

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

_____ Resolution or Ordinance (Blue)
 X Recommendations of Boards, Commissions & Committees (Green)
_____ Other Business (Pink)

TO: PRESIDENT AND BOARD OF TRUSTEES

FROM: David A. Hulseberg, Village Manager

DATE: September 27, 2012 (COW)(B of T) Date October 4, 2012

TITLE: A Motion Authorizing an Agreement with Third Millennium Associates, Inc. for Vehicle Sticker Printing, Mailing and Processing Services

SUBMITTED BY: Timothy Sexton, Director of Finance

BACKGROUND/POLICY IMPLICATIONS:

On July 16, 2012, staff advertised a request for proposal (RFP) to provide utility bill printing and mailing services and vehicle sticker printing, mailing, and processing services. The purpose of combining the request was to determine if there would be additional savings proposed by a vendor to provide both services. Only one vendor submitted a proposal for both services. However, there was no cost savings for providing both services.

The RFP was sent directly to known printing and processing vendors and staff posted it on the Village website for other interested companies. Proposals for vehicle sticker services were received from the following vendors.

- Third Millennium Associates
- Credentials Solutions

Attached is the memo discussed at the Finance Committee meeting on September 24, 2012 and a contract for Third Millennium. The memo provides an analysis of both proposals submitted for vehicle sticker services. Third Millennium submitted the lowest priced proposal. The Committee was also concerned that process changes needed for Credential Solutions would be a difficult adjustment for both staff and residents.

The Finance Committee voted unanimously to recommend that the Village Board award a contract to Third Millennium Associates (TMA) for vehicle sticker printing, mailing and processing services for the 2013-2015 vehicle registration periods with an option for three additional years at the Village's request.

Review (as necessary):

Village Attorney X _____ Date _____

Finance Director X _____ Date _____

Village Manager X _____ Date _____



To: Finance Committee
David A. Hulseberg, Village Manager

From: Timothy Sexton
Director of Finance

Date: September 17, 2012

Subject: Award of Contract: Vehicle Sticker Printing, Mailing, and Processing

BACKGROUND

Since 2007, the Village has used Third Millennium Associates (TMA) for vehicle sticker printing, mailing, and processing. Our contract ended with TMA in 2010 and we renewed for two additional years.

On July 16, 2012, staff advertised a request for proposals to provide vehicle sticker printing, mailing, and processing services. Proposals were due on August 13, 2012 and were received from the following vendors.

- Third Millennium Associates
- Credentials Solutions

The RFP and the responses to the RFP are available in my office for review. Due to their size, I have not included this information herein. Both vendors have extensive experience, resources and customer base.

Third Millennium Associates has been our vendor since 2007 and has not proposed any changes to their current services.

Credentials Solutions, located in Northfield, IL, is a technology intensive service company that provides comprehensive business process solutions to more than 100 higher education institutions and municipalities across the United States. Founded in 1997, Credentials Solutions established itself as an innovator in student records management with the introduction of a patented online degree and enrollment verification service. Credentials Solutions has introduced a suite of services that fully automate the ordering, processing and rendering of complex transactions involving municipal vehicle registrations, academic transcripts, diplomas, meeting registrations, and campus parking permits. In 2009, the Village of Lake Forest contracted with Credentials Solutions to develop their municipal vehicle sticker program. The Village of Lake Forest's staff has expressed complete satisfaction with their services and 50% of their residents have signed up to receive their yearly notice/application via e-mail.

Credentials Solutions will provide marketing material to the Village to help encourage the residents to use the online services. Residents will have the ability to opt in for annual email notifications as soon as they have logged into their profile using the User ID and Pin number provided in the first mailing. Also, prior to sending mailers, they will compare the final resident address list with the National Change of Address database to reduce unneeded and returned mail.

Proposals were also analyzed based on price including current postage rates and static cling stickers. Below is the annual cost for Lombard to have a vehicle sticker program by vendor. Third Millennium has offered the lowest price for required services.

Third Millennium Associates: Estimated \$52,223 per fiscal year

Credential Solutions: The first year Credentials is offering a discount on the first year of printing applications to give individuals the opportunity to opt-in for e-mail notifications. Their pricing structure is based on the number of orders they process.

