -Ongoing maintenance of Cloud and integrations -Server health checks -Compliance management -24/7 support -Updates/upgrades Basic Analytics Package -Geospatial analysis for "hotspot" mapping of eCitation and eCrash -Report generation tool based on custom criteria -Officer, shift and department-wide analysis -Demographic and violation-type analysis -IDOT stat analysis -Device and user mapping	20	\$110.00	\$2,200.00



QUOTE

Quicket Solutions
1 N Wacker Dr
Suite 2410
Chicago, Illinois 60606
United States

(630) 723-7723
www.quicketsolutions.com

Total: \$2,200.00

Grand Total (USD): \$2,200.00

Notes

*All software license fees are monthly unless indicated otherwise.

**Quicket Solutions does not provide installation services for hardware to be mounted into vehicles.

***Any costs levied by 3rd party providers for necessary integrations are separate and not reflected.

****Quotes reflect Quicket Solutions' best current understanding of the anticipated scope of work.



Quoted By: Mark Lepley
 Quote Expiration: 8/12/2019
 Quote Name: Lombard Police-Brazos Parking/Local Ordinances
 Quote Number: 2019-66908
 Quote Description: Brazos eCitation (Local Ordinances), eParking and eWarnings

Sales Quotation For
 Lombard Police Department
 235 E Wilson Ave
 Lombard, IL 60148-3926
 Phone: +1 (630) 620-5955

Tyler Software and Related Services

Description	License	Impl Hours	Impl Cost	Data Conversion	Module Total	Maintenance
Brazos						
Interface: Tyler Incode Court Case Mgmt System	\$0	0	\$0	\$0	\$0	\$0
eCitation - Brazos Rapid Extension Framework - MDC or TABLET (25)	\$20,000	0	\$0	\$0	\$20,000	\$4,200
Tyler Incode Boot/Hot List	\$0	0	\$0	\$0	\$0	\$0
<i>Sub-Total:</i>	\$20,000		\$0	\$0	\$20,000	\$4,200
TOTAL:	\$20,000	0	\$0	\$0	\$20,000	\$4,200

Tyler Software and Related Services - Annual

Description	One Time Fees			
	Impl. Hours	Impl. Cost	Data Conversion	Annual Fee
Brazos				
Brazos Hosting Fee		\$0	\$0	\$1,400
<i>Sub-Total:</i>		\$0	\$0	\$1,400
TOTAL:	0	\$0	\$0	\$1,400

Other Services

Description	Quantity	Unit Price	Extended Price	Maintenance
Brazos Project Mgmt (plus per diem as needed if not remote)	1	\$2,000	\$2,000	\$0
Set Up & Config	1	\$14,500	\$14,500	\$0
Training	1	\$2,000	\$2,000	\$0
Incode Interface: Set Up & Configuration	1	\$0	\$0	\$0
TOTAL:			\$18,500	\$0

Summary

	One Time Fees	Recurring Fees
Total Tyler Software	\$20,000	\$4,200
Total Tyler Annual	\$0	\$1,400
Total Tyler Services	\$18,500	\$0

Summary	One Time Fees	Recurring Fees
Total Third Party Hardware, Software and Services	\$0	\$0
Summary Total	\$38,500	\$5,600
Estimated Travel Expenses	\$3,500	

Optional Tyler Software and Related Services

Description	License	Impl Hours	Impl Cost	Data Conversion	Module Total	Maintenance
Brazos						
Task: Tow/Impound Report (custom)	\$5,000	0	\$0	\$0	\$5,000	\$1,050
<i>Sub Total:</i>	<i>\$5,000</i>		<i>\$0</i>	<i>\$0</i>	<i>\$5,000</i>	<i>\$1,050</i>
TOTAL:	\$5,000	0	\$0	\$0	\$5,000	\$1,050

Comments

Subject to the applicable terms of your existing contract with Tyler, and for the fees quoted herein, we grant you: (i) a per-unit license to the software located on the ticket writer hardware provided under this purchase order, and (ii) a per-unit license to access a remote database via the ticket writer hardware, both for your internal business purposes only. We will provide remote database access according to our industry standard hosting terms of service, a copy of which will be provided to you upon your written request. Tyler will invoice Client for the License Fees listed above upon delivery of the software.

- Travel Expenses are billed as incurred based on Federal IRS per diem standards.



Quoted By: Lee Midkiff
 Quote Expiration: 8/12/2019
 Quote Name: Village of Lombard-LGD-CT
 Quote Number: 2019-66838
 Quote Description:

Sales Quotation For

Village of Lombard
 255 E Wilson Ave
 Lombard, IL 60148-3926
 Phone: +1 (630) 620-5700

Tyler Software and Related Services

Description	License	Impl Hours	Impl Cost	Data Conversion	Module Total	Maintenance
Tyler Content Manager						
Tyler Content Manager Standard Edition (TCM SE)	\$25,000	36	\$4,500	\$0	\$29,500	\$6,250
Incode Court Suite						
New World ERP Interface Export	\$0	0	\$0	\$0	\$0	\$0
Parking Court Case Mgt	\$11,000	72	\$9,000	\$0	\$20,000	\$2,750
Scheduling	\$4,000	0	\$0	\$0	\$4,000	\$1,000
Brazos Technology Interface -Parking	\$0	0	\$0	\$0	\$0	\$0
Output Director	\$4,400	8	\$1,000	\$0	\$5,400	\$1,100
Collection Agency Export Interface	\$3,000	0	\$0	\$0	\$3,000	\$750
	<i>Sub-Total:</i>		\$14,500	\$0	\$61,900	\$11,850
	<i>Less Discount:</i>		\$18,750			
	TOTAL:	116	\$14,500	\$0	\$43,150	\$11,850

Tyler Software and Related Services - Annual

Description	One Time Fees			Annual Fee
	Impl. Hours	Impl. Cost	Data Conversion	
Incode Court Suite				
Court IVR	0	\$0	\$0	\$0
Tyler Hosted Applications				
Court Online Component	0	\$0	\$0	\$1,800
Online Record Search	0	\$0	\$0	\$2,500
Notifications for Court	0	\$0	\$0	\$0
	<i>Sub-Total:</i>	\$0	\$0	\$4,300
	TOTAL:	0	\$0	\$4,300

Other Services

Description	Quantity	Unit Price	Extended Price	Maintenance
Project Management -Parking	1	\$5,000	\$5,000	\$0
Online Application -Set up fee	1	\$800	\$800	\$0

TOTAL:

\$5,800

\$0

3rd Party Hardware, Software and Services

Description	Quantity	Unit Price	Unit Discount	Total Price	Maintenance	Maintenance Discount	Total Maintenance
Epson TM-H6000IV Thermal Receipt Printer - Black, USB NEW	1	\$1,050	\$0	\$1,050	\$203	\$0	\$203
Media Plus Automated Cash Drawer -Black NEW	1	\$250	\$0	\$250	\$40	\$0	\$40
Canon DR-C225 Sheetfed Scanner - VV7373	1	\$450	\$0	\$450	\$0	\$0	\$0
Topaz Signature Pad T-L462 - USB On-Premise Court Sites	1	\$400	\$0	\$400	\$80	\$0	\$80
TOTAL:				\$2,150			\$323

Summary

	One Time Fees	Recurring Fees
Total Tyler Software	\$28,650	\$11,850
Total Tyler Annual	\$0	\$4,300
Total Tyler Services	\$35,550	\$0
Total Third Party Hardware, Software and Services	\$2,150	\$323
Summary Total	\$66,350	\$16,473
Contract Total (Excluding Estimated Travel)	\$82,823	
Estimated Travel Expenses	\$7,800	

Detailed Breakdown of Conversions (Included in contract total)

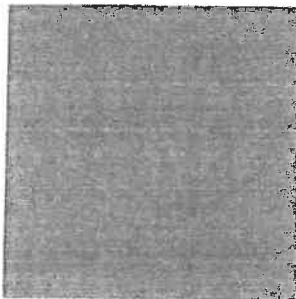
Description	Hours	Unit Price	Programming Fee	Extended Price
Incode Court Sulte				
Court Case Management -Conversion	32	\$125	\$15,000	\$19,000
				<i>Less Discount:</i>
				Total:
				\$3,750
				\$15,250

Comments

- Incode Court Online component displays citations for payment, payment plans, payment options, deferred disposition. Make payments, collects pleas from defendants, security SSL(secure socket layer), payment processing (credit card), and payment packet is created to be imported to Court system. Note that the defendant pays \$2.50-\$3.50 fee per transaction for payment on-line.
- Incode Notification for Courts (\$.20 per violation) - defendant notification by phone. Calls can be made for citation issued, court date reminders, court date missed and notification of next step, warrant issued, and payment plan due date reminder etc. Case is updated after each call. Call can be taken live, a message left, or no answer (court creates unique message for each call type and call can be in English or Spanish). The call can go to the attorney rather than the defendant. Incode Notification for Courts (\$.20 per text) - Defendant notification by text. Text can be made for the citation issues, court date reminder, court date missed and notification of next step, warrant issued, and payment plan due date reminder. Note: The Court will be billed by Tyler Technologies quarterly for the calls/texts conducted. The Court will be allowed 2 call campaigns in the first 30 days at no charge. Tyler will assist with the setup and creation of the campaigns. Trial offer is free for 30 days and the campaign is limited to a one year time frame. Both campaigns must be used within the 30 day time frame. If more than 2 campaigns are used, then the customer will be billed for the additional campaigns.
- Court Case Management conversion includes basic case data.
- Parking Court Case Management includes Cashiering, Notify and Online Payments.
- Brazos Technology Interface includes Citation Import, Auto Citation Import, and Warrant Export.
- IVR solution for Court- The payment packet is created in centralized cash collections, the IVR system gives the defendant the balance owed on the citation, the defendant makes the payment by phone and the citation is updated with the payment record. Note: There is a \$2.50 per transaction fee associated with IVR that will be paid by the client unless Tyler is instructed by the client to pass along to the user at time of payment.
- Travel Expenses are billed as incurred based on Federal IRS per diem standards.



The Enforcement Technology Behind Thriving Communities



Municipal Enforcement Software Proposal

- ✓ Pg. 2 Introduction Letter and Software Pricing
- ✓ Pg. 5 System Features
- ✓ Pg. 7 Corporate Overview and References
- ✓ Pg. 10 Functionality Overview
- ✓ Pg. 19 Technical Specifications
- ✓ Pg. 23 Project Schedule
- ✓ Pg. 24 Training, Service, and Support
- ✓ Pg. 27 Lombard SaaS Agreement
- ✓ Pg. 33 Illinois Compliance Affidavit

Submitted: December 12, 2018
Confidential - All Rights Reserved

President
Zlatko "Z" Koprivec
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847-890-8440

IT-STABILITY SYSTEMS LLC
1845 Grandstand Place
Elgin, Illinois 60123
847-890-8440 dacragov.com

Director of Sales
Glenn M. Theriault
glenn@dacragov.com
815-508-5272

December 12, 2018

Village of Lombard
Records Supervisor Lisa Lullo
235 E. Wilson Avenue
Lombard, IL 60148



Ms. Lullo,

Thank you for your considering implementing Dacra software as the solution for your Administrative Adjudication and e-Citation needs. As you know, Dacra has a proven track record for over 20 years, helping communities improve staff efficiency, reduce expenses, and recover costs associated with local ordinance enforcement programs. We have been thrilled to partner with Lombard and are confident that by continuing to utilize Dacra you will achieve significant results as have nearly three dozen other communities.

This is a great time to consider an upgrade, as your current legacy system is nearing the end of its serviceable life. We are proud to have supported the original system for so many years but do need to notify you that the legacy Dacra will no longer be supported after December 31, 2019.

Dacra is a comprehensive Municipal Enforcement system that allows a municipality to efficiently manage the entire violation process from citation issuance, through compliance, to collections of unpaid fines. The extensive features and benefits of this sophisticated program are outlined in this proposal; features designed by end users, police officers and hearing room staff, to significantly enhance the enforcement processes. Dacra is a hosted web-based product eliminating the need for expensive server purchases and maintenance plans and significantly reducing the need for IT staff to maintain on-site hardware.

While you may expect Dacra to be financially out of reach, it is not. IT-Stability provides Dacra as a full-service subscription-based product with no additional module costs or ongoing maintenance fees. Simply pay a small fee for each adjudication citation, and order issued. What's more, all state ticketing, abandoned vehicle tracking, and many other great features are included at no cost. This pricing is based on a two-year contract with a minimum monthly subscription fee of \$1,500.

We want to get you up and running as quickly as possible, which is why Dacra's set-up fee of \$10,000 includes multiple interfaces, 40 hours of installation support and full user training. This is typically sufficient for a standard implementation. Costs to establish other interfaces, are not included in the subscription pricing but can certainly be quoted. This proposal does presume each computer has internet access and a compatible printer.

Please note this proposal is only valid for the next 90 days. Let us know if you have any questions or if we can be of assistance in any way. Thank you for your consideration.

A handwritten signature in black ink, appearing to read "Zlatko Koprivec".

Zlatko "Z" Koprivec
President
IT-Stability Systems

A handwritten signature in black ink, appearing to read "Glenn M. Theriault".

Glenn M. Theriault
Director of Sales
Dacra Municipal Enforcement

IT-Stability is an information technology company based in Elgin, Illinois that specializes in providing cutting edge solutions that make local government agencies more efficient. In addition to providing the Dacra Municipal Enforcement System™, IT-Stability also created Record IT™, a land record management software system used by counties throughout Illinois.

