	0150-12369-0000
T R A N S M I T T A L	

TO The Council	DATE 09/11/2023	COUNCIL FILE NO. 13-0046-S1
FROM The Mayor		COUNCIL DISTRICT Citywide

Proposed First Amended and Restated Agreement to C-130793 with CORE Technologies for the Continued Provision of Maintenance and Licensing for the Universal Cashiering System

Transmitted for your consideration. See the
City Administrative Officer report attached.

_____
MAYOR
(Chris Thompson for)

CAO 649-d

Report From
OFFICE OF THE CITY ADMINISTRATIVE OFFICER
Analysis of Proposed Contract
### ($25,000 or Greater and Longer than Three Months)

To: The Mayor	Date: 08-02-23	C.D. No. Citywide	CAO File No.: 0150-12369-0000

Contracting Department/Bureau: Building and Safety	Contact: Tiffany Baltazar – (213) 482-6746

Reference: Department of Building and Safety Transmittal dated May 16, 2023; Received by the City Administrative Officer on May 16, 2023; Additional information received through July 20, 2023.

Purpose of Contract: To continue maintenance and licensing services for the universal cashiering system.

Type of Contract: ( ) New contract (X) Amendment, Contract No. C-130793	Contract Term Dates: January 30, 2018 through January 29, 2028

Contract/Amendment Amount: $3,187,870

Proposed amount $ 1,352,435 + Prior award(s) $ 1,835,435 = Total $ 3,187,870

Source of funds: Building and Safety Building Permit Enterprise Trust Fund No. 48R

Name of Contractor: Wonderware, Inc. DBA CORE Business Technologies

Address: 2224 Pawtucket Avenue, East Providence, RI 02914

	Yes	No	N/A	Contractor has complied with:	Yes	No	N/A
1. Council has approved the purpose	X			8. Business Inclusion Program			X
2. Appropriated funds are available	X			9. Equal Benefits & First Source Hiring Ordinances	X		
3. Charter Section 1022 findings completed	X			10. Contractor Responsibility Ordinance	X		
4. Proposals have been requested	X			11. Disclosure Ordinances	X		
5. Risk Management review completed	X			12. Bidder Certification CEC Form 50	X		
6. Standard Provisions for City Contracts included	X			13. Prohibited Contributors (Bidders) CEC Form 55	X		
7. Workforce that resides in the City: 0 %				14. California Iran Contracting Act of 2010	X		

RECOMMENDATION

That the Council, subject to the approval of the Mayor, authorize the General Manager of the Department of Building and Safety (DBS), or designee, to execute a First Amended and Restated Agreement to Contract C-130793 with CORE Business Technologies (Contractor) for the continued provision of maintenance and licensing services for the universal cashiering system, to: 1) increase the compensation amount by $1,352,435, for a revised total not-to-exceed amount of $3,187,870; 2) retroactively extend the contract term by five years from January 30, 2023 through January 29, 2028, for a total contract term of ten years from January 30, 2018 through January 29, 2028; 3) replace Exhibit 5 – Additional Services Types and Costs with updated rates from years six through ten of the Agreement; and, 4) replace Exhibit 1 Standard Provisions for City Contracts with version 9/22 v.1, in substantial conformance with the draft Amendment attached to this report, subject to the review and approval of the City Attorney as to form.

SUMMARY

The DBS requests authority to execute a First Amended and Restated Agreement to Contract C-130793 (Amendment) with CORE Business Technologies (Contractor) for the continued provision of maintenance and licensing services for the universal cashiering system. The proposed Amendment would increase the compensation amount by $1,352,435, for a revised total not-to-exceed

Sarah Verin			*Yolanda Chavez*
SEV	Analyst	0150-12369-0000	City Administrative Officer

CAO 661 Rev. 04/2019

compensation amount of $3,187,870, exercise an option to extend the contract by five years for a revised total contract term of January 30, 2018 through January 29, 2028 and replace Exhibit 5 – Additional Services Types and Costs with updated rates for years six through ten of the contract. Funding is provided by the Building and Safety Building Permit Enterprise Trust Fund. Pursuant to the Los Angeles Administrative Code Section 10.5 (b)(2), Council approval is required as the term of the Amendment is more than three years and annual payments exceed $182,536. Subsequent to the release of the DBS transmittal dated May 16, 2023, the DBS submitted a revised draft Amendment to include Form Gen 146 – Required Insurance and Minimum Limits of the Standard Provisions in Exhibit 1 (see Attachment). This Office concurs with the DBS request, as amended.