- 2013--\$54,244 (includes printing discount)
- Future Years--\$58,244
- Future Years with 25% Email Notifications--\$52,708

FISCAL/PROCEDURE CHANGES

There is no cost savings with either vendor compared to previous years. There would be a few process changes for both the Village and the residents if Credential Solutions is selected.

- Checks would be made out to CCS for lockbox orders. This could be confusing for residents who pay at the Village with a check. Checks taken at the Village would need to be made payable to the Village of Lombard.
- The sticker would be slightly different for those who purchase at the front counter. Credentials Solutions has a Mylar backing on their sticker. This would also change the procedures for Community Service Officers (CSO's) for identification purposes. Currently, CSO's are able to drive through parking lots and look through the back window of vehicle to determine if the vehicles have the current vehicle sticker. Due to the proposed sticker from Credential Solutions with the Mylar backing, this would no longer be possible.
- Credentials Solutions does not include a return envelope for the resident to return their completed application. This is to encourage residents to pay online. However, this could pose two issues. It could generate a significant amount of complaints from residents, and it could inadvertently increase the number of people coming into Village Hall to purchase the sticker, since they did not have an envelope.

RECOMMENDATION

Staff has not made a recommendation on a specific vendor, as we would like to discuss some of the issues related to both vendors with the committee. However, staff is requesting that the Finance Committee recommend a vendor for vehicle sticker printing, mailing, and processing services, for the 2013-2015 vehicle sticker registration periods with an option for three additional years at the Village's request. Upon committee approval, this recommendation will be presented to the Village Board for their consideration and approval.

Vehicle Sticker Application Production Agreement

Third Millennium Associates, Inc. and the Village of Lombard

This agreement, which is three years in duration will automatically renew after the original three-year period, for an additional three years. Unless either party provides to the other party written notice of cancellation at least sixty (90) days prior to the agreement anniversary. This Production Agreement which is entered into this 26th day of September 2012, by and between Third Millennium Associates, Inc. (hereinafter referred to as "TMA") and the Village of Lombard (hereinafter referred to as "VILLAGE"). For consideration of payment TMA will provide to VILLAGE programming, information technology services, laser imaging and mailing services for the purpose of rendering Vehicle sticker applications and certain other items as detailed on the attached Schedule "A".

1. Pre-agreement Confidentiality

Confidentiality and non-disclosure are defined by mutual agreement between TMA and VILLAGE per the attached agreement dated and signed on the 24th day of August 2007 by TMA and VILLAGE. Also refer to paragraph 10 of this agreement.

2. Pricing Structure

The prices on which products and services will be provided by TMA to VILLAGE are set forth on the attached Schedule "B".

3. Postage Cost

Postage costs are not included in the attached listed prices and will be paid by VILLAGE directly to the USPS via C.A.P.S. The USPS will report directly to VILLAGE all amounts debited to the VILLAGE'S C.A.P.S. account.

4. Payment Terms

The TMA Invoice format shall detail the mailing and the date of the provided service. All correctly rendered TMA invoices shall be paid by VILLAGE in accordance with the Illinois Prompt Payment Act.

5. TMA Quality Commitment

TMA guarantees that it will maintain consistent standards of quality workmanship and warrants the accurate and timely processing, printing and mailing of the document as outlined in paragraph seven (7) and that its products and services will be free from defect in materials and workmanship. TMA does not warrant that the document contents are fit, legally or otherwise, for their intended purpose or use.

6. Limits of Liability

TMA agrees to use all reasonable efforts to provide timely computer services, but will not be held liable for errors of omission resulting from inaccuracies or defects in any VILLAGE data file (s), or for errors, omissions or delays resulting from improper input and output data controls and procedures used by VILLAGE or given to TMA by VILLAGE. TMA shall not be held responsible for any loss or delay or any default caused by acts of God or any other circumstances outside TMA'S control which includes, but is not limited to fire, flood, or labor from usual sources of supply, government restrictions, or electrical, mechanical or computer software failure that is unavoidable or beyond reasonable control of TMA. TMA agrees to use all reasonable efforts to provide timely production services at an alternate site in the event that their production site is unusable due to the aforementioned acts of God or any circumstances outside TMA'S control. TMA'S maximum liability for any and all claims arising from the performance of its obligations shall not exceed the purchase price of the products and technology services provided.