Dacra Municipal Enforcement Software Proposal Subscription Licensing - Price, Billing, and Payment

IT-Stability provides Dacra as a hosted, full-service product on a subscription basis with no additional module costs or annual maintenance fees. Simply pay for what you use. *What's more, all state ticketing, abandoned/towed vehicle tracking, night parking, and many other great features are included at no cost. You will only be charged a small fee for each municipal citation issued, and for each disposition issued at the administrative hearing.* This pricing is based on a two-year contract with a minimum monthly subscription fee. The following outlines the price, billing, and payment terms for obtaining licensed Dacra subscription services for the term of this Agreement:

Price – One-Time Set-Up Cost

In exchange for software set-up, training, and support services necessary to prepare system for Client's licensed use of Dacra software and features, as defined in this proposal, Client will pay a \$10,000 fee. Set-up services are defined as:

- Includes set-up and configuration; does not include certain interfaces, data migration, or custom programming.
- Training is included for agreed upon super users, and other users such as field enforcement, hearing room staff, and finance department staff.

Price – Monthly Subscription Fee

In exchange for licensed use of Dacra software, as defined in this proposal, Client will be billed either the *Monthly Minimum Fee* or the *Monthly Usage Fee*, whichever is greater:

Minimum Monthly Fee is \$1,500.00.

-OR-

Monthly Usage Fee is tiered, based on annual citation volume and is calculated by totaling the following:

Tier 1 – 0-10k Citations – (adjudication only, no charge for warnings or state citations)

- \$2.00 per adjudication citation and administrative tow ticket created in the system
- \$2.00 per Finding, Decision, and Order "FDO" issued in the system.

Tier 2 – 10k-20k Citations

- \$1.50 per adjudication citation and administrative tow ticket created in the system
- \$1.50 per Finding, Decision, and Order "FDO" issued in the system.

Tier 3 – Over 20k Citations

- \$1.00 per adjudication citation and administrative tow ticket created in the system
- \$1.00 per Finding, Decision, and Order "FDO" issued in the system.

Price – One-Time Optional Interface Costs

LEADS Interface: There is no charge for our existing interfaces to auto populate LEADS data from CAD to Dacra. For other similar interfaces, prices will be quoted upon specification and architecture analysis.

Dupage County/IUCS Leader Interface: There is no charge for our existing interface that issues and transmits state citations to Dupage County Circuit Court.

Web-Pay Interface: There is no charge for our standard interface to import and export citation payment information to certain web-pay vendors. For other similar interfaces, prices will be quoted upon specification and architecture analysis.

Collections Interface: There is no charge for our existing interface to import and export citation payment information to certain collections vendors. For other similar interfaces, prices will be quoted upon specification and architecture analysis.

IDROP Interface: There is no charge for our existing interface to import and export citation debt information to the State of Illinois. For other similar interfaces, prices will be quoted upon specification and architecture analysis.

RMS Interface: The price for our existing interface to push basic citation data from Dacra to certain RMS systems is \$5,000. For other similar interfaces, prices will be quoted upon specification and architecture analysis.

Municipal Finance/ERP Interface: The price for our existing interface to push citation financial data from Dacra to Tyler New World Logos systems is \$5,000. For other similar interfaces, prices will be quoted upon specification and architecture analysis.

Price – Importing and Conversion of Existing Records

The typical data conversion fee is \$5,000 for importing Client's basic legacy parking citation data from Client's existing legacy program. Specific pricing will be quoted upon specification and architecture analysis.

Billing – Initial Set-Up Cost

The initial set-up cost shall be invoiced upon signing of the contract by Client and IT-Stability representatives.

Billing – Monthly Subscription Fee

The monthly subscription service shall begin upon go-live or 120 days after contract signing if IT-Stability is prepared to go-live and has delivered notice of such intent to the Client.

In the event that the Client provides all necessary data 45 days after contract signing, and the service is not installed and running 120 days after contract signing, the subscription services shall begin upon the date the service is installed and running.

Payment

All payments are due thirty (30) days after the invoice date.

Additional Services

Any additional services shall be mutually agreed upon in writing prior to work being performed and/or invoiced.



Key Features Of The Dacra Municipal Enforcement System

Dacra streamlines the complicated municipal violation enforcement processes for all municipal departments, from police, fire, health, and code enforcement, to building and zoning. Dacra is an e-citation and administrative adjudication management system central to thriving communities. Our technology helps you effortlessly manage your violations, from complaint to collections, while protecting the citizen's due process, thus creating a community culture of compliance. Dacra is a unified municipal enforcement system that improves employee productivity, saves taxpayers money, and protects the public's due process rights.

Full E-Citation Capabilities

- **State Tickets:** State tickets are printed for the respondent and transferred electronically to your RMS as well as to the Circuit Clerk with requisite transfer sheets. State tickets meet the standards of the Illinois Conference of Chief Circuit Court Judges and are AOIC compliant.
- **Local Ordinance Tickets:** Local ordinance citations for all city departments include animal, parking, and property code violations with customized "back page" text for each citation type.
- **Administrative Tow Tickets:** Administrative tow impound citations and associated notices are created and printed in the system.
- **Warning Tickets:** Warning tickets for both adjudication and state violations can be created, producing a record of prior offenses which gives officers important information when dealing with violators.
- **Must Appear Violations:** Citations can be set automatically by violation or via officer discretion as "must-appear" requiring the violator to be present for the administrative hearing.
- **Juvenile Violations:** If the violator is underage at the time of the citation, the system will automatically identify it as a "juvenile violation" thus ensuring exclusion from public reports or FOIA requests and facilitating expungement.
- **Racial Profile Reporting:** Dacra requires racial profiling data be completed for applicable state and adjudication violations with auto-population to reduce completion time.
- **Pedestrian Stop Cards:** Dacra enables automated entry of state-mandated pedestrian stop profiling data and generates the required pedestrian receipt.
- **Night Parking Permission Management:** Permissions are managed via online self-reporting on your municipal website to automatically provide permission to park. The system alerts the officer when a vehicle was exempted from the ban.

Administrative Adjudication Hearing Management

- **Multiple Hearing Locations and Times:** Citations can be automatically assigned to a particular local hearing date, time, and location based on a predetermined algorithm.
- **Must Appear Violations:** Must appear citations are specifically highlighted to the Hearing Officer to simplify the hearing process.
- **Individual Dispositions:** The software allows the hearing officer to enter detailed case history notes and reasoning for dispositions, as well as issuing on the spot Findings, Decisions, and Orders.
- **Batch Processing:** Default liable dispositions and findings are efficiently issued by the hearing officer via batch processing for all no-shows.

Integrated Officer Safety Features

- **Previous Violator History:** The system automatically shows the number of previous warnings and citations for the violator and allows auto-completion of data fields from those previous tickets.
- **LEADS Integration:** Full LEADS integration with many vendors allows officers to auto-populate driver and vehicle data.
- **Companion Tickets:** Additional "companion" violations for the same violator are easily completed.
- **Night Mode:** Night mode reduces overall screen brightness from day mode.

Tow and Impound Management Tools

- **Abandoned Vehicle Tracking:** Issues and tracks abandoned vehicle notices and creates reports that assist in conducting follow-up on all complaints.
- **Police Tow Inventory Management:** Create and process tow receipts, vehicle search logs, concerned party notices, tow yard inventory audit logs, and Certificates of Purchase.
- **Administrative Tows:** Dacra transfers the tow data from the issuance of an administrative hold, through payment, and into the hearing ensuring due process.
- **Tow Holds:** Tow "holds," can be identified, restricting the release of a vehicle until the investigative, insurance, DUI and other holds are removed.

Police Record Keeping and Compliance Features

- **Enhanced Search Capability:** Extensive search capabilities allow for complex, multi-rule data searches for comprehensive analysis.
- **Compliant with State Adjudication Laws:** Hard coded business logic is compliant with statutes regulating citation issuance, notices, and hearing processes with "proof of compliance" for appeals.
- **External Connectivity to RMS:** Citation and violator data can be electronically pushed to an external records management system with an additional interface.
- **Citation Change Auditing:** Automatically audits changes to a citation after it has been issued, recording both original and changed values, the logged in user, and date and time of the change.
- **Address Range Validation:** Dacra restricts address entry to validated upper and lower addresses of every street.
- **Pedestrian Stop Data Transmission:** Generates a pedestrian stop receipt and enables the automatic transmission of mandated pedestrian stop data to the state.
- **Racial Profiling Reports:** Generates all mandated racial profiling state reports for uploading; additionally, racial profiling data can be data-mined for analysis and internal precautionary reports produced.
- **Violator Data Expungement:** Effectively manages Illinois state expungement rules for Cannabis and Juvenile violations to ensure compliance.
- **Data Security is Critical:** Through sound architecture, agency data is secure and kept shielded from hackers by connecting a SQL back end to a Web front end via entity structures.
- **Web Based Product:** Dacra is a hosted service with back-ups located off-site in a backup data center.
- **CJIS Compliance:** Dacra is a fully CJIS compliant system presuming a municipality elects to use all CJIS recommended security features.

Payment and Collections Management

- **Finance ERP Integration:** Dacra can integrate with municipal finance/ERP systems to streamline ticket payments and financial management.
- **Ticket Payment Entry:** Dacra uses a web interface for ticket payment entry as well as generation of respondent receipts.
- **Automated Fine Escalation:** The system automatically monitors unpaid citations and escalates fines according to local ordinance fine escalation schedule.
- **Parking Scofflaw Boot/Impound:** Dacra tracks vehicles with multiple unpaid violations and allows boot or impound notice for all vehicles associated with that violator per municipal ordinance.
- **DL Suspension:** The system tracks violators with 10 unpaid violations and can generate all state required notices to suspend a driver's license per state statute. Reinstatement notices are issued by the software upon payment.
- **Collections Vendor Integration:** Interfaces available for collections vendors to automate the data transfer for unpaid debts to and from collections agencies.

Dacra Municipal Enforcement Software Proposal Corporate Overview and References

The following is provided as a brief overview of Dacra Governmental Systems LLC, IT-Stability LLC and the credentials of staff that may be associated with your project. References are attached for your convenience.

**IT-Stability Systems, LLC & Dacra Governmental Systems, LLC
Corporate offices - 1845 Grandstand Place, Suite 201 Elgin, IL 60123**

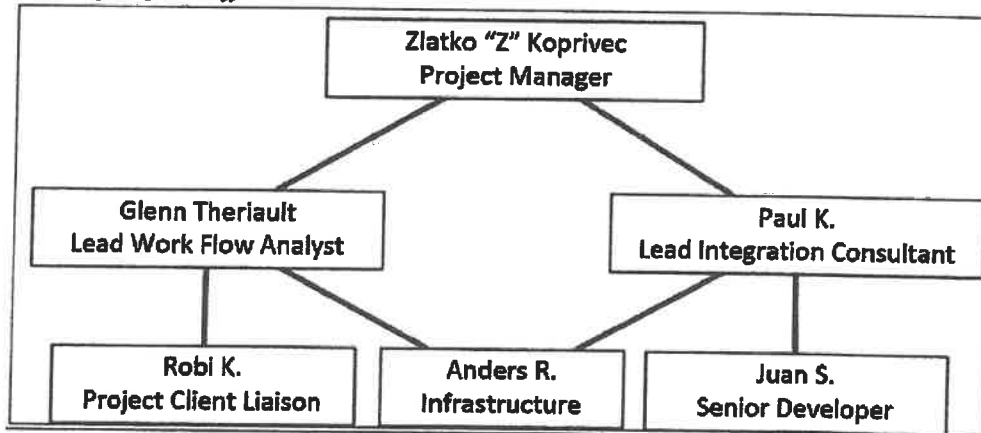
In 2012, IT-Stability Systems, LLC and its founder Zlatko Koprivec, partnered with Chaya Friedman of Dacra Computer Service, the initial developer of the first Illinois administrative adjudication software, to form Dacra Governmental Systems, LLC. While Dacra's roots go back to 1988, and IT-Stability's to 2000, it was the combined power of a database expert with a networking expert that has served as the foundation for the ever-expanding Dacra Governmental Systems.

Today, our company is 100% focused on providing effective solutions for local governments. Our products are powering nearly three dozen systems in communities, like Creve Coeur, a city of 5000 residents, up to Cook County, the second most populous county in the U.S. with over 5,200,000 residents. We are a seasoned team of professionals proudly providing service continuity in these communities with no history of filings or data breaches.

IT-Stability Systems, LLC currently employs 13 full-time and part-time staff. We have attracted and retained top-notch professionals to our team with all full-time staffers having been with us for over 10 years.

Our experienced team of professionals has successfully deployed ticketing and adjudication systems in over 20 municipalities, as well as for the Cook County Department of Administrative Hearings.

Your Key Project Staff



Key Dacra/IT-Stability Staff

Zlatko "Z" Koprivec - Project Manager - Zlatko "Z" Koprivec - Project Manager - Through his leadership, IT-Stability, the sole provider of Dacra, has become the foremost expert on administrative adjudication in Illinois. He has been the project lead for successfully deploying eTicketing and adjudication at Elgin, Hanover Park, Buffalo Grove, South Elgin, Pekin, Schaumburg, Sandwich, and Sycamore among other communities. Mr. Koprivec holds many industry certifications, among them Microsoft Certified Network Engineer, IBM Certified Professional Server Expert, CompTIA Security+, and Novell Certified Netware Administrator.

Chaya Friedman- Founder/Senior Advisor - Ms. Friedman developed the original Dacra adjudication system and has implemented and supported it for over 20 years in multiple Chicagoland municipalities as well as Cook County Department of Administrative Hearings. Having created the first adjudication system in the state, she is a wealth of knowledge and an invaluable resource to the team. Prior to joining forces on Dacra, Ms., Friedman and Mr. Koprivec have been professional associates for over 20 years and have cooperated on dozens of client projects.