BACKGROUND

On January 24, 2018, the Council authorized the DBS to execute a contract with the Contractor for the licensing and maintenance of a universal cashiering system in an amount not-to-exceed $1,835,435, with a contract term of five years with one five-year extension option (C.F. 13-0046-S1). During contract execution, the DBS executed the contract amount at a higher level for $3,187,870. This Office met with staff and the Department recognizes the oversight and has noted that funding approval provided for the first five years at $1,835,435 will remain in alignment and not exceed Council approval. It should be noted that while partial funding was originally provided by the Development Services Trust Fund No. 58V (DSTF), maintenance and licensing costs associated with this contract have been subsequently deemed not eligible expenditures for the DSTF. The proposed Amendment is fully funded by the Building and Safety Building Permit Enterprise Trust Fund No. 48R.

The Contractor was selected as a result of a Request for Proposals (RFP) process posted on October 21, 2016. The DBS received four proposals by the RFP deadline and two of those proposals were deemed non-responsive as they did not satisfy the minimum qualification and content requirements of the RFP. Of the two proposals reviewed, the Contractor received the highest score and was selected as the most responsive bidder. Pursuant to Charter Section 1022, on March 30, 2017 the Personnel Department determined that City employees do not have the expertise to perform this work.

PROPOSED CONTRACT AMENDMENT

The proposed Amendment would add five years to the original term of the contract for a total revised term of ten years and is necessary to continue the licensing and maintenance of the universal cashiering system that is used for Development Services Center Departments. Additionally, the proposed Amendment updates Exhibit 5 – Additional Services Types and Costs to update the fee schedules for Additional Services that may be required during the term of the contract at the request of the DBS. Since the Council originally authorized a total compensation amount of $1,835,435 for the original contract, this Office recommends that the Council authorizes DBS to increase the compensation amount by $1,352,435, for a revised total compensation amount of $3,187,870. No additional funds are required. Funding for FY 2023-24 is provided as part of the Adopted Budget and subsequent funding will be requested in outlying years.

FISCAL IMPACT STATEMENT

There is no impact to the General Fund. Funding for the proposed First Amended and Restated Agreement is provided by the Building and Safety Building Permit Enterprise Trust Fund No. 48R.

FINANCIAL POLICIES STATEMENT

The recommendation in this report complies with the City's Financial Policies in that the proposed First Amended and Restated Agreement will be supported by special funds, which are supported by dedicated funding sources, and spending is to be limited to the mandates of the funding source.

Attachment: Revised Department of Building and Safety Transmittal dated May 16, 2023.

MWS:YC:IR:SEV:15230113d

CITY OF LOS ANGELES
INTER-DEPARTMENTAL CORRESPONDENCE

DATE: May 16, 2023

TO: The Honorable Karen Bass, Mayor
Attn: Heleen Ramirez, Legislative Coordinator

FROM: Ana Mae Yutan, Chief of Resource Management Bureau
Los Angeles Department of Building and Safety

SUBJECT: **EXECUTIVE DIRECTIVE NO. 3 REVIEW OF THE PROPOSED FIRST AMENDED AND RESTATED AGREEMENT WITH WONDERWARE, INC. DBA CORE BUSINESS TECHNOLOGIES**

In accordance with the Mayor's Executive Directive No. 3, attached for your review is the proposed First Amended and Restated Agreement (C-130793-1) with Wonderware Inc., DBA CORE Business Technologies for universal cashiering solution software license and maintenance services. On January 24, 2018 the Los Angeles City Council authorized the General Manager of the Los Angeles Department of Building and Safety to negotiate and execute a contract with Contractor for the licensing and maintenance of a universal cashiering system with a term of five (5) years and the option to extend the term of the contract an additional five (5) years (Council File 13-0046-S1). The universal cashiering solution software improves efficiencies in collecting LADBS service related revenue.