7. Division of Responsibilities

7A. TMA Responsibilities

- 7A-1. To write the software programs required to convert the VILLAGE Vehicle sticker billing files to the required laser image formatted output files.
- 7A-2. To write software that will allow VILLAGE'S newly TMA compiled Vehicle sticker billing file to be processed by Group-One postal software, which will reduce the VILLAGE'S postage to the minimum allowable postage of 35 cents for each qualified piece. Utilize TMA proprietary software to group "same surname / same household address" for insertion into a single mailing envelope.
- 7A-3. To design and procure all materials required to produce the Vehicle sticker applications; this includes the lasered Vehicle sticker application, the hand written Vehicle sticker application, No.10 window envelopes and the No.9 courtesy reply envelope. TMA will NOT guarantee the performance of materials not produced by TMA.
- 7A-4 TMA will laser image and mail VILLAGE Vehicle license applications within 96 post office operating hours after receipt of the VILLAGE sign-off of the record count, control totals, and after testing and review of the full PDF Vehicle Sticker Application File.
- 7A-5. TMA will provide our employees the required training to ensure the confidentiality of VILLAGE information.
- 7A-6. TMA will maintain effective and timely communications with the VILLAGE in all matters pertaining to the responsibilities listed herein.

7B. VILLAGE Responsibilities

- 7B-1. To provide TMA with a consistently populated vehicle sticker billing file and record layout, containing “field to form” instructions for each address element and other required billing elements for the Vehicle sticker application. Files not meeting the above specifications may be subject to additional TMA programming fees to correct corrupted files and or instructions. All vehicle sticker billing files, related files and forms composition must be submitted to TMA 25 business days before the mutually agreed vehicle sticker application mailing date. Delayed receipt of files or any required billing components may cause a delay of your mailing.
- 7B-2. To provide a forty-eight (48) hour response on final sign off of control totals, record count and Full PDF of Vehicle Sticker Application File, via e-mail.
- 7B-4. To maintain a C.A.P.S. account with the USPS.
- 7B-5. To pay all correctly rendered TMA invoices within in accordance with the Illinois Prompt Payment Act.

8. Renegotiations and Cancellation

In the event either party is in breach of any of the terms contained herein, the non-breaching party shall give written notice of said breach to the breaching party. The breaching party shall have ten (10) days to cure the breach. In the event said breach is not cured within ten (10) days of notice, the non-breaching party may then give thirty (30) day written notice of cancellation of this Agreement. In the event of cancellation by VILLAGE, all materials produced by TMA for use in VILLAGE’S Vehicle sticker mailing project shall be paid for within 30 days by VILLAGE. TMA will UPS these items to VILLAGE if notified by VILLAGE to do so, FOB shippers location.

9. Post-agreement Confidentiality

In the event of cancellation or expiration of this agreement, TMA shall return to VILLAGE all materials and information pertaining to the performance of this agreement. These materials shall include, but are not limited to, all electronic media, all printed material, all notes, memos or other sources of VILLAGE confidential information. In no instance, prior to, during, or after the conclusion of this agreement, shall TMA offer for sale or in any other manner disclose to any third party the VILLAGE document file or any other such VILLAGE files, whether written or in electronic format.

10. Price Changes

The prices listed on Schedule B shall be subject to review each year on the anniversary date of this agreement. That review shall determine if there were any increases or decreases in the cost of paper, production, transportation or any other cost component of the herein contained products and/or services. Prices may also be reviewed if the agreement quantity as stated in SCHEDULE "B" varies by more than ten percent.

TMA must provide third-party documentation of cost increases to VILLAGE. That documentation shall consist of letters of price increase or decrease from paper mills, articles from the Wall Street Journal or any other legitimate and universally accepted source. In the absence of the above documentation, the (J.P. Morgan, Chase Chicago consumer price index) will be used as the source of price increase or decrease.

11. Other Provisions

This agreement constitutes the entire agreement between the parties pertaining to the subject matter hereof and supersedes all prior agreements. No amendment, supplement, modification, waiver or termination of this agreement shall be binding unless executed in writing by the party to be bound thereby. No waiver of any of the provisions of this agreement shall be deemed or shall constitute a waiver of any other provision of this agreement, whether or not similar, nor shall such waiver constitute a continuing waiver unless otherwise expressly provided.

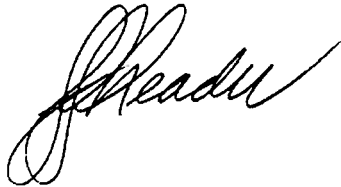
This agreement shall be construed and interpreted according to the laws of the State of Illinois.