Glenn Theriault – Lead Work Flow Analyst – Chief Theriault spent 25 years in law enforcement with most of that time in Elgin where he formed and then headed the Department of Administrative Adjudication. As a police administrator, he oversaw multiple large-scale projects and administrative adjudication rollouts, including the implementation of Dacra Municipal Enforcement Systems. A significant portion of the functionality in Dacra is due to his development ideas while collaborating with Ms. Friedman on the Elgin Dacra implementation. He now leads Dacra sales and provides consulting to municipalities seeking to implement or expand their municipal enforcement.

Paul K - Lead Integration Consultant – Paul is the technical lead and senior database architect. His 15-year IT career has focused on bridging the gaps clients face when trying to develop solutions particularly when the solutions require integration with other platforms. He has customized, optimized, and supported the Dacra database system and is thoroughly familiar with every aspect of the software. Paul has been the technical lead for Dacra implementation at Elgin, South Elgin, Buffalo Grove, Hanover Park, and Schaumburg, and has been part of the IT-Stability team for 12 years.

Juan S - Senior Programmer - Juan is the senior developer for Dacra systems. He has over 10 years as a programmer and developer and is responsible for development of middleware layers and overseeing front end development of the Dacra and eCitation and Adjudication systems. Juan has been part of the IT-Stability team for 10 years.

Robi K- Project Client Liaison - Robi works with client personnel to compile and import required data into the Dacra Municipal Enforcement System. He has supported Dacra implementations for Crystal Lake, Dolton, Hanover Park, South Elgin, Buffalo Grove, Schaumburg, and Des Plaines and performs one-on-one power user training with client staff. Robi has been with IT-Stability for over 13 years.

THE FOLLOWING DACRA REFERENCES ARE PROVIDED FOR YOUR CONVENIENCE

COOK COUNTY DEPARTMENT OF ADMINISTRATIVE HEARINGS - Director Marc Hamilton
118 N. Clark Street, Chicago, IL 60602
312-603-2120 Marc.Hamilton@cookcountyil.gov
Dacra Client 2012 to Current

CITY OF JOLIET / JOLIET POLICE DEPARTMENT - Chief Information Officer David Braner
150 W. Jefferson Street, Joliet IL 60432
815-724-3936 dbraner@jolietcity.org
Dacra Client 2018 to Current

ELGIN POLICE DEPARTMENT - Chief Ana Lalley
151 Douglas Avenue, Elgin, IL 60120
847-289-2700 Lalley_a@cityofelgin.org
Dacra Client 2012 to Current

SCHAUMBURG POLICE DEPARTMENT - Deputy Chief Bill Wolf
1000 Schaumburg Road, Schaumburg, IL 60194
847-882-3534 Gwolf@ci.schaumburg.il.us
Dacra Client 2015 to Current

HANOVER PARK POLICE DEPARTMENT- Chief Michael Menough
2011 W. Lake Street, Hanover Park, IL 60133
630-823-5501 mmenough@hpil.org
Dacra Client 2013 to Current

PEKIN POLICE DEPARTMENT - Chief John Dossey
111 S. Capitol Street, Pekin, IL 61554
309-346-3132 jvdossey@ci.pekin.il.us
Dacra Client 2017 to Current

SOUTH ELGIN POLICE DEPARTMENT - Chief Jerry Krawczyk
10 N. Water Street, South Elgin, IL 60177
847-741-2151 jkrawczyk@southelgin.com
Dacra Client 2014 to Current

Dacra Municipal Enforcement Software - Scope of Service Functionality Overview

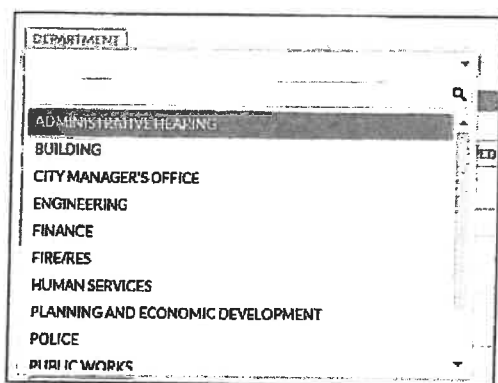
Dacra Ticket Creation Functionality

Dacra provides a state-of-the-art, real-time web interface for electronically issuing and printing municipal enforcement citations. Dacra covers all types of enforcement from a basic warning ticket to state traffic and local ordinance citations, abandoned notices and receipts, and administrative tow seizure orders and receipts. Local ordinance tickets for parking, property code, animal, and compliance violations are then seamlessly processed through the administrative adjudication system. In addition, state violations are easily transmitted to the county circuit court.

Dacra auto generates consecutive citation numbers built with descriptive identifiers. The auto generation process ensures that citation numbers are never duplicated. To further protect the integrity of the process, users cannot delete a citation. An authorized user is able to "void" or "non-suit" a citation and remove it from the adjudicative process but the citation's record and audit trail remain.

Integration with your preferred LEADS (Law Enforcement Agencies Data System) provider greatly speeds up citation data entry, reduces process steps and eliminates errors by automatically filling violator and vehicle information from the Secretary of State. Citations can also be automatically populated from previous tickets and warnings.

WARNING?		EVIDENCE CHECKSHEET COMPLETED?		ASSOCIATED PED STOP		ASSIGNED COURT DATE 03/14/2018 - 15:00 PM	
VIOLATION CODE				EASY SEARCH			
ISSUE DATE FREQU 02/23/2018		ISSUE TIME 09:28		WRITTEN IN BEAT C		REPORT # CAD	
LOT LOCATION ANN STREET PARK - 250 ANN ST. SOUTH ELGIN, IL 60177				LOT DESCRIPTION 250 ANN ST. SOUTH ELGIN, IL 60177			
PIN STREET # SEARCH		PIN STREET SEARCH		PIN			
ROADSIDE CHECK?							
Vehicle							
YEAR	MAKE	MODEL		COLOR			
PLATE #	VIN			PLATE TYPE PASSENGER CAR			
Respondent							
BUSINESS?		LICENSE #		DL#		DL STATE IL	
LAST NAME	FIRST NAME	MIDDLE	PHONE #	DATE OF BIRTH			
ADDRESS	UNIT	CITY	STATE	ZIP			



Dacra provides multi-department functionality to manage your entire municipal enforcement needs. No longer will you need to track multiple software and paper-based systems to determine the full picture of enforcement for your community.

Dacra recognizes that code enforcement departments have additional ticketing needs and provides features that allow citations to be grouped into a single "case" for organized enforcement follow-up. Citations can be associated and tracked by individual properties and PIN numbers, and multiple inspectors can be associated with a ticket.

Expanded functionality allows for easy addition of evidence files such as photographs, videos, and documents. Simply drag-and-drop onto the ticket interface and they are linked to the citation, providing strong evidence to back up the case.

Multiple-County Support Through a Unified Platform

For municipalities that straddle multiple counties, Dacra provides a unified interface for local and state violation citations that are sent to the circuit courts. There is no need to have a separate citation system for each county - the officer just selects the county to which the ticket will be sent, and Dacra does the rest. Dacra shows the officer the relevant violations and court key assignments for that county, prints the citation in that county's specification, and creates all court transmittal documents for each county. *All from a single interface.*

There are other benefits to a single citation system not the least of which is state mandated reporting requirements. Dacra automatically aggregates racial profiling and pedestrian stop data from all county and adjudication citations and exports the data in the state-required format. No need to manually compile this data from multiple systems each month.

Dacra is approved, and in use, in multiple Illinois counties including Cook, DuPage, Kane, DeKalb, and Tazewell. For Cook and DuPage, Dacra is approved for full electronic data submission, and is certified for IUCS/LEADER.

Dacra Batch Processing Functionality

A critical component of a properly functioning municipal enforcement system is ensuring all state statutory requirements are met in order to protect due process. Dacra has extensive functionality to help a municipality ensure that they are efficiently meeting those requirements. Using Dacra's batch processing, communities send all state required notices, with all mandated information, and within the timeframes required by the state, to alleged violators. These communications, such as Notice of Violation, Administrative Tow Notices of Hearing, Findings Decisions and Orders, and Final Determinations are quickly generated in a batch process. A copy of the communication is saved in the citation history for later reproduction should that be necessary. The batch notices can then be printed and prepped for mailing.

Other notifications such as boot and tow eligibility notices and notices of impending driver's license suspension, are also prepared automatically by the Dacra system. Additionally, county citation transfer sheets can be auto-generated when using the state citation features. For tracking purposes reports can be produced that show when and to whom notices are sent.

**IN THE VILLAGE OF SOUTH ELGIN
DIVISION OF ADMINISTRATIVE HEARINGS**

VILLAGE OF SOUTH ELGIN, as Trade Mark & Corporation
Petitioner,

v

Respondent

Case No: P084-09-127 Public Hearing
Vehicle Make: DODGE
Vehicle Date: 1/2008 or later
Violation Number as shown on

FINDINGS, DECISIONS AND ORDER

The case arising to be heard on the 14th day of February 2018 at the Village Office, in accordance with the provisions of the Village Code and as set forth in the Petition, is hereby adjudicated as follows:

ISSUES: \$35.00
VIA 171 (C)(1)(a) Evidence Submitted by Respondent Not Sufficient \$35.00

PARROW A VEHICLE ON PROPERTY NOT DESIGNATED FOR PARKING

**JUDGMENT TOTAL: \$35.00 FINE: \$0.00
COURT COST: \$35.00 BALANCE DUE: \$70.00**

The fines and penalties herein are to be paid by the vehicle owner to the Village of South Elgin and shall not be paid to the village. Payment of fines and penalties constitutes an admission of the violation.

To pay in full, the petitioner must appear at the Village of South Elgin Office at 150 West St., South Elgin, IL 60157, Village Code Sec. 4.02(a) - (f) by 3:00pm on 2/20/18. Once the Village Code has been paid, the petitioner shall appear at the Village Office to receive the vehicle. The Village Code Sec. 4.02(a) - (f) shall apply to the petitioner.

To pay by cash, the petitioner must appear at the Village Office at 150 West St., South Elgin, IL 60157, Village Code Sec. 4.02(a) - (f) by 3:00pm on 2/20/18. Once the Village Code has been paid, the petitioner shall appear at the Village Office to receive the vehicle. The Village Code Sec. 4.02(a) - (f) shall apply to the petitioner.

The Village of South Elgin may use all measures of collection, including but not limited to the operation of any collection agency or other means, to collect any monies owed by the petitioner.

Any person who is responsible for the collection of any monies owed by the petitioner, for which the fine and penalties herein are due, is hereby ordered to pay the same to the Village of South Elgin.

CAR SOUTH ELGIN POLICE DEPARTMENT at (847) 741-2151 If you have any questions regarding this notice.

This notice is to be paid by the Village of South Elgin, Illinois to the State of Illinois. You have the right to appeal this decision to the Illinois Administrative Review Board, 705 ILCS 80-401, et seq., by filing a petition with the Village of South Elgin, no later than 30 days after the date of this notice. If you do not pay this fine, the Village may proceed to collect.

ENTERED: February 23, 2018
Administrative Hearing Officer

Notice of Violation - Adjudicated on 3/14/2018 at 3:00:00 PM

Violation #	Plate #	Name	Address	Issue Date	Amount Due
C020-00001				2/20/18	\$0.00
C020-00002				2/20/18	\$0.00
P020-00001				2/20/18	\$0.00
P020-00002				2/20/18	\$0.00
C020-00003				2/20/18	\$0.00
C020-00004				2/20/18	\$0.00
C020-00005				2/20/18	\$0.00
C020-00006				2/20/18	\$0.00
C020-00007				2/20/18	\$0.00
C020-00008				2/20/18	\$0.00
C020-00009				2/20/18	\$0.00
C020-00010				2/20/18	\$0.00
C020-00011				2/20/18	\$0.00
C020-00012				2/20/18	\$0.00
C020-00013				2/20/18	\$0.00
C020-00014				2/20/18	\$0.00
C020-00015				2/20/18	\$0.00
C020-00016				2/20/18	\$0.00
C020-00017				2/20/18	\$0.00
C020-00018				2/20/18	\$0.00
C020-00019				2/20/18	\$0.00
C020-00020				2/20/18	\$0.00
C020-00021				2/20/18	\$0.00
C020-00022				2/20/18	\$0.00
C020-00023				2/20/18	\$0.00
C020-00024				2/20/18	\$0.00
C020-00025				2/20/18	\$0.00
C020-00026				2/20/18	\$0.00
C020-00027				2/20/18	\$0.00
C020-00028				2/20/18	\$0.00
C020-00029				2/20/18	\$0.00
C020-00030				2/20/18	\$0.00
C020-00031				2/20/18	\$0.00
C020-00032				2/20/18	\$0.00
C020-00033				2/20/18	\$0.00
C020-00034				2/20/18	\$0.00
C020-00035				2/20/18	\$0.00
C020-00036				2/20/18	\$0.00
C020-00037				2/20/18	\$0.00
C020-00038				2/20/18	\$0.00
C020-00039				2/20/18	\$0.00
C020-00040				2/20/18	\$0.00
C020-00041				2/20/18	\$0.00
C020-00042				2/20/18	\$0.00
C020-00043				2/20/18	\$0.00
C020-00044				2/20/18	\$0.00
C020-00045				2/20/18	\$0.00
C020-00046				2/20/18	\$0.00
C020-00047				2/20/18	\$0.00
C020-00048				2/20/18	\$0.00
C020-00049				2/20/18	\$0.00
C020-00050				2/20/18	\$0.00

Total Due: \$0.00

ENTERED: 11 Total Issues: 11

Page 2 of 2

Dacra Tow Management/Administrative Tow Functionality

Towing vehicles creates a liability for any law enforcement agency. Dacra aims to reduce that exposure. Our comprehensive tow management tools provide officers with on-street tow needs such as issuance of tow receipts and seizure notices. Detailed information on violator, violation, vehicle, property inventory, concerned parties and tow yard can be manually entered or auto-filled from LEADS. Vehicles can be put into various hold statuses, such as DUI, insurance, investigative, or administrative. If the vehicle has been ordered "held" Dacra provides appropriate notification to the vehicle owner and prevents the release of the vehicle until the hold is removed. For communities that have administrative tow ordinances in place, the system provides full management of notices of seizure and any emergency hearings and then integrates with the administrative hearing module for adjudication. Dacra also issues release forms authorizing the tow company to release the impounded vehicle with proof that the citizen has paid any necessary fines. Dacra continues to track the vehicle until its final disposition.