This amendment will extend the time of the agreement by 5 additional years through January 29, 2028 to allow the contractor to provide maintenance services for and licensing of the universal cashiering system. LADBS issued a Request for Proposals (RFP) on October 21, 2016 to seek proposals from interested firms to provide the services. Based on the RFP process, LADBS determined Wonderware, Inc. DBA CORE Business Technologies to be the most qualified and completed the RFP process.

The following information is provided to assist with your review of the attached proposed contract. Should you have questions or need additional information regarding this request, please contact Sonia Song, Sr. Management Analyst I, at (213) 482-6740.

General Information		
Item	**Information Requested**	**Information Provided**
1	Project Title	Universal Cashiering Maintenance and Licensing
2	Contractors	Wonderware, Inc. DBA CORE Business Technologies
3	Address of Contractors	2224 Pawtucket Avenue, East Providence, RI 02914
4	Purpose	To continue to provide maintenance services for and licensing of the universal cashiering system
5	Term	First Amended and Restated Agreement to add five (5) years for a term not to exceed ten (10) years.
6	Amount of Compensation	Not to exceed $3,187,870
7	New Contract or Amendment?	Amendment
8	Source of Funds	Building and Safety Building Development Services Trust Fund (58V)

General Information		
Item	Information Requested	Information Provided
9	Council Approval	Council approved on 1/24/2018 (Council File 13-0046-S1)
10	Appropriated Funds Available?	LADBS Development Services Trust Fund - Yes
11	Names of Proposers and scores	N/A
12	RFP Advertisement Date	N/A
13	Funding compliance with City Financial Policies?	Yes
14	Additional information showing necessity to contract with contractor	N/A

Compliance with City Contracting Requirements		
1	Charter Section 1022	CAO 1022 Determination Report sent to CAO on 3/30/17
2	Risk Management Insurance Requirements	CAO Risk Management provided the following insurance requirements on 01/09/2018: • General Liability $1,000,000 • Worker's Compensation $1,000,000 • Cyber Liability $2,000,000 • Surety Bond 100% contract price
3	Standard Provisions	Standard Provisions (Rev. 09/22) [V.1] is included as an attachment to the Proposed Contract
4	Business Inclusion Program	N/A
5	EBO/FSHO Compliance	Verified April 25, 2021
6	DO Compliance	Verified April 25, 2021
7	CRO Compliance	Verified by LADBS on January 9, 2017
8	City Attorney Review	Approved on 5/12/2023
9	Percent of Workforce Residing in the City	0%
10	MLO Bidder's Certification Forms 50 & 55	Verified by LADBS on January 9, 2017
11	CA Iran Contracting Act of 2010	On file

c: Matt Szabo, City Administrative Officer
    Sarah Verin, Office of the City Administrative Officer

Attachments: Proposed Contract

AMY:SS:EB

CONTRACT NUMBER: C-130793-1

FIRST AMENDED AND RESTATED AGREEMENT

BETWEEN

THE CITY OF LOS ANGELES

AND

WONDERWARE, INC. DBA CORE BUSINESS TECHNOLOGIES

FOR

UNIVERSAL CASHIERING SOLUTION
SOFTWARE LICENSE AND MAINTENANCE

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EXHIBITS

The following exhibits are incorporated in this Contract as if they were stated therein.