If any provision, clause or part of this agreement, or the application thereof under certain circumstances is held illegal or unenforceable, the remainder of this agreement, or the application of such provision, clause or part under certain circumstances, shall not be affected thereby.

IN WITNESS WHEREOF, the duly authorized representatives of the parties have executed the Agreement effective as of the date last written below.

AUTHORIZATION

THIRD MILLENNIUM ASSOCIATES, INC.



Signature: _____

Name: **James J. Leader** _____

Title: **C.E.O.** _____

Date: **September 26, 2012** _____

VILLAGE OF LOMBARD

Signature: _____

Name: _____

Title: _____

Date: _____

Schedule A

Materials to be provided by TMA:

- M1. 7" X 8 1/2" Laser Vehicle application documents, items are printed two (2) colors face and one (1) color back. Paper is 20 lb. MOCR bond with a perforation to create two 3 1/2" x 8 1/2" attached applications.
- M2. 3 1/2 X 8 1/2 two-part carbonless paper hand written "over the counter" Vehicle application forms. Two color face, one color back, printed on 15 lb. carbonless.
- M3 No. 10 standard window envelope with one (1) color printing on face. Paper will be 24 lb. white wove. TMA will provide VILLAGE No.10 envelopes for return mailing of Vehicle stickers to compliant citizens.
- M4. No. 9 CRE envelope printed one color on face. Paper is 24 lb. white-wove.
- M5 With mutual agreement, VILLAGE may authorize TMA to provide certain materials for new projects or variations of the Vehicle billing project. These material descriptions may be attached to, and become a part of, Schedule A.

Services to be provided by TMA:

- S1. To write the VILLAGE billing file conversion program from VILLAGE vehicle billing file format to laser image format per the charges stated in Schedule B.
- S2. To utilize the required software that will allow VILLAGE'S vehicle billing file to be processed through Postal application software.
- S3. To utilize the appropriate software to match and group the "same surname/same household address" vehicle applications for insertion into a common mailing envelope.
- S4. To process the VILLAGE'S newly created vehicle sticker billing file using Postal sort application software. The result of which is to reduce VILLAGE'S postage rate to the minimum amount allowed by the USPS.
- S5 To laser image the VILLAGE Vehicle license applications in quantities as stated in schedule "B" of this agreement.
- S6. To group, intelligently insert, seal, tray, sleeve, band, label and deliver to the USPS office all pieces laser imaged with respect to item S5.
- S7. To insert additional pieces into the No.10 billing envelope as directed by VILLAGE, per the conditions and fees as stated in Schedule "B" of this agreement.
- S8. With mutual written agreement, VILLAGE may authorize TMA to provide certain services and or products for new projects or variations of this billing project. These service descriptions may be attached to, and become a part of Schedule "A".

SCHEDULE B - Pricing

The prices contained herein are calculated on a usage of 35,000 (estimated) Vehicle sticker applications. Any variance in the above quantities in excess of ten (10) percent may be cause for a price review. There will be no more than one production run for the above stated item. Each Vehicle sticker application billing unit shall consist of the components described in Schedule A.

- 1B. VILLAGE sticker applications are laser imaged and mailed at a cost of 26.8 cents per record, (excluding postage). There will be an annual system initialization fee of \$2485. This fee will pay for compiling a new VILLAGE Vehicle sticker billing file and a complete pre-production test of all systems and components. Included are all forms and printed matter proofs. Also included are various tests to insure data input and output integrity. Also included in the above initialization fee are the consulting services to coordinate the software integration for VILLAGE, SOFTWARE COMPANY, USPS and TMA. VILLAGE and TMA shall develop an edit process to verify all record counts and appropriate control totals. The above procedures will allow the mutual performance of Responsibilities as stated in Paragraph Seven.
- 2B. A separate insertion charge will be applied for any additional item inserted into the outgoing billing envelope. Insertion items must physically qualify for use on TMA insertion equipment. The insertion charge is 1.9 cents per item. This insertion fee does not include the cost of supplying the additional item(s) to be inserted.
- 3B. With mutual written agreement, VILLAGE may authorize TMA to provide certain products and services for new or revised projects. The TMA pricing structure for these projects may be attached to, and become a part of, Schedule "B".