VIOLATION #	PLATE #	VIOLATOR NAME	VIOLATOR ADDRESS	VIOLATOR CITY	VIOLATOR STATE	VIOLATOR ZIP

VIOLATION TYPE

VIOLATION CODE

VIOLATION DATE

VIOLATION TIME

VIOLATION LOCATION

VIOLATION STATUS

VIOLATION TYPE

VIOLATION CODE

VIOLATION DATE

VIOLATION TIME

VIOLATION LOCATION

VIOLATION STATUS

Additionally, an abandoned vehicle tracking module is included allowing "abandoned warning tags" to be quickly converted to a ticket and tow if not removed in the appropriate time frame. Instant reporting and tracking allow police staff to give feedback to concerned citizens on when they can expect a vehicle to be removed. Dacra's tow reporting provides instant tracking of any vehicle in your custody and care, all the way through to the final issuing of a Certificate of Purchase ensuring no vehicle is left unaddressed.

SEARCH FOR NON-HOLD	VIOLATION CODE	ADMON ON BEHALF OF OFFICE
WARRANT FOR FAILURE TO... X	74.10B	
ADMON HOLD RELEASED DATE	ADMON HOLD RELEASED TIME	
01/14/2014	11:24	
TOW OFFICER HOLD	YES	
INVENTORY NOTES		TOW NOTICE SENT DATE
LARGE QUANTITY	HANGE JBL BLUETOOTH, BICYCLE, E-CIG, CLOTHING	
		VEHICLE RELEASE DATE
		COPIES
		TITLE BURDENED
		RELEASE OTHER

**HANOVER PARK POLICE DEPARTMENT
TOW RECEIPT**

Officer Name/Badge # User, T #1010
Tow Date/Time 10/24/2014 2:43 PM Report# HP14-012345
Location of Tow THISTLE CT & GREEN BRIDGE LN

VEHICLE DESCRIPTION
Year: 2014 Make: LINCOLN Model: NAVIGATOR Color: WHITE
Plate: FAS1 Plate State: IL VIN: 1A2B3C4D5E6F7G8H9

Reason for Tow: Arrest
Towed to: Radman's
1275 Spaulding Rd.
Ely, IL 60120
847-695-8182

Insurance Note: MUST PROVIDE PROOF OF INSURANCE TO TOW COMPANY PRIOR TO RELEASE

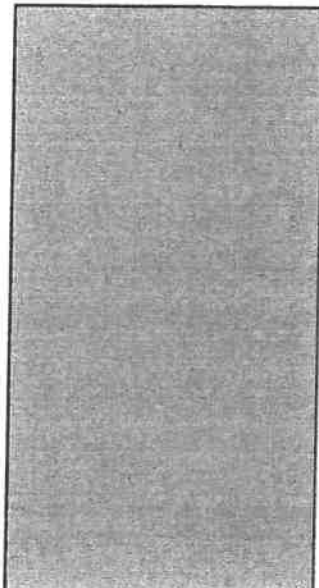
Administrative Tow Hold:
DL Exp Greater than 1 Year
MUST POST \$500 CASH BOND AT POLICE STATION PRIOR TO RELEASE - SEE BUREAU SUPERVISORY HOLD

Supervisor Authorization: _____ Badge: _____

If your vehicle has been impounded pursuant to Village of Hanover Park Municipal Code Section 62-5-001, your vehicle is eligible for release upon posting a \$500.00 administrative cash bond at the HANOVER PARK POLICE DEPARTMENT, 2011 Lake Street, Hanover Park, IL 60133, 24 hours a day. AFTER paying the applicable charges to the tow company your vehicle can be released to the registered owner.

To request a preliminary hearing, you must file a written appeal with the Chief of Police within twenty-four (24) hours of the time that the vehicle was seized. A hearing on said appeal will be held within forty-eight (48) hours from the time the vehicle was seized excluding Saturdays, Sundays, and holidays. If after a hearing is determined that the driver was not in violation of the above offenses, the vehicle will be returned without penalty or fees.

YOUR HEARING IS NOT BY LIEU OF GOING TO COURT.
If the citation issued for this offense is a "MUST APPEAR," IT WILL REQUIRE AN APPEARANCE IN COURT for the case to be heard and decided upon by the sitting judge at that time.



**HANOVER PARK POLICE DEPARTMENT
NOTICE OF VEHICLE SEIZURE**

Report # HP14-012345 Citation # T0012-000001
Vehicle Info: 2014 / LINCOLN / NAVIGATOR / FAS1
Driver Info: SOB, JOHN A -

The aforementioned vehicle has been seized because there is probable cause to believe that the vehicle was used in violation of section 62-5-001 of the Village of Hanover Park Municipal Code as the driver was arrested.

62-5-001(a)(4)
Vehicle Seizure And Impoundment W/O DL or DL Exp Greater than 1 Y
Emergency/24hr/24hr Hearing
The owner of record of any vehicle seized pursuant to violation of section 62-5-001 of the Village of Hanover Park Municipal Code has the right to appeal release of this vehicle. To request a preliminary hearing, you must file a written appeal with the Chief of Police within twenty-four (24) hours of the time that the vehicle was seized. If after the hearing it is determined that there is probable cause to believe the motor vehicle was used in violation of section 62-5-001 of the Village of Hanover Park Municipal Code, the vehicle will remain impounded unless the necessary bond is posted. If it is found that there is no such probable cause, the vehicle will be returned.

Final Hearing
If after a hearing it is determined by a preponderance of evidence that the motor vehicle was used in the commission of the aforementioned violation, the vehicle shall continue to be impounded. If the owner is found not liable, the vehicle shall be returned without penalty or other fees. If the owner fails to appear, the case will continue and the owner may be found liable.

Your final hearing will be at Hanover Park Village Hall on:
Tuesday, November 11, 2014 at 9:30 AM
IF YOU HAVE ALREADY POSTED YOUR BOND AND DO NOT WISH TO CONTEST THIS VIOLATION YOU DO NOT NEED TO APPEAR AT THIS HEARING.

For release of the vehicle, you must post a \$500.00 administrative bond with the Village of Hanover Park. The administrative bond must be paid in cash, 24 hours per day, seven days per week, at the Hanover Park Police Department, 2011 Lake Street, Hanover Park, IL 60133. Allowing and OAK T storage fees must then be paid directly to the towing company.

I certify that I personally handed a copy of the above notice to the driver identified above at the time of the alleged violation.
Officer Name/Badge # User, T #1010 Date: 10/24/2014

Dacra Hearing/Municipal Court Management Functionality

Dacra provides powerful, yet simple to use tools to effectively manage the adjudication hearing process. Pre-hearing, hearing, and post hearing processes are clearly and logically delineated. Dockets are created with one click. Respondents that appear at the hearing are checked in and prioritized for the hearing. Check-in sheets organize each case for effectively management of the hearing. Respondents at the hearing immediately receive their findings, decision, and orders. After the hearing, the system quickly generates all required notices for defaulting respondents, which can be printed and mailed, or sent as a batch PDF to a fulfillment center to print and mail. All notices sent are automatically entered into the ticket history. After-hearing reports document the dispositions of all cases, as well as the financial impact of the hearing.

Pre and Post Hearing Management Tools

PRE HEARING

GROUP BY CATEGORY

Print Docket

Docket Check in List

RESPONDENT NAME

CITATION NUMBER

Check Selected In

Rental Reassignment

Administrative Hearing Management Tools

HEARING

HAS DISPOSITION ONLY

MUST APPEAR ONLY

RESPONDENT NAME ONLY

Enter Dispositions

No Show Report

Default Unpaid Updates

Hearing officers are able to view the original citation data, any supporting evidence such as documents, photographs, and videos, and previous violator history including previous citations, warnings, and unpaid tickets.

Cases are clearly delineated as respondents present, checked in, contest-by-mail cases, and must appear cases. Hearing officers are presented with fine information, and court costs can be assigned manually or automatically, or waived at the discretion of the hearing officer. The hearing officer can adjudicate the liability and/or continue the case to a future hearing, while entering detailed notes to support his/her decision on the case. No-show violators can be automatically adjudicated as default liable in a batch process. A finding, decisions, and orders document can be printed on the spot and handed to the violator or created in a batch process after the hearing. All case history for each citation can be quickly exported on each citation to document and support the decision in case of an appeal to a higher court.

IN THE VILLAGE OF SOUTH ELGIN
DIVISION OF ADMINISTRATIVE HEARINGS

VILLAGE OF SOUTH ELGIN An Illinois Municipal Corporation

Respondent:

CHARGE:

FINES, COSTS AND ORDER

This case coming to be heard for hearing on the defendant's liability for the violation herein, his administrative hearing is held in accordance with the Illinois Administrative Hearing Law, 225 ILCS 50-0/1, et seq., and the Hearing Officer's Report is hereby presented and otherwise being held subject to the provisions of the Administrative Hearing Law, 225 ILCS 50-0/1, et seq.

LIABILITY: Not Liable Liable

FINES: \$0.00

COURT COSTS: \$0.00

SALES TAX: \$0.00

TOTAL: \$0.00

FAILURE TO WEAR PROPERLY YOURS SEATBELT

SEATBELT VIOLATION

FINES: \$50.00

COURT COSTS: \$0.00

SALES TAX: \$0.00

TOTAL: \$50.00

To pay in person, bring the violation notice of this Clerk to Village of South Elgin Village Hall first floor, 101 N. Foster St., South Elgin, IL 60177. Village Hall hours are: Monday - Friday 8:30am to 5:00pm. Drop in the turn around at Village Hall. Fee on the outside of Village Hall.

Form of payment accepted at the Village Hall: Cash, Check, Money Order, Credit Card, USA Money Card

To pay by mail, send the violation with a check or money order payable to the Village of South Elgin. Please include the ticket number on the check or money order.

Filing to pay the indicated fine within (21) days of the issuance of this determination of liability and the submission of or the failure to submit any administrative hearing procedures as set forth in Section 50-0/10 of the Village Code, shall result in the suspension of a later payment penalty fee, as outlined in the fine, resulting in the following total due:

The Village of South Elgin may use automatic means of collecting this judgment, including but not limited to suspension of Respondent's driver's license for failure to pay fines and penalties, arrest or local Respondent's vehicle.

If any person accumulates ten (10) or more total determinations of liability for speeding and parking violations, for which any fine and penalties have been assessed, the Secretary of State may suspend or revoke their driver's license.

Call SOUTH ELGIN POLICE DEPARTMENT at (815) 709-2101 if you have any questions regarding this notice.

This administrative order is authorized by Village of South Elgin ordinance and State of Illinois statute. You have the right to appeal this decision pursuant to the Illinois Administrative Hearing Law, 225 ILCS 50-0/1, et seq., by filing a proper appeal against the Village of South Elgin and other necessary parties within 30 days of the order. If you fail to pay this fine, the Village may proceed to collection.

ENTERED: January 12, 2018

S. J. P. P.

Division of Administrative Hearings

Previous Violations By Respondent

Print

Report Date: Saturday, February 24, 2018

Ticket #	Respondent	Date	Violation Code	Description	Last AM Date	Balance Due	Status
00202-000947		10/21/2017 1:35 PM	150-40	VIOLATION SEATBELT	1/10/2018	\$0.00	F
00202-000634		10/21/2017 1:37 PM	150-40	VIOLATION SEATBELT		\$0.00	P
00202-000635		12/4/2017 4:10 PM		CROSSING RED LIGHT		\$0.00	F

Showing 3 to 3 of 3 Entries

Attach Evidence Files

The screenshot displays the 'Attach Evidence Files' interface. At the top, there is a search bar and a 'Print' button. Below this, there are tabs for 'EVIDENCE FILES', 'PROMOTIONS', and 'REPORTS'. The main area contains a table with the following columns: 'FILENAME', 'NOTE', and 'INCLUDE ON TICKET'. Each row represents an evidence file and includes a 'PDF' icon and a 'NOTE' field. The 'INCLUDE ON TICKET' column has a dropdown menu with options 'Include' and 'Exclude'. The interface also includes a 'Add New Evidence' button and a 'Print' button.