Exhibit 1 – Standard Provisions for City Contracts (Rev. 09/22) [v.1]
Exhibit 2 – Universal Cashiering Contract Definitions and List of Acronyms
Exhibit 3 – Minimum Hardware and Software Requirements
Exhibit 4 – Request and Authorize Fixed-Price Additional Services Form
Exhibit 5 – Additional Services Types and Costs
Exhibit 6 – Pricing Schedule
Exhibit 7 – CORE Final Project Specification
Exhibit 8 – CORE List of Intellectual Property
Exhibit 9 – Breakdown of Annual Service Fees
Exhibit 10 – CORE Software Escrow Agreement
Exhibit 11 – Renewal Letter

CONTRACT BETWEEN

THE CITY OF LOS ANGELES

AND

WONDERWARE, INC. DBA CORE BUSINESS TECHNOLOGIES

FOR UNIVERSAL CASHIERING SOLUTION SOFTWARE LICENSE AND MAINTENANCE

This Contract is made and entered into by and between the City of Los Angeles, a municipal corporation (hereinafter referred to as "City"), acting by and through the Los Angeles Department of Building and Safety (hereinafter interchangeably referred to as "LADBS" or "Department") and Wonderware, Inc. dba CORE Business Technologies (hereinafter referred to as "CORE" or "Contractor"), for the services described herein.

SECTION 1 – WITNESSETH

Whereas, the City's Universal Cashiering Project seeks to improve the efficiency and effectiveness of fee collection and management of Development Services Cashiering;

Whereas, Development Services Cashiering is an integral customer-facing service used to collect more than $250 million annually from many walk-in and Internet Development Services customers;

Whereas, the services required are of an expert and technical nature and are temporary and occasional in character; therefore, competitive bidding under Charter Section 371 is neither practicable nor advantageous;

Whereas, pursuant to Charter Section 372 a Request for Proposal (RFP) for the design, development, software, hardware and implementation tasks to deliver a technology solution for the Universal Cashiering Project was issued on October 21, 2016 (RFP # 2016UCP009), and City selected CORE Business Technologies on March 6, 2017 as the highest qualified scorer pursuant to the RFP; and

Whereas, the City and Contractor desire to enter into two separate agreements as a result of the RFP, including (i) this Software License and Maintenance Contract ("License and Maintenance Agreement") for support and upgrades of the Universal Cashiering Solution, and (ii) a Professional Services Agreement for implementation of the Universal Cashiering Solution ("Implementation Agreement").

Whereas, On January 24, 2018, the Los Angeles City Council authorized the General Manager of the Los Angeles Department of Building and Safety to negotiate and execute a contract with Contractor for the licensing and maintenance of a universal cashiering system with a term of five years and the option to extend the term of the contract an additional five years (Council File 13-0046-S1),"

Whereas, Contractor entered into contract C-130793 with LADBS effective January 30, 2018, for a term of five (5) years to provide license, maintenance and support for and upgrades of the Universal Cashiering; and

Whereas, the City desires to extend the contract term for an additional five (5) years through January 29, 2028, in order to continue to provide support for and upgrades of the Universal Cashiering Solution; and

Whereas, the Parties desire to delete Exhibit 5 – Additional Services Types and Costs, and replace it with Exhibit 5 – Additional Services Types and Costs, dated December 2,2022, to provide updated costs for years 6 through 10; and

Whereas, the Parties desire to add Exhibit 7 – CORE Final Project Specification; and

Whereas, the City desires to replace the Standard Provisions for City Contracts (Rev. 10/17) [v.3] with Standard Provisions for City Contracts (Rev. 9/22) [v.1];

Now, therefore, in consideration of the mutual promises, covenants, and agreements hereinafter set forth, the parties hereby promise, covenant, and agree as follows:

(CONTINUED ON NEXT PAGE)

SECTION 2 – INTRODUCTION

2.1   City's Representatives

The City hereby appoints Osama Younan, General Manager, of LADBS, or his designee, to represent the City on all matters related to this Contract.

All correspondence regarding this Contract shall be directed to:

Osama Younan
General Manager
Los Angeles Department of Building and Safety
201 North Figueroa Street, Suite 760B
Los Angeles, CA 90012

With Copies to:

Administrative Services Division
Los Angeles Department of Building and Safety
Attn: Contract Administrator
201 North Figueroa Street, Suite 760B
Los Angeles, CA 90012
LADBS.Contracts@lacity.org

2.2   Contractor's Representatives

The representative of Contractor shall be:

Dan Paulus, Chief Executive Officer
CORE Business Technologies
2224 Pawtucket Avenue
East Providence, RI 02914

2.3   Definitions

Terms in a special subject, field, or area of usage related to this Contract, with accompanying definitions have been provided in Exhibit 2-Universal Cashiering Contract Definitions and List of Acronyms. The following terms are also contained in Exhibit 2 and are repeated here for convenience only:

2.3.1   Annual Transaction Block. The total number of annual Transactions allotted for the fixed annual price provided in Exhibit 6-Pricing Schedule.