Exhibit "C"

**CONFIDENTIALITY AGREEMENT
BETWEEN VILLAGE OF LOMBARD AND
THIRD MILLENNIUM ASSOCIATES, INC.**

This agreement made and entered into this 20th day of September, 2007, by and between Third Millennium Associates, Inc. (hereinafter referred to as "TMA") and the Village of Lombard, (hereinafter referred to as "Village") (The Village and TMA being sometimes referred to individually as a "Party" and collectively as the "Parties").

Whereas, the Village and TMA have entered that certain Motor Vehicle License Application Production Agreement dated September, 2007 (hereinafter the "Production Agreement"); and

Whereas Village desires to keep in confidence all information pertaining to the Village billing files and past due information provided under said Production Agreement; and

Whereas TMA desires to keep in confidence all technical and systems information provided under said Production Agreement.

Now, therefore, in consideration of the mutual covenants and agreements of each Party to the other as stated herein, it is mutually agreed among the Parties as follows:

1. SYSTEM DESIGN Village will make available to TMA for the purpose of evaluation and system development under the Production Agreement certain confidential information. This information shall include but not be limited to name and address files, billing amounts and certain past due information.
2. CONFIDENTIAL DOCUMENTS Village shall, pursuant to the Production Agreement, give to TMA confidential information and TMA shall make copies for internal purposes only. All written information presented to TMA pursuant to the Production Agreement, shall be and remain confidential.
3. CONFIDENTIAL ORAL DISCLOSURES Village shall inform TMA through its representatives if a particular oral disclosure made pursuant to the Production Agreement shall be deemed confidential information.

4. TMA NON-DISCLOSURE TMA and its designated personnel will hold in confidence all confidential information disclosed for the purpose of evaluating its interest in establishing and carrying out a business relationship with Village under the Production Agreement. Upon establishing a desire to enter into a business relationship, all confidential information shall continue to remain confidential. If no business relationship should exist, all information shall be returned to Village by TMA and TMA shall purge all files related to Village.

5. Village NON-DISCLOSURE TMA shall make available to Village orally and / or in writing, details regarding the design and functionality of TMA'S software and systems under the Production Agreement. These shall be held in strict confidence by Village and shall not in any way be shared with or disclosed to a third party.

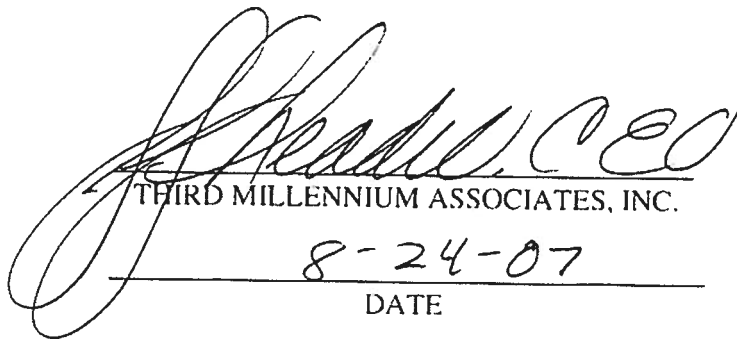
In no instance, during or at any time after the conclusion of this agreement or the Production Agreement shall TMA offer for sale or in any other manner disclose to any third party the Village billing files or past due files or any other such Village files, whether written or in electronic media format.



VILLAGE OF LOMBARD

September 20, 2007

DATE



THIRD MILLENNIUM ASSOCIATES, INC.

8-24-07

DATE

Exhibit "D"

MOTOR VEHICLE LICENSE SOFTWARE AGREEMENT

THIS AGREEMENT ("Agreement") is made by and between Third Millennium Associates, Incorporated, its subsidiaries and assigns, located at 1952 McDowell Road, Suite 300, Naperville, Illinois 60563, an Illinois corporation, hereinafter referred to as Licensor or TMA, and the Village of Lombard, located at 255 E. Wilson Avenue, Lombard, Illinois 60148, hereinafter called Licensee, (Licensee and Licensor being hereinafter sometimes referred to) WITNESSETH:

WHEREAS, Licensor has certain proprietary rights to the copyrighted software originated by it, (the "Software"), that maintains and updates the Software necessary for the issuance and reissuance of motor vehicle licenses, with additional usages available to such Software when modified; and