Dacra Citation Payment Enforcement Functionality

A significant challenge faced by municipalities is holding violators accountable to complying with local ordinances as well as paying fines when cited for their violations. Dacra provides a number of tools to assist in enforcing the payment of these violations:

- Dacra automatically escalates unpaid fine amounts per municipal ordinance for unpaid violations with highly customizable escalation rules.
- Violations are tracked by vehicle and violator, allowing Dacra to identify habitual scofflaws. Each vehicle is then flagged as eligible for boot/impound per municipal ordinance, and the entire impound process is managed by the software.
- At 10 unpaid vehicular/parking violations, Illinois violators are eligible to have their driver's license suspended. Dacra manages this process, identifies eligible drivers by multiple criteria and produces all state-mandated notifications for suspension and reinstatement.
- For communities that require property transfer stamps upon the sale or transfer of a property, Dacra can integrate with the municipal ERP/financial system to enforce the payment of all outstanding fines before issuing the property transfer stamp.
- For communities with ordinances that deny city services for violators with too many outstanding citations, Dacra can flag such violators and track all outstanding fines.
- For communities that take advantage of the Illinois Office of the Comptroller's (IOC) Illinois Debt Recovery Offset Portal (IDROP), Dacra creates the export files for uploading to the IOC to automate a normally complex procedure.
- Dacra interfaces with commercial collection companies to easily export and import debt files, automating the process and ensuring accurate citation record keeping.

These powerful tools effectively streamline the fine enforcement process, reduce the workload on the municipal staff, and increase the rate of collection on the unpaid tickets.

Dacra Database Search Functionality

Our powerful search capability will assist in both managing the citation through its lifespan and guiding your investigative research. The user interface for searching allows date range parameters on any combination of citation fields, including ticket status, issuing officer, issuing department, RMS or dispatch report number, violation code, warning tickets, voided tickets, juvenile tickets, etc. Searches can be exact or partial data searches, and can also further include:

Violation Searches: Any combination of violation, violation type, violation location, report number, lot location, business tickets, and even whether physical evidence was collected

Vehicle Searches: Any combination of vehicle year, make, model, color, plate, vin, state, and plate expiration date

Violator Searches: Any combination of name, address, city, state, zip, date of birth, DL#, and DL State

Sample Search Screen

The screenshot shows a search interface with the following sections:

- Adjudication Ticket Search Fields:** Includes dropdowns for Ticket Type, Ticket Status, Completion Status, and Plate. Text input fields for Station Number, Handwritten #, Officer, Violation Code, First Name, and Customer ID. Date range fields for Issue Date Start and Issue Date End. Radio buttons for OK Ticketer, Unders, and Voided (Yes/No).
- Advanced Search Options:** Includes checkboxes for Warning and Physical Evidence, and a dropdown for Beat. Text input for Report #.
- Location Fields:** Includes Direction, Lot Location, Street Name (with a 'Select a Street' dropdown), and Lot Description.

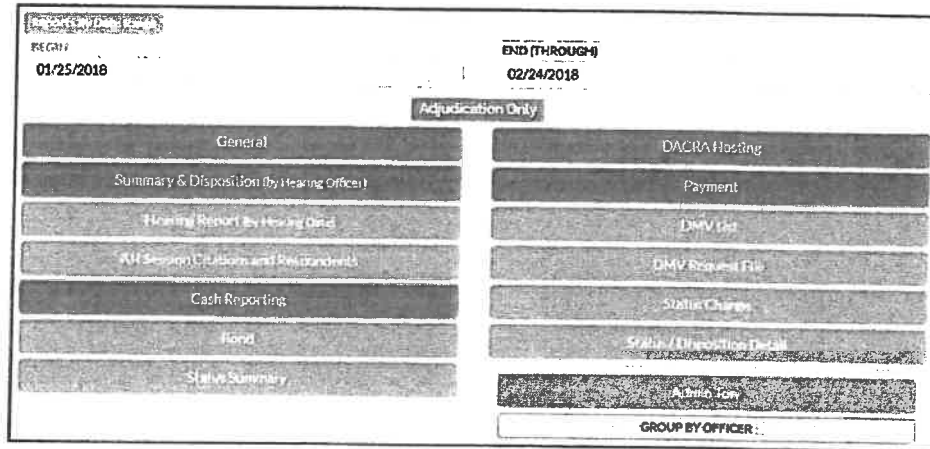
Results displayed can be narrowed further with a "contains" sub-search. Still need to work the results? Dacra has you covered. Just copy the data to your clipboard for export to Microsoft Excel, csv file, or your external software. Of course, you can always just print your data or save it as a PDF. Should you choose, search results can be shown in a heat-map for visual representation.

Citation #	Citation Date	Violation	Plate	Issuing Office	Violation
PO049-000058	02/22/2018 13:46				7001 625 ILCS 5/11-1304.5
PO066-000131	02/21/2018 03:48				7001 625 ILCS 5/11-1304.5
PO071-000021	02/20/2018 03:41				7001 625 ILCS 5/11-1304.5
PO084-000180	02/19/2018 22:27				7201UR
PO077-000101	02/17/2018 22:46				7201DR
PO048-000059	02/17/2018 13:52				7001 625 ILCS 5/11-1304.5
PO049-000053	02/17/2018 12:23				7001 625 ILCS 5/11-1304.5
PO071-000020	02/14/2018 22:20				7001 625 ILCS 5/11-1304.5
PO056-000124	02/11/2018 22:57				7001 625 ILCS 5/11-1304.5
PO013-000091	02/11/2018 11:20				7206GA

Showing 1 to 10 of 200 entries

Dacra Database Reporting Functionality

Dacra has powerful built-in reporting capability. The provided reports are based upon the direct input and feedback from our clients over the last twenty years. All reports have multiple criteria that can be selected, issuing department, officers, date ranges, violations, and much more. To keep your agency compliant with redaction rules and to comply with state privacy statutes, juvenile violations can be excluded from all reports.



All our reports are html web-based and can be printed or saved as a PDF. We also regularly build custom reports for clients, and when we do, we add them to the subscription-based system so all of our clients can benefit. Because the Dacra database engine is Microsoft SQL, it supports the ability for clients to build their own custom reports utilizing reporting tools such as Microsoft SQL Reporting Services, Crystal Reports, and others.

A Few Sample Reports:

Cash Reporting - 01/25/2018 - 02/24/2018

Citation #	Name	Paid Date	Current Post	Amount Due	Redaction	Collection Fee	Balance Due
Category: C							
C089-00085		02/09/2018	\$0.00	\$25.00	\$0.00	\$0.00	\$25.00
C089-00085		02/09/2018	\$100.00	\$25.00	\$0.00	\$0.00	\$575.00
C Totals:			\$100.00	\$1,850.00	\$0.00	\$100.00	\$1,150.00
Category: P							
P089-00130		02/09/2018	\$10.00	\$50.00	\$15.00	\$0.00	\$25.00
P089-00130		02/10/2018	\$10.00	\$125.00	\$0.00	\$0.00	\$115.00
P089-00131		02/21/2018	\$10.00	\$50.00	\$0.00	\$0.00	\$40.00
P Totals:			\$30.00	\$125.00	\$15.00	\$0.00	\$180.00
Category: T							
T004-00008		02/21/2018	\$100.00	\$200.00	\$0.00	\$0.00	\$0.00
T089-00085		02/21/2018	\$500.00	\$500.00	\$0.00	\$0.00	\$0.00
T089-00078		02/13/2018	\$7.00	\$671.00	\$0.00	\$0.00	\$0.00
T089-00079		02/21/2018	\$500.00	\$500.00	\$0.00	\$0.00	\$0.00
T089-00080		02/21/2018	\$500.00	\$500.00	\$0.00	\$0.00	\$0.00
T089-00082		02/21/2018	\$500.00	\$500.00	\$0.00	\$0.00	\$0.00
T Totals:			\$2,107.00	\$3,271.00	\$0.00	\$0.00	\$0.00
Grand Total:			\$2,237.00	\$5,676.00	\$15.00	\$100.00	\$1,330.00

Violations by Date Range - 01/25/2018 - 02/24/2018

Citation Number Handwritten#	Name/Company	Location	Date / Time	Amt Due	Pd Amt	Bal Due
Adjudication Tickets						
C0699-000098		107 OAK	02/13/2018 11:18 PM	\$175.00	\$0.00	\$175.00
C0699-000102		107 OAK	02/14/2018 10:28 AM	\$0.00	\$0.00	\$0.00
Violation: 10-18(a)(4).		(CLASS AA OR AAA) UNLAWFULLY PERMITTED THE SALE, OFFERED FOR SALE, GAVE AWAY OR DELIVERED ANY ALCOHOLIC LIQUOR EXCEPT THAT THE SALE OF ALCOHOLIC LIQUOR IN THE ORIGINAL PACKAGE FOR CONSUMPTION OFF THE PREMISES OUTSIDE PERMITTED HOURS.				
C0699-000099		107 OAK	02/13/2018 11:18 PM	\$0.00	\$0.00	\$0.00
C0699-000101		107 OAK	02/13/2018 11:18 PM	\$0.00	\$0.00	\$0.00
Violation: 10-24(a).		UNLAWFULLY WORK IN OR ABOUT ANY PREMISE OR TO ENGAGE IN ANY WAY IN THE HANDLING, PREPARATION OR DISTRIBUTION OF SUCH LIQUOR IF THE PERSON IS AFFLICTED WITH OR IS A CARRIER OF ANY CONTAGIOUS, INFECTIOUS OR VENEREAL DISEASE.				
C0699-000100		107 OAK	02/13/2018 11:18 PM	\$0.00	\$0.00	\$0.00
Violation: 110 - 6.2.4(e)(1)		VEHICLE FOR SALE IN NON RESIDENTIAL AREA				
P0699-001306		ABERDEEN	02/13/2018 05:54 PM	\$50.00	\$0.00	\$50.00
P0699-001309		ABERDEEN	02/19/2018 11:59 PM	\$0.00	\$0.00	\$0.00
P0699-001310		ABERDEEN	02/20/2018 12:21 AM	\$50.00	\$0.00	\$50.00
P0699-001311		ABERDEEN	02/20/2018 12:46 AM	\$50.00	\$10.00	\$40.00
P0699-001312		ADAMS	02/21/2018 02:00 PM	\$0.00	\$0.00	\$0.00

Dacra Data Exporting Capability

Dacra has extensive data export capabilities built in that can be utilized by the system users without any programming experience. This includes comma-separated text files (CSV), Copy and Paste to Excel, PDF, and Google Maps Heatmap data. The user can just click on to the required export format:

Heatmap
Export Options:

Copy

CSV

PDF

Print

SHOW 100 ENTRIES

Exports to external software systems are available. A number of interfaces have already been built for communication to external software systems via XML, our preferred export method.

There are also certain pre-formatted export files that comply with external state requirements, such as Illinois Department of Transportation Racial Profiling requirements and Illinois Comptroller's Office Debt Recovery Offset Portal (IDROP) requirements. Collections company export files are in Excel format.

Exports of citation data to be submitted to circuit courts are set up in the custom format requirements demanded by individual counties such as Cook and DuPage (IUCS/LEADER).

The moving violation data structure is submitted to circuit courts in either Cook County or, for all other counties, Administrative Office of the Illinois Courts (AOIC) formats.

Dacra Municipal Enforcement Software – Scope of Service Technical Specifications

Dacra Security Architecture

Dacra is designed for the highest levels of security and is fully compliant with the FBI's Criminal Justice Information Services (CJIS). All requirements of the latest 2017 CJIS Security Policy v5.6 are supported and exceeded. The Dacra security capabilities are modular and multi-leveled and include extensive built-in auditing features. Security capabilities are managed at the web service level, the SQL database level, and at the application level.

Connectivity to Dacra Web Service: Connectivity for accessing the Dacra web service on a Microsoft IIS web service is controlled via Microsoft Active Directory. This allows for highly granular access control policies, time out restrictions, password security policies, advanced user authentication such as biometric two-factor authentication, detailed auditing, and information security event logging.

Data Encryption: Dacra supports encryption for the connectivity of the client to the server, called Data in Transit, as well as the server itself, called Data At Rest. The Data in Transit between the client front end and the server back end supports FIPS 140-2 certified encryption with a key of at least 128 bit strength. The Data at Rest encryption supports FIPS 197 (AES) certified encryption with at least 256 bit strength and is accomplished via Microsoft BitLocker.

Partitioning of User Interface and Database: The Dacra system partitions the front-end user interface from the back-end database and supports independently controlled security mechanisms at the IIS level, Active Directory service account and user level, at the SQL Server level, and internal application level containing roles and features assigned per department or user, as well as custom roles.

Entity Framework Modularity: Dacra is built with Microsoft's .NET Entity Framework technology. This means that the front-end client (always the most vulnerable part to malware or other intrusion) does not have direct access to the SQL database itself. The Entity Framework middleware layer handles all communication between the web front end and the SQL back end, and greatly reduces vulnerability from a compromised computer workstation or advanced threats such as SQL injection attacks.

Application User Roles: Dacra currently has almost fifty discrete internal user application roles that govern what parts of the system a user has access to. This allows granular control of aspects such as what citations a user can create, who can modify created citations, who can accept payments, who can access what reports, who can create and send notices, and much more. These roles can be assigned to pre-defined groups such as regular police officers, code enforcement officers, hearing officers, finance staff, etc., or can be assigned to individual users (i.e. super users, administrators, etc.) as needed.

Auditing: Dacra has extensive built-in auditing that logs any transaction or change that has a financial or other significant impact on a citation. It logs what the change was, who the logged-in user was, date and time stamps it, and records both the old value and the new changed value. It should be noted that a citation can be placed in "void" or "non-suit" status, but not deleted from the system.

Dacra Logging, Auditing, and Troubleshooting Tools

Because Dacra is built for non-stop operation in the largest customer environments, it contains extensive logging of system-wide processes, as well as error-checking, error-handling, logging, and troubleshooting tools. If the system handles the error, it instantly notifies the user about the exact problem, and allows the user to correct the cause. If it is an unhandled error, it will display the error to the user and log it to the program log. All errors logged to the program log are viewable and searchable by permissioned users and admins. These enterprise software level features allow for optimal system performance and uptime, improved training of system users, and a very high level of security.