2.3.2   Authorized Users. The designated City employee(s) including contracted staff for whom a unique identifier and password have been assigned by City to access and operate the licensed software.

2.3.3   City. The City of Los Angeles, California, a municipal corporation.

2.3.4   City Holidays:

- ◆ New Year's Day
- ◆ Martin Luther King Jr. Day
- ◆ President's Day
- ◆ Cesar Chavez Day
- ◆ Memorial Day
- ◆ Juneteenth Day
- ◆ Independence Day

- ◆ Labor Day
- ◆ Indigenous People's Day
- ◆ Veteran's Day
- ◆ Thanksgiving Day
- ◆ Day After Thanksgiving
- ◆ Christmas Day

2.3.5   City Staff. For purposes of this Contract, this term shall include City employees and any third-party contractors (excluding Contractor and Contractor staff) employed by City.

2.3.6   Contract. This Contract between Wonderware, Inc. dba CORE Business Technologies and the City of Los Angeles to provide Universal Cashiering services described in this Contract. "Agreement" is synonymous with "Contract."

2.3.7   Contractor. Wonderware, Inc. dba CORE Business Technologies.

2.3.8   Days. Except as otherwise specified, all days referenced in this Contract are business days, Monday through Friday excluding City Holidays. "Working Days" and "business days" are synonymous with "days" in this Contract.

2.3.9   Designated City Personnel. City selected employees who are designated to be the front line, first call User support. These City employees answer User questions and elevate questions they are not able to answer to Contractor support personnel.

2.3.10   Enhancements. Changes or additions, other than Maintenance Modifications and Error Corrections, created by Contractor, to the Licensed Program or Licensed Documentation that add significant new functions or substantially improve performance beyond the performance level necessitated by the Specifications thereto by changes in program design or coding.

2.3.11   Error. Problem caused by incorrect operation of the computer code of the Licensed Program, an incorrect statement or diagram in Licensed Documentation or program function that produces incorrect results or causes incorrect actions to occur.

2.3.12   Error Correction. Either a software modification or addition that, when made or added to the Licensed Program, establishes material conformity of the Licensed Program to the Licensed Documentation, or a procedure or routine that, when observed in the regular operation of the Licensed Program, eliminates the practical adverse effect on City of such non-conformity.

2.3.13   Force Majeure Event. This term means fire, flood, earthquake, elements of nature or acts of God; acts of war, terrorism, riots, civil disorders, rebellions or revolutions; third party strikes, lockouts, or labor difficulties, third party equipment failures, malicious acts of third parties (excluding Data Breach), interruption of telecommunications service; or any other similar cause, provided that such cause is beyond the reasonable control of the affected Party, that could not have been prevented by reasonable precautions of the kind ordinarily taken by well managed firms engaged in such Party's line of business (such as, by way of

illustration and not limitation, regular software backups and regular use of commercial anti-virus software, but not including duplicate or parallel computer systems or on or off site backup or disaster recovery equipment).

2.3.14 LADBS Permit Transaction: For the purpose of counting LADBS permit transactions, the processing of a permit payment transaction consisting of one or more sub transactions (fees) will be counted as a single transaction.

2.3.15 Licensed Documentation. The system and other documentation made available by Contractor, for the Licensed Program.

2.3.16 Licensed Program. The computer program identified in this Contract as applications within the *iPayment Enterprise* product line, including object code, written and electronic documentation as well as related procedural code, Enhancements, Error Corrections and Maintenance Modifications.

2.3.17 Los Angeles Department of Building and Safety. The City of Los Angeles department that has been authorized to enter into this Contract on behalf of City for all departments or agencies that will ultimately participate in the Universal Cashiering solution. Also referred to as DBS and LADBS.