WHEREAS, Licensor will license such software to Licensee on a non-exclusive basis for use by Licensee only at its premises specified above, for use in Licensee business operations only in association with TMA billing services or Licensee internal billing and mailing, with no right accorded Licensee to relocate, to sublicense or in any other manner to disclose any part of such Software, except as permitted herein, to anyone not a party to this Agreement, including, but not limited to, affiliates, joint venture partners, subcontractors, marketing survey firms or consultants working with or providing support to Licensee;

NOW THEREFORE, for the mutual covenants, considerations and promises as hereinafter set forth, the Licensor and Licensee do hereby agree as follows:

1(a) Licensor hereby grants to Licensee, and Licensee hereby accepts, upon the terms and conditions hereinafter set forth, a non-exclusive, non-assignable license to use the Software for the purposes set forth above in perpetuity, or until Licensee discontinues its use of the Software. Either Licensor or Licensee may terminate this agreement (without cause) prior to that date only if the other party has received written notice by certified mail, return receipt requested, that it is in default and such default has not been corrected within thirty (30) calendar days after the mailing date of such notice. The return receipt shall be conclusive proof of the delivery of such notice of termination.

1(b) The Licensee shall pay a license fee to Licensor of three thousand nine hundred ninety-five and no/100 dollars (\$3,995.00) at the time of execution of this Agreement, or as otherwise agreed. No portion of which shall be refundable.

1(c) The Licensee shall pay an annual fee of nine hundred ninety-five and no/100 dollars (\$995.00) to Licensor for its services in the maintaining and upgrading the Software, such fee to be adjusted by TMA at its option at annual intervals, but with no adjustment for the first three (3) year period. Any such increase shall be set forth in writing and provided to the Licensee at least one hundred twenty (120) days prior to the anniversary date of this Agreement. The maintenance fee hereunder shall be due at the time of execution of this Agreement and on each anniversary of this Agreement. Failure to use the services of TMA for such maintenance and upgrading shall result, at the option of Licensor, in an immediate termination of this Agreement and result in a return of the Software to Licensor.

2(a) The License granted hereunder may not be sublicensed nor have any rights in it granted by Licensee to any one not a party to this Agreement. All other right, title and interest in and to the Software in any media form whatsoever shall remain with the Licensor. This license permits use of the Software only in connection with its use on the premises of Licensee and related field operations and for such purposes as specified above.

2(b) Licensor will not have any right, title or interest in any media form in which the Software may be incorporated by Licensee except to the extent that it may require Licensee to delete the Software from such media form at the termination of the initial license period or any extension thereof.

2(c) Licensee is exclusively responsible for the supervision, management and control of the Software. Licensee shall use its best efforts not to permit the use of the Software by any third party and not to disclose any portion of the Software to any third party, nor copy it for the purposes of the Licensee, without the prior written consent of the Licensor, which shall not be unreasonably withheld.

2(d) Notwithstanding any other clause to the contrary, nothing in this Agreement shall prohibit Licensee from partially disclosing the Software to subcontractors for the purpose of properly using such Software in the licensing and re-licensing of motor vehicle licenses issued by Licensee. Said subcontractor(s) shall be required to sign a confidentiality agreement consistent with that required by Licensor and signed by Licensee and designed to protect the proprietary information contained within the Software. TMA will be provided with copies of such agreements by Licensee on request. No information relating to the Software furnished by the Licensor to the Licensee in any form may be copied or otherwise reproduced or provided or otherwise made available to any person, other than employees of the Licensee or to subcontractors other than in conformity with this Agreement.

2(e) The updating, correction and improvement of the Software shall be the sole responsibility of Licensor. The costs of such services shall not be included in the license fee designated hereinbefore at paragraphs 1 (b) and (c).

3(a) Licensee affirms that the proprietary information that comprises the Software licensed under this Agreement is the sole and exclusive property of the Licensor.

3(b) Information within the Software shall not be considered proprietary or subject to confidentiality protection if it:

(b1) Is already known to Licensee and Licensee informs Licensor of that fact;

(b2) Becomes available as public knowledge through no breach of this Agreement by Licensee;

(b3) Is released by written permission given by Licensor; or

(b4) Has been developed by Licensee independent of any assistance from Licensor.