In addition to errors, Dacra logs, tracks, and allows for searching for many system processes. This provides improved troubleshooting, verification of task completion, and performance metrics such as Report Started and Report Completed. This level of visibility into the system processes allows for easy optimization of system performance, identification of common user errors, and even errors by a particular user:

Ticket Entry Errors by Users:

Log Date/Time	Title	Description	Category	User	Creation #
02/22/2018 02:26 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 01:25 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 02:20 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 02:17 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 02:10 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 02:08 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 02:07 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 02:04 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 02:02 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001
02/22/2018 02:01 PM	A default AM Session was not set.	Default AM Session ID	Ticket	ITS, I	AD699-000001

Log of All Actions by a Particular User:

Log Date/Time	Title	Description	Category
02/24/2018 02:58 PM	Reports - Payment report completed	Payment report completed	Report Completed
02/24/2018 02:58 PM	Reports - Payment report started	Payment report started	Report Started
02/24/2018 02:56 PM	Reports - Officer Activity report completed	Officer Activity report completed	Task Completed
02/24/2018 02:56 PM	Reports - Officer Activity report started	Officer Activity report started	Report Started
02/24/2018 02:50 PM	Reports - Violation report completed	Violation report completed	Task Completed
02/24/2018 02:50 PM	Reports - Violation report started	Violation report started	Report Started
02/24/2018 02:20 PM	Reports - Cash Reporting report completed	Cash Reporting report completed	Task Completed
02/24/2018 02:20 PM	Reports - Cash Reporting report started	Cash Reporting report started	Report Started
02/24/2018 02:20 PM	Reports - Ticket Summary and Disposition by Hourly Officer report completed	Ticket Summary and Disposition by Hourly Officer report completed	Task Completed
02/24/2018 02:20 PM	Reports - Ticket Summary and Disposition by Hourly Officer report started	Ticket Summary and Disposition by Hourly Officer report started	Report Started

Platforms supported by Dacra

Dacra is composed of a browser-based front-end client that runs on Microsoft's IIS Server. The program is browser agnostic, and has been tested to work with Google Chrome, Microsoft Internet Explorer, Microsoft Edge, Apple Safari (on iOS) and Firefox. Currently, most clients prefer Google Chrome. The platforms that are supported by Dacra are Microsoft Windows (7 or higher), including touch-screen optimizations, Apple iOS (both iPad and

iPhone), and Android (only extensively tested on Samsung Galaxy tablet). The back end runs on Microsoft SQL Server (2008 or higher, but 2012 or higher preferred).

Dacra is provided as either an on-premise or cloud-based solution

Dacra is provided as either an on-premise or cloud-based solution. The two offerings are identical in technology and functionality. The primary differences are where the server is located, who is responsible for licensing, maintaining and backing up the server, and the pricing structure of the offerings.

The on-premise solution resides on the municipality's servers, and the municipality is responsible for all licensing of the server operating systems, SQL database licenses, and other utility systems such as anti-malware, backup software, etc. The primary advantage of the on-premise solution is that it can be easier to implement connectivity to other on-premise systems, as there is no need for VPN tunnels and complex security configurations.

The cloud solution is hosted on our servers, which are optimally tuned and maintained by our staff for this specific environment. We are responsible for all server system licensing, security, support and maintenance, and backups. Our hosted service is CJIS compliant, our staff has undergone fingerprinting and background checks, and are LEADS certified. The cloud service complies or exceeds all specifications of the FBI 2017 CJIS Security Policy v5.6.

Optimal and minimum network requirements

Because Dacra is a web-based host system, the network requirements for the client workstations are minimal. The network connectivity from the client to the server should be mid-level LTE or better. On a local area network, gigabit Ethernet or better is optimum. Sub-LTE level connectivity in the field can slow photographic evidence file uploads to the server.

Optimal and minimum database requirement

Minimum database requirement is Microsoft SQL Server 2008. SQL Server 2012 or newer is optimal. Database storage size is very compact, due to a proprietary technological solution that minimizes such storage. 16 GB RAM or higher is recommended for the SQL database.

Optimal and minimum server requirements

Dacra requires a Microsoft SQL database and a Microsoft IIS Server web server. The supported server operating system is Windows Server 2012 or newer. Virtual servers are supported. Ideally, the SQL Server and the IIS Server are separate dedicated virtual servers with at least 16 GB of RAM for each environment. An additional file server share needs to be dedicated to storing evidence files associated with citations. These files may be documents, photo images, video, or other files. A minimum of 100 GB of disk space is recommended.

Optimal and minimum desktop/client requirements

The Dacra client is accessed via a web browser. Google Chrome is preferred, but Microsoft Internet Explorer, Microsoft Edge, and Firefox all work. Windows 7 or newer operating systems work, with Windows 8.x or 10 recommended. Dacra is also supported on Microsoft Windows touch-screen Tablets with Windows 8 or newer. Apple IOS on iPad or iPhone are also supported via both Chrome and Safari web browsers.

Server virtualization

Virtual server environments are recommended. Dacra supports and runs within both Microsoft Hyper-V and VMWare environments.

1-5 Year expected size of the database

The Dacra database is highly optimized for performance and availability, which necessitates keeping the database small and efficient. With proper SQL database maintenance and optimization, it is anticipated that the five-year database size would be under 10 GB in size, and more likely under 5 GB. For systems that we host, we perform all SQL optimization and maintenance.

Managing and customizing data in Dacra

Dacra employs a robust and flexible methodology for adding, changing, or customizing data, much of which can be done by the client through provided user interfaces. For example, changing the text of various notices or letters, adding or modifying street or property tables, customizing violation specific data, managing users and user groups, and more can all be done by the client's users in the Admin Utility. Furthermore, Dacra has extensive customization capability for actual processes and work flows within the system to adapt to specific client needs. These customizations become part of the source code of the system and are carried forward to all future release versions. This innovative technology was originally developed by us for our county software systems and it has been extensively and successfully proven over the last eight years in both our county and municipal systems.

Dacra capacity, performance and availability metrics

The Dacra system is highly optimized for maximum performance and uptime. It is designed to run in a virtual infrastructure environment for high availability and ease of provisioning of RAM and disk storage. The system utilizes hyper-threading to keep user interface response in sub-second to a few seconds. The database is highly optimized with indexes and views. Dacra's proprietary technology makes database performance and backups ultra-fast. Most reports run in a matter of a couple of seconds. When a client identifies a function that takes longer than several seconds to run, we implement optimizations to increase the speed.

Our hosted Dacra systems had no unplanned downtime in the last three years. We guarantee 99.9% uptime. Dacra system updates are generally implemented quarterly. They are scheduled with the client and they typically last less than ten minutes. In the rare case when Microsoft releases critical server software updates requiring a system reboot, we will generally do that outside the quarterly schedule, and always with prior notification to the client.

LEADS interface architecture

We utilize our own LEADS data parser to parse the data from your current LEADS provider system file and auto-fill Dacra citation fields with it. The only data we access is the violator name, address, date of birth, driver's license number, and vehicle plate, make and model. This allows for quick and efficient citation completion. We chose to not run our own LEADS system, but utilize the existing system used by the police agency in order to accomplish two primary goals. First, since we do not directly access CJIS databases we do not create an unnecessary security exposure. Proudly, in 2017, two of our clients, Elgin and South Elgin, underwent CJIS compliance audits in 2017 and neither had concerns identified with Dacra software. Second, it gives us the flexibility to work with the police agencies preferred LEADS provider making the transition to e-citations simpler for officers. We have successfully integrated with five different LEADS providers over the years.

Dacra Municipal Enforcement Software - Scope of Service Project Schedule

The following schedule reflects a 120 day go-live timeline. This plan can be accomplished but requires dedicated effort from all key project staff to complete this project within this desired timeframe.

Step 1: Process Analysis - Month 1

The project begins with a kickoff meeting attended by representatives from each department involved in the process. The next few weeks are spent meeting with each citation-issuing department, finance department, and IT department to identify all existing process and systems involved. Current violation, adjudication, and fine collections ordinances and processes are identified and analyzed. Any potential process or ordinance change recommendations that might improve upon the existing ones are presented.

Deliverable: Analysis of current processes, recommendations, agreement on implementation

Step 2: Data Gathering - Month 1

Concurrently with Step 1, client is provided with tools and explanations for compiling relevant data that need to be set up in the server: personnel; hearing times, dates, and locations; violation codes; municipal seal; verbiage for citations and notices; etc. Needed interfaces and connectivity methodologies are agreed upon for connectivity to external systems. Client produces all needed data for the new system.

Deliverable: Agreement on design and methodology of interfaces. Client provides required data

Step 3: Test Environment - Month 2

The Dacra system is built, configured, and tested by IT-Stability staff. Our staff imports all assembled client data and perform final internal testing. Client staff is given access to the new system and guided on testing each individual component.

Deliverables: Functioning Test environment

Step 4: External System Integrations - Month 2 and 3

During this time, external system integrations, such as connectivity to finance systems, LEADS integrations, etc., are built and tested by our team, the client's IT staff, and any relevant third-party vendor.

Deliverables: Functioning and tested interfaces between Dacra and external systems

Step 5: Validation - Month 3

All relevant documents such as citation, notices, etc. are printed from the system and provided to municipal legal counsel for review or modification. Any required verbiage modification to those documents are implemented.

Deliverables: All statutorily required processes are completed and validated

Step 6: Training and Field Testing - Month 4

Training of all staff and final field testing by officers in the field occurs. One week before going live, the test environment is migrated to the live environment, and final testing and sign-off by client staff occurs.

Deliverables: Completed testing and client sign-off for going live

Step 7: Go Live! - First Of The Month Following Step 6

Our staff is present on-site during go-live to assist with any questions or issues and coordinate offsite resources.

Deliverables: A new fully functioning Municipal Enforcement System

Dacra Municipal Enforcement Software - Scope of Service Training and Service Support

Dacra's Training Methodology

Over the past two decades, Dacra has been successfully deployed by preparing our clients using a "Train the Trainers" approach. Based on the theory that it is best to *teach a man to fish*, we build a team of highly trained experts within the organization who serve as the foundation of functional knowledge with respect to Dacra. From cities like Elgin with populations over 100,000, to communities like Creve-Coeur with a population of 5,000, this model has been proven time and again. Our approach builds a strong internal team with capable peer support by integrating software usage instruction with the critical agency specific policies and procedure training. Throughout our dozens of deployments, we have found three keys to success in this arena 1) Select the right people to serve on this team; 2) Train them extensively; and 3) Continue to provide the super-users the necessary support to ensure the successful agency-wide use of Dacra. The process is as follows:

Super-User/System Administrator Training (8 Hours)

Eight hours of in-depth training will fully prepare your power users. This training covers all functionality areas of Dacra as well as focusing on best industry practices in municipal adjudication and violation enforcement. While this session can be accomplished in one full day, we find that our clients retain more when we split this into two 4-hour blocks.

For super-users, this is really only the formal "classroom" training. We are always available and easily accessible for any questions that may arise. We will specifically assign one member of our staff to your community to serve as front-line customer support. Not a call center. Not a random person. A member of *our* team who is specifically dedicated to making sure *your* team is fully supported throughout their training cycle and beyond.

IT System Administrator Training (2 Hours)

We will make sure your IT staff is well versed in setting up system servers where necessary, and access portal configurations and interfaces to ensure seamless operation and communication. As we use industry standard processes, this can generally be accomplished in a two-hour remote session between Dacra and municipal IT staff.

Basic User Training – Field Enforcement Staff (1.5 Hours)

Ninety-minute training sessions are generally all that is needed for your field enforcement teams, usually less for staff currently entering citations electronically. This session covers all aspects of creating citations and searching through previous violators for investigative purposes. It also focuses on best practices in documenting the violation to make a strong case. Our staff will teach the first training session, with your train-the-trainer staff observing. The second training session will be taught by your staff, with our staff in attendance for corrections or to answer questions your staff may find too difficult. Subsequent sessions are then taught by your internal staff.

Basic User Training – Administrative Hearing Officer (1 Hour)

A one-hour training session will be held to train the client's selected hearing officer or administrative law judge in utilizing the system during hearings for the efficient issuing of Findings, Dispositions, and Orders. This training also focuses on how best to document the basis for the hearing officer's decisions on cases heard in order to build a strong case in the event of a violator appeal, a key step in safeguarding violator due process.

Basic User Training – Administrative Hearing Staff (3 Hours)

There are many moving parts to a successful hearing and we have consistently found that our clients take advantage of the "new software" opportunity to refine other hearing room practices and procedures. Therefore,

in preparation for the first public hearing utilizing Dacra, we host a mock hearing that tests all aspects of effectively managing the hearing process with our software and any modified best practices that may have arisen during the deployment of such a system. This mock hearing training ensures your staff is comfortable with all aspects of hearing room management before going live with citizens.

Ongoing Training Support (Unlimited)

It is not enough to simply teach staff and send them on their way. To help our clients get the most out of our system, we take pride in the ongoing partnerships forged to answer best practices and process questions. This is just another reason that partnering with Dacra forms the solid foundation on which your effective municipal enforcement system is built.

As an example of this belief occurs approximately thirty-five days after the first public hearing, we will revisit your team to perform a short training session that circles back to prior training, discussing statutory procedures that arise in the final stages of violation enforcement. While Dacra software manages these items for you, (i.e. violator notices, requests to vacate defaults, assigning new hearings) it is important that your staff understands all aspects of providing violator due process accurately. This is also the time we revisit key topics of best practices for outstanding debt collection such as boot and impound programs, suspension of driver’s licenses, and sending unpaid fines to a collections vendor as well as the Illinois Debt Recovery Offset Portal (IDROP) program.

Dacra Service Level Agreement

While we pride ourselves on our stable software platform, issues needing support do arise from time to time. We are dedicated to providing the highest level of both technical and informational support to our clients. In order to prepare for effectively supporting and developing the Dacra system, we have spent many hours in the field, in squad cars, and offices shadowing clients to experience first-hand exactly what issues users encounter. We have attended over one hundred adjudication hearings with multiple hearing officers from the smallest communities to the second most populous county in the United States. We have sat with our clients processing citations, and just generally using our software, and that has enabled us to assemble some of the best practices in this industry. This field experience affords us the knowledge necessary to understand the challenges our users face and how to quickly troubleshoot issues.

Help desks can be frustrating to use, particularly when there is no human interaction to communicate with regarding technological issues. Due to our ideal size we have the opportunity to take a different approach to support. Our staff develop strong working relationships with your key staff who are then provided with direct access to relevant Dacra employees, via direct email and cell phone contacts so they can troubleshoot together. We believe this “help desk” format provides a higher level of support than multi-layered help desks.

As a means of formalizing our approach, standard support is included for all our clients at no extra charge during regular business hours, Monday through Friday, 8:00 am to 5:00 pm CST, via both phone and email (excluding holidays). In addition, for our hosted clients, critical server processes are monitored and supported 24/7/365. Our standard support response process:

Dacra Service Request Response Matrix		
<i>Priority</i>	<i>Example</i>	<i>Response Time</i>
Urgent	Dacra critical and time-sensitive component down	1 Hour
High	Technical issue impeding time-sensitive work	4 Hours
Normal	Minor issues and usage or configuration questions	Within 1 Bus. Day

Service Level Guarantee

Dacra guarantees 99.9% uptime. We can do this confidently as we have had zero unplanned downtimes throughout our time hosting clients over the past decade.

Software Upgrades

For each hosted client, we maintain a LIVE environment and a TEST environment. After internal testing by our own staff, significant updates are first deployed to the client TEST environment, where the client staff can test. Once the client approves, we schedule deployment to the LIVE environment. Software bugs in live environments are always prioritized and addressed as a high priority item.

Backup and Disaster Recovery Procedures

We utilize a robust state-of-the-art backup and disaster recovery methodology. Our off-site data center employs Microsoft's server technologies and is fully virtualized, including redundant on-line and near-line servers. Using Hyper-V Live Migration, virtual servers can be moved at will between physical servers, so server maintenance and upgrades can occur without downtime.

Currently, we use the "3-2-1" backup methodology; three secure copies of the data, two different mediums, and one copy offsite. Three secure copies are: a) local shadow copy on the Virtual Servers, b) nightly full backup to a network SAN, and c) an encrypted offsite backup to the Servosity cloud service. We also use Servosity's offsite retention policy; the nightly backup keeps application data for one week, the Monday backup keeps data for 6 months, and the first backup of the month keeps data for one year.

For Disaster Recovery we use Hyper-V replica with a 5-minute sync interval to an offsite server with a manual external DNS update if a failover were to occur.

All backups and replications, servers and Network SAN, are setup to notify on failure and are reviewed daily and audited twice a month for data integrity.

Server Backup:

We backup the Virtual Machines themselves, e.g. the Servers that run IIS, SQL and IDS/IPS services, as well as the application data, nightly with Windows Shadow Copy, for one "local server" backup, and one "off server" backup to a network SAN. The Virtual Machine backups that are on the SAN are retained for 4 weeks. The SAN that stores the backups has a RAID 50 Array that allows for four concurrent drive failures, with use of two hot spares, before any data loss occurs.

Application Backup:

For Application Data backup we use Windows Shadow Copies within the Virtual Machine for near zero recovery time of data as well as Servosity integration with SQL Server and Windows Server to back up data offsite. The Application Data is also backed up with the nightly Virtual Machine backup to the Network SAN for separation of medium.

Disaster Recovery:

For Disaster Recovery we use Hyper-V replica to replicate the Virtual Machines Servers through a secure VPN to an offsite location that receives the current state of the Virtual Machines every 5 minutes. If our primary site fails, we can spin up the Virtual Machines on the Replica Server and update DNS to point to the secondary site. Below is a diagram of our solution.

Dacra Municipal Enforcement Software "Software as a Service" Agreement

This Dacra SaaS Agreement ("Agreement") is made and entered into on this date, _____, (the "Effective Date") by and between IT-Stability Systems LLC ("IT-Stability" or a "Party"), an Illinois Limited Liability Company with its principal place of business at 1845 Grandstand Place, Elgin, IL 60123, and The Village of Lombard ("Client" or a "Party"), an Illinois municipal corporation with its principal place of business at 253 E. Wilson, Lombard, Illinois 60148. IT-Stability and the Village shall be together referred to as the "Parties."

Whereas IT-Stability designs, develops, licenses, and supports Dacra, which is municipal enforcement management system software; and

Whereas, Client desires to enter into an agreement with IT-Stability for IT-Stability to set-up, license, and support Dacra for use by Client; and

Whereas, Client is authorized by the Illinois Municipal Code (65 ILCS 5/1 et seq.) to enter into contracts with parties to obtain goods and services; and

The Parties hereto agree as follows:

1. Contract Period

The initial period of this Agreement begins when signed by Client and IT-Stability representatives and continues for two (2) years from that date. IT-Stability shall propose any requested modifications to the Agreement for subsequent Agreement periods, ninety (90) days prior to the current period expiration date.

2. Price, Billing and Payment

In exchange for Client's licensed use of Dacra software and features as outlined in Appendix A, IT-Stability will invoice for, and Client will pay, a setup fee and monthly software subscription fees as outlined in Appendix B of this agreement. All payments are due within 30 days of the invoice date. Dacra Licensed Services ("the "Services" "Software" or the "System") may be suspended or terminated if payments are not received according to these terms as per Section 11. Any additional services shall be mutually agreed upon in writing prior to work being performed or invoiced.

3. Representations and Warranties

General. Each Party represents and warrants that it has the right and authority to enter into this Agreement, and that by entering into this Agreement, it will not violate, conflict with or cause a material default under any other contract, agreement, indenture, decree, judgment, undertaking, conveyance, lien or encumbrance to which it is a party or by which it or any of its property is or may become subject or bound.

Compliance with the Laws. Each Party represents and warrants that no consent, approval or authorization of or designation, declaration or filing with any governmental authority is required in connection with the valid execution, delivery, and performance of this Agreement. Each Party shall, at its own expense, comply with all laws, regulations and other legal requirements that apply to it and this Agreement, including copyright, privacy and communications decency laws. IT-Stability agrees to the provisions and conditions of Compliance Affidavit Attachment C.

Acceptable Use. Client may use the Software and System only for purposes of issuing, managing, and adjudicating citations issued by the Client and for no other purpose. Any use of the Software shall remain subject to all terms and conditions of this Agreement. Client is solely responsible for the content of any postings, data, or transmissions using the Services, or any other use of the Services by Client or by any person or entity Client permits to access the Services. Client represents and warrants that it will: (a) not intentionally use the Services in a manner that: (i) is prohibited by any law or regulation, or to facilitate the violation of any law or regulation; or (ii) will disrupt a third parties' similar use or Licensed Materials; (b) not violate or tamper with the security of any IT-Stability computer equipment or program. If IT-Stability has reasonable

grounds to believe that Client is utilizing the Services for any such illegal or disruptive purpose IT-Stability may suspend the Services immediately with or without notice to Client. IT-Stability may terminate the Agreement as contemplated in Section 11 if Client in fact fails to adhere to the foregoing acceptable use standards.

THE WARRANTIES SET FORTH IN THIS SECTION 3, IN SECTION 10, AND ON ATTACHMENT C ARE THE ONLY WARRANTIES MADE BY IT-STABILITY. IT-STABILITY MAKES NO OTHER WARRANTIES OF ANY KIND, EXPRESS OR IMPLIED, WITH RESPECT TO THE SERVICES, ANY RELATED SERVICE OR SOFTWARE. IT-STABILITY HEREBY EXPRESSLY DISCLAIMS ANY IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR IMPLIED WARRANTIES ARISING FROM A COURSE OF DEALING OR PERFORMANCE. NO ORAL OR WRITTEN INFORMATION GIVEN BY IT-STABILITY, ITS EMPLOYEES, LICENSORS, OR THE LIKE WILL CREATE A WARRANTY.

4. Limitation of Liability

EXCEPT AS PROVIDED IN THE ADDENDUM ON ATTACHMENT C AND IN THIS SECTION, UNDER NO CIRCUMSTANCES WILL IT-STABILITY OR ANYONE ELSE INVOLVED IN ADMINISTERING, DISTRIBUTING OR PROVIDING THE SERVICES, BE LIABLE FOR ANY INDIRECT, INCIDENTAL, SPECIAL OR CONSEQUENTIAL DAMAGES THAT RESULT FROM THE USE OF OR INABILITY TO USE THE SERVICES, INCLUDING BUT NOT LIMITED TO LOSS OF REVENUE OR LOST PROFITS, OR DAMAGES THAT RESULT FROM MISTAKES, OMISSIONS, INTERRUPTIONS, DELETION OF FILES OR EMAIL, ERRORS, DEFECTS, VIRUSES, DELAYS IN OPERATION OR TRANSMISSION, FAILURE OF PERFORMANCE, THEFT, DESTRUCTION OR UNAUTHORIZED ACCESS TO IT-STABILITY'S RECORDS, PROGRAMS OR SERVICES, EVEN IF SUCH PARTY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. IN THE EVENT OF ANY BREACH BY IT-STABILITY OF THIS AGREEMENT, IT-STABILITY'S LIABILITY TO CLIENT WILL NOT EXCEED THE AMOUNT PAID TO IT-STABILITY BY CLIENT DURING THE PREVIOUS THREE MONTHS.

NO INFRINGEMENT: IT-Stability warrants the Licensed Material will not infringe any patent, trademarks, copyright or any proprietary rights of a third party or constitute a misuse or misappropriation of a trade secret. Client shall notify IT-Stability promptly in writing of any known action brought against Client based on an allegation that Client's use of any materials infringes any patent, trademark, copyright, or infringes any right of a third party, or constitutes misuse or misappropriation of a trade secret ("Infringement"). IT-Stability will defend, indemnify and hold Client harmless from any such action at IT-Stability's sole expense, provided that IT-Stability shall have the sole control of the defense of any such action, all negotiations and/or its settlement, and Client reasonably cooperates with IT-Stability in such defense. In the event that a final injunction is obtained against Client's use of the Services by reason of an Infringement or Client is otherwise prohibited from using same, IT-Stability shall to the extent possible and at its expense, within sixty (60) days, either (a) procure for Client the right to continue to use the Services that are infringing, or (b) replace or modify the Services to make its use non-infringing while being capable of performing the same function. If neither option is available to IT-Stability, then Client, at Client's option, may terminate this Agreement without penalty or further payment other than payment of fees for use of the Services prior to said termination.

5. Confidential Information

Definition. For purposes of this Agreement "Confidential Information" shall mean information including, without limitation, all Client data, computer programs, code, algorithms, names and expertise of employees and consultants, know-how, formulas, processes, ideas, inventions (whether patentable or not), schematics and other technical, business, financial and product development plans, forecasts, strategies and information marked "Confidential", or if disclosed verbally, is identified as confidential at the time of disclosure. In addition to the foregoing, Confidential Information shall include third party software, if any, that may be provided to Client under this Agreement, including any related source or object codes, technical data, data output of such software, documentation, or correspondence owned by the applicable licensor. Confidential Information excludes information that: (i) was or becomes publicly known through no fault of the receiving Party; (ii) was rightfully known or becomes rightfully known to the receiving Party without confidential or proprietary restriction from a source other than the disclosing Party; (iii) is independently developed by the receiving Party without the participation of individuals who have had access to the Confidential Information; (iv) is approved by the disclosing Party for disclosure without restriction in a written document which is signed by a duly authorized officer of such disclosing Party; and (v) the receiving Party is legally compelled to disclose; provided, however, that prior to any such compelled disclosure, the receiving Party will (a) assert the privileged and confidential nature of the Confidential Information against the third party seeking disclosure and (b) cooperate fully with the disclosing Party in protecting against any such disclosure and/or

obtaining a protective order narrowing the scope of such disclosure and/or use of the Confidential Information. In the event that such protection against disclosure is not obtained, the receiving Party will be entitled to disclose the Confidential Information, but only as, and to the extent, necessary to legally comply with such compelled disclosure.

Nondisclosure

During the term of this Agreement and for a period of two (2) years thereafter, each Party agrees to maintain all Confidential Information in confidence to the same extent that it protects its own similar Confidential Information, but in no event using less than reasonable care, and to use such Confidential Information only as permitted under this Agreement; Each Party agrees to only disclose the other Party's Confidential Information to its employees: (a) with a need to know to further permitted uses of such information; and (b) who are informed of the nondisclosure/ non-use obligations imposed by this §5. Both parties shall take steps each determines appropriate to implement and enforce such non-disclosure/non-use obligations.

Injunctive Relief. In the event of an actual or threatened breach of the above confidentiality provisions, the non-breaching Party will have no adequate remedy at law and will be entitled to immediate injunctive and other equitable relief, without bond and without the necessity of showing actual money damages.