4. Thirty (30) days after termination of this Agreement or after the use of the Software has been discontinued by the Licensee, Licensee agrees to return such Software and any improvements utilized or originated by the Licensee to Licensor, and such Licensor shall have the right to destroy, or have destroyed, the Software previously licensed. At its sole option Licensor may request Licensee to destroy such Software and execute a destruction certificate in any format designated and/or supplied by Licensor.

5(a) Licensor warrants that the Software licensed hereunder will be free from defects in material and workmanship for a period of ninety (90) days from the date of receipt to Licensee; that such Software will be fit for the ordinary purposes for which such Software is used; and that Licensor has a good title to such Software.

THE FOREGOING IS IN LIEU OF ALL OTHER WARRANTIES, EXPRESSED OR IMPLIED, INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY.

(b)(1) Licensor must be notified of any malfunction of the Software within the ninety (90) day period mentioned above by written notice to the address specified at paragraph 8.

(b)(2) This warranty does not extend to any addition, substitutions or changes made by Licensee in the Software, and the making of such additions, substitutions or changes by Licensee shall completely void any warranty heretofore offered by Licensor for such Software. This provision does not apply to changes made in the Software which are necessary to preserve such Software in an emergency situation, provided Licensor is promptly notified of such situation and all changes made.

(c) Licensee's exclusive remedy for breach of any warranty pertaining to the Software shall be limited to replacement of all or any portion of such Software; provided, however, that Licensor shall have received written notice of such breach of warranty from the Licensee, specifying the nature of such breach of warranty within ninety (90) days from the date of initial receipt of the Software by Licensee, or from the date of issuance and installation of any update to the Software. In no event shall Licensor be liable for indirect or consequential damages.

6. This license shall be governed under the laws of the State of Illinois, and any litigation between the Parties hereto shall have its venue in DuPage County, Illinois.

7. Neither Licensor nor Licensee shall be responsible for failure to fulfill their obligations under this Agreement due to circumstances or causes beyond their control.

8. Any notices necessary hereunder shall be in writing and sent certified mail to Licensee, attention of the Finance Director at Village Hall, 255 E. Wilson Avenue, Lombard, Illinois 60148 or to Licensor, attention of Lance Leader at 1952 McDowell Road, Suite 300, Naperville, Illinois 60563, or such new address as Licensor or Licensee may designate, sent by certified mail, return receipt requested.

9. This Agreement constitutes the entire agreement between Licensor and Licensee, and any changes hereto must be made in writing, agreed to between both Licensor and Licensee.

Witness our hands and seals this 20th day of September, 2007.

Third Millennium Associates, Inc.

Village of Lombard,

Licensor

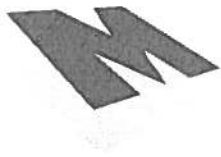
Licensee

By 

By 

Title CEO

Title Village President



Third
Millennium
Associates, Incorporated

4200 Cantera Drive, Suite 105
Warrenville, IL 60555

(630) 393-2900 • (630) 393-2911 FAX
Toll Free (877) 3RD-MILL (373-6455)
<http://www.tmainc.org> • info@tmainc.org

September 26, 2012

Ms. Jamie Cunningham
Assistant Finance Director
Village of Lombard
255 E. Wilson Avenue
Lombard, IL 60148-3969

Dear Ms. Cunningham:

Vehicle Application Fulfillment Service

TMA will retrieve the mailed applications from our lock box on a daily basis. TMA will open the envelopes, extract the applications and payments, enter the payment information by vehicle, key enter any vehicle and or plate changes, assign and enter a sticker number to each vehicle, staple the sticker to the application, insert one through four applications and stickers into the No.10 return envelope and return mail to the compliant citizen. Each night the day's transactions will be e-mailed to your Village and electronically up-loaded into the Village's TMA vehicle software.

Each day's payment batch will be deposited to the Village's Bank account the following business day. TMA'S Vehicle software has the ability to track each payment batch and, if required, provide a time stamped line item display for audit purposes. The cost for this complete service is 65.7 cents per vehicle application mailed in (excluding return postage) and 65.7 cents per vehicle sticker application purchased online (excluding return postage). There is an annual system set-up fee of \$600.00. The above stated costs are in addition to all other services currently being proposed.

This proposal, with your written approval, will be attached to and become part of Schedule B-Pricing-Paragraph 3B of the Vehicle License Application Production Agreement, dated 06-14-06

Sincerely,

James J. Leader, MBA
CEO Signed,

Village of Lombard: _____
Date: _____