6. Client Responsibility

Client is solely responsible for the supervision, management, and control of its use of the Software, and shall defend, indemnify and hold harmless IT-Stability from and against all liabilities and costs (including reasonable attorneys' fees) arising from any third-party claims by any person based upon the usage of the Software, including the unauthorized release of any personally identifiable information as defined by federal and state law.

Client shall use the Services only for lawful purposes. To the extent deemed necessary by Client, Client shall implement security procedures necessary to limit access to the Services to Client's authorized users and shall maintain a procedure external to the Services for reconstruction of lost or altered files, data or programs.

Client is responsible for establishing designated points of contact to interface with IT-Stability, acceptable hardware, and a sufficient network environment such that Dacra can be effectively used as intended by the parties. Client shall provide all necessary data within 45 days of the contract date in order to ensure a go-live date 90 days after the contract date.

7. Licenses

IT-Stability hereby grants to Client a personal, nonexclusive, nontransferable license during the term of this Agreement to use, in object code form, all software and related documentation provided by IT-Stability ("Licensed Material"), which may be furnished to Client under this Agreement. Client is not permitted to resell or lease Dacra services to any third-party client.

Client agrees to use commercially reasonable efforts to ensure that its employees and users of all Licensed Material hereunder comply with the terms and conditions set out in this Agreement. Client also agrees to refrain from taking any steps, such as reverse assembly or reverse compilation, to derive a source code equivalent to the Licensed Material. All Licensed Material furnished to Client under this Agreement shall be used by Client only for Client's internal business purposes, shall not be reproduced or copied in whole or in part, and shall not be removed from the United States.

8. Client Data

All citation and hearing data, which may include personally identifiable information, is owned by Client and is to be held as confidential. Quarterly, client may receive a backup of data upon request in a .BAK format and is responsible for all data security and records retention as may be required by federal and state law. Upon termination of the Agreement, IT-Stability will provide a final back-up of client data. Sixty (60) days after delivery of the final back-up, IT-Stability will discard and delete all client data.

All right, title and interest in and to the Licensed Material, and all copyrights, patents, trademarks, service marks or other intellectual property or proprietary rights relating thereto, belong exclusively to IT-Stability. Any modification to the

Software performed by Client directly or indirectly extending the current capabilities shall be the property of IT-Stability and all copyrights and other rights are hereby assigned to IT-Stability.

9. CJIS Compliance

Where necessary and practical, IT-Stability will be in compliance with all Criminal Justice Information Services (CJIS) requirements and certifications.

10. Service Performance Guarantees

IT-Stability guarantees 99.9% availability of Dacra services excluding brief scheduled maintenance. If an unplanned Dacra outage leads to a credit request, said request will be calculated by an hourly proration of the minimum monthly payment. IT-Stability approved credits will be deducted from the next monthly subscription invoice.

All claims are subject to review and verification by IT-Stability.

11. Termination

If a Party fails to perform or observe any material term or condition of this Agreement and the failure continues unremedied for thirty (30) days after receipt of written notice, the other Party may terminate this agreement.

This Agreement may be terminated immediately upon written notice by either Party if the other Party becomes insolvent or involved in a liquidation or termination of business, files a bankruptcy petition, has an involuntary bankruptcy petition filed against it (if not dismissed within thirty days of filing), becomes adjudicated bankrupt, or becomes involved in an assignment for the benefit of its creditors.

If Agreement is terminated, Client shall be responsible to pay IT-Stability all outstanding invoiced bills due and owing.

12. General Provisions & Force Majeure

(a) This Agreement, including any amendments and attachments hereto that are incorporated herein, constitute the entire agreement between the Parties and shall be binding on the Parties when accepted by Client. No modification, termination or waiver of any provisions of this Agreement shall be binding upon a Party unless in writing signed by an authorized officer of the relevant Party(ies). No provision of any purchase order or other document issued by Client, which purports to alter, vary, modify or add to the provisions of this Agreement, shall be binding upon IT-Stability or effective for any purpose, unless accepted by IT-Stability in writing.

It is further expressly understood and agreed that, there being no expectations to the contrary between the parties, no usage of trade or other regular practice or method of dealing either within the computer software industry, IT-Stability's industry or between the parties shall be used to modify, interpret, supplement, or alter in any manner the express terms of this Agreement or any part thereof.

(b) Nothing contained in this Agreement shall be construed as creating a joint venture, partnership, or employment relationship between the Parties, nor shall either Party have the right, power, or authority to create any obligation or duty, express or implied, on behalf of the other.

(c) The Licensed Materials shall not be exported or re-exported in violation of any export provisions of the United States or any other applicable jurisdiction.

(d) This Agreement may not be assigned, sublicensed or transferred, in whole or in part, by Client without the prior written consent of IT-Stability. Any attempted assignment, subletting or transfer shall be void.

(e) If any provision or provisions of this Agreement shall be held to be invalid, illegal or unenforceable, the validity, legality, and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.

(f) No delay or failure of IT-Stability or Client in exercising any right herein and no partial or single exercise thereof shall be deemed of itself to constitute a waiver of such right or any other rights herein. Any waiver by IT-Stability or Client of any breach of any provision of this Agreement shall not operate or be construed as a waiver of any subsequent or other breach.

(g) In the event that either Party is unable to perform any of its obligations under this Agreement or to enjoy any of its benefits because of natural disaster, terrorism, fire, explosion, power blackout, earthquake, flood, the elements, strike, embargo, labor disputes, acts of civil or military authority, war, acts of god, acts or omissions of carriers or suppliers, acts of regulatory or governmental agencies, actions or decrees of governmental bodies or communication line failure not the fault of the affected Party or other causes beyond such Party's reasonable control (a "Force Majeure Event") the Party who has been so affected shall immediately give notice to the other Party and shall do everything possible to resume performance. Upon receipt of such notice, all obligations under this Agreement shall be immediately suspended. If the period of nonperformance exceeds fifteen (15) days from the receipt of notice of the Force Majeure Event, the Party whose ability to perform has not been so affected may by giving written notice immediately terminate this Agreement as provided in Section 11

(h) On IT-Stability's request, no more frequently than annually, Client shall furnish IT- Stability with a signed certification (i) verifying that the Licensed Material is being used pursuant to the terms of this Agreement and (ii) listing the locations where the Licensed Material is being used

(i) This Agreement may be executed in two or more counterparts, each of which shall be deemed to be an original, and each of which together shall constitute a single instrument.

(j) For a breach or default of this Agreement, the Parties may pursue any available remedy available at law or in equity. The non-prevailing party in any dispute under this agreement shall pay all reasonable costs and expenses, including expert witness fees and attorneys' fees, incurred by the prevailing party in resolving such dispute.

(k) This Agreement shall be governed by, and construed under, the laws of the State of Illinois applicable to contracts made in and wholly to be performed in the State of Illinois without regard to conflicts of law.

The authorized representative signatures below are full consent to the terms and conditions of this agreement.

For City of Rockford:

By: _____

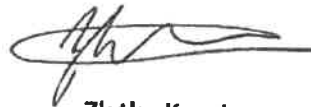
Print: _____

Title: _____

Date: _____

For Dacra - IT-Stability Systems LLC:

By:



Print:

Zlatko Koprivec

Title:

President

Date:

December 12, 2018

Dacra Municipal Enforcement Software Illinois Compliance Affidavit

As a condition of entering into a contract, and under oath and penalty of perjury and possible termination of contract rights and debarment, the undersigned deposes and states that he has the authority to make any certifications required by this Affidavit on behalf of the Dacra Software, IT-Stability (the "Vendor"), and that all information contained in this Affidavit is true and correct in both substance and fact.

Section 1: TAX COMPLIANCE

1. The undersigned on behalf of the Vendor certifies that neither the undersigned nor the entity is barred from contracting with the City because of any delinquency in the payment of any tax administered by the State of Illinois, Department of Revenue, unless the undersigned or the entity is contesting, in accordance with the procedures established by the appropriate revenue act, liability of the tax or the amount of tax;
2. The Vendor understands that making a false statement regarding delinquency of taxes is a Class A Misdemeanor and in addition voids the contract and allows the municipality to recover all amounts paid to the entity under the contract in civil action.

Section 2: EQUAL EMPLOYMENT OPPORTUNITY

This EQUAL OPPORTUNITY CLAUSE is required by the Illinois Human Rights Act, 775 ILCS 5/101 et seq.

In the event of the Vendor's non-compliance with any provision of the Equal Employment Opportunity Clause, the Illinois Human Rights Act, or the Rules and Regulations for Public Contracts of the Department of Human Rights, the contractor may be declared non-responsive and therefore ineligible for future contractor subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations, and the contract may be canceled or voided in whole or in part, and such other sanctions or penalties may be imposed or remedies involved as provided by statute or regulations.

During the performance of this contract, the Vendor agrees:

1. That it will not discriminate against any employee or applicant for employment because of race, color, religion, sex, marital status, national origin, age, physical or mental handicap unrelated to ability, unfavorable discharge from military service, ancestry; and further that it will examine all job classifications to determine if minority persons or woman are underutilized and will take appropriate action to rectify any such underutilization;
2. That, if it hires additional employees in order to perform this contract, or any portion hereof, it will determine the availability (in accordance with the Department's Rules and Regulations for Public Contract's) of minorities and women in the area(s) from which it may reasonably recruit, and it will hire for each job classification for which employees are hired in such a way that minorities and women are not underutilized;
3. That, in all solicitations or advertisements for employees placed by it or on its behalf, it will state all applicants will be afforded equal opportunity without discrimination because of race, color, religion, sex, marital status, national origin or ancestry, age, physical or mental handicap unrelated to ability, or an unfavorable discharge from military service.

4. That it will send to each labor organization or representative of workers with which it has or is bound by a collective bargaining or other such agreement or understanding, a notice advising such labor organization or representative of the contractor's obligation under the Illinois Human Rights Act and the Department's Rules and Regulations for Public Contract. If any such labor organization or representative fails or refuses to cooperate with the contractor in its efforts to comply with such Act and Rules and Regulations, the contractor will promptly so notify the Department and contracting agency will recruit employees from other sources when to fulfill its obligation hereunder.

5. That it will submit reports as required by the Department's Rules and Regulations for Public Contracts, furnish all relevant information as may from time to time be requested by the Department or contracting agency, and in all respects comply with the Illinois Human Rights Act and the Department's Rules and Regulation for Public Contracts.

6. That it will permit access to all relevant books, records, accounts, and work sites by personnel of the contracting agency and the Department for purposes of investigation to ascertain compliance with the Illinois Human Rights Act and the Department Rules and Regulations for Public Contracts.

7. That it will include verbatim or by reference the provisions of this Equal Opportunity Clause in every subcontract it awards under which any portion of the contract's obligations are undertaken or assumed, so such provisions will be binding upon such subcontractor. In the same manner as the other provisions of this contract, the contractor will be liable for compliance with applicable provisions of this clause be such subcontractors; and further it will promptly notify the Department in the event any subcontractor fails or refuses to comply therewith. In addition, the contractor will not utilize any subcontractor declared by the Illinois Human Rights Department to be ineligible for contracts or subcontracts with the State of Illinois or any of its political subdivisions or municipal corporations.

Section 3: ILLINOIS DRUG FREE WORK PLACE ACT

The Vendor through the undersigned will publish a statement:

1. Notifying the employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the work place;
2. Specifying the action that will be taken against employees for violating this provision;
3. Notifying the employees that, as a condition of their employment to do work under the contract of the City, the employee will:
 - A. Abide by the terms of the statement;
 - B. Notify the undersigned of any criminal drug statute conviction for a violation occurring in the work place not later than five (5) days after such a conviction.
4. Establish a drug free awareness program to inform employees about:
 - A. The dangers of drug abuse in the work place;
 - B. The policy of maintaining a drug-free work place;
 - C. Any available drug counseling, rehabilitation or employee assistance programs;
 - D. The penalties that may be imposed upon an employee for drug violations.

5. The undersigned shall provide a copy of the required statement to each employee engaged in the performance of the contract with the City and shall post the statement in a prominent place in the work place.
6. The undersigned will notify the City within ten (10) days of receiving notice of an employee's conviction.
7. Make a good faith effort to maintain a drug free work place through the implementation of these policies.
8. The undersigned further affirms that within thirty (30) days after receiving notice of a conviction of a violation of the criminal drug statute occurring in the work place shall:
 - A. Take appropriate action against such employee up to and including termination;
 - B. Require the employee to satisfactorily participate in a drug abuse assistance or rehabilitation program approved for such purposes by a federal, state, or local health, law enforcement, or other appropriate agency.

Section 4: SEXUAL HARASSMENT POLICY

The undersigned on behalf of the Vendor certifies that a written sexual harassment policy pursuant to Public Act 87-1257, effective July 1, 1993, 775 ILCS 5/2-105 (A) exists.

This Act has been amended to provide that every party to a public contract must have written sexual harassment policies that include, at a minimum, the following information:

1. The illegality of sexual harassment;
2. The definition of sexual harassment under State law;
3. A description of sexual harassment, utilizing examples;
4. The vendor's internal compliant process, including penalties;
5. The legal recourse, investigative and compliant process available through the Department of Human Rights, and the Human Rights Commission;
6. Directions on how to contact the Department and Commission;
7. Protection against retaliation as provided by 6-101 of the Act.

IT IS EXPRESSLY UNDERSTOOD THAT THE FOREGOING STATEMENTS AND REPRESENTATIONS AND PROMISES ARE MADE AS A CONDITION OF THE CONTRACT AND ARE INCORPORATED WITHIN THE TERMS OF THE CONTRACT.

SIGNATURE:



NAME:

Zlatko Koprivec

TITLE:

President of IT-Stability