2.3.18 Maintenance Modifications. Modifications, revisions or Error Corrections, created by Contractor, to the Licensed Program or the Licensed Documentation that correct Errors or improve efficiency.

2.3.19 Privacy Laws. All present and future laws and regulations relating to the privacy of individually identifiable medical, financial or other information including, but not limited to, the Health Insurance Portability and Accountability Act of 1996 and rules and regulations promulgated thereunder ("HIPAA"), and the Fair and Accurate Credit Transactions Act ("FACTA").

2.3.20 Releases. New versions of the Licensed Program, defined by version number and associated release notes provided at time of release.

2.3.21 Specifications. The CORE Final Project Specification details the functional performance parameters of the Licensed Program as well as any customizations and Enhancements developed and delivered by Contractor pursuant to this Contract. This Specification is attached as Exhibit 7.

2.3.22 Transaction. The creation of a record in the system transaction table with a uniquely assigned transaction reference number. Examples: (i) the posting of a single transaction to a receipt tendered by one or more payment types (tenders) will result in a single transaction record, (ii) the posting of more than one transactions to a receipt tendered by one or more tenders will result in transactions equal to the number of items, (iii) the posting of transactions containing sub transactions will result in the creation of transactions equal to the number of items plus the number of sub items.

2.3.23 Universal Cashiering Solution. The enterprise wide technology solution for delivering and monitoring services related to fee collection and management of cashiering transactions in the City of Los Angeles Development Services Centers. This term collectively refers to the Licensed Program and all subscribed modules, including the Business Center ASP and CORE ASP Services.

2.3.24 Work. Services, products, and materials provided to City by Contractor according to the provisions of this Contract. "Work" is synonymous with "Work Product" for the purposes of this Contract.

SECTION 3 – EFFECTIVE DATE AND TERM OF CONTRACT

This Contract shall be for a period of ten (10) years, effective January 30, 2018 ("Effective Date") and expiring on January 29, 2028, unless terminated earlier as set forth in § 14, Termination and Disengagement.

SECTION 4 – SOFTWARE LICENSE

4.1   Scope of License

Contractor hereby grants to City a non-exclusive, non-transferable (except as provided herein) license, to install the Licensed Program and use it for the purpose of supporting the activities of City as defined herein.

4.2   License Key

Upon payment of the Annual Service Fee set forth in Exhibit 6, Contractor shall provide a software based license key which is updated through the application configuration tool to enable operation of the Licensed Program for the associated date range and LADBS Transaction volume for the Maintenance Period.

4.3   Minimum Hardware and Software Requirements

City acknowledges that in order for the Licensed Program to be executed, City's computers must meet or exceed the minimum published hardware, software (including third-party software) and communication requirements for the Licensed Program as provided in Exhibit 3. City agrees such requirements are subject to change based on PCI-DSS requirements, security industry requirements, and Microsoft product support life-cycles, and that future versions of the Licensed Program may have different hardware and software requirements to meet those requirements than those presently in effect. The acquisition of necessary hardware and software meeting the requirements then in effect shall be the sole responsibility of City. Contractor agrees that they have fully disclosed current hardware, software and operating system requirements for the current release of the Licensed Program, and that these requirements are provided in Exhibit 3.

4.4   Assignment of Rights in Developed Maintenance Modifications and Enhancements

All right, title, and interest in all Maintenance Modifications and Enhancements developed by Contractor for City during the term of this Contract are hereby assigned by City to Contractor, for Contractor's own purposes, whether for Contractor's corporate purposes or for Contractor's other third-party customers, all without any royalty or other payment payable by Contractor to City.

4.5   Availability of Contractor Enhancements

Contractor agrees to provide to City a license to Enhancements that Contractor develops and provides to customers of the Licensed Program according to the terms under Section 4.1.

SECTION 5 – HOSTING AND MAINTENANCE SERVICES

5.1   Software Support

5.1.1   Scope of Service

Contractor shall maintain the Licensed Program so that it performs materially in accordance with its Specifications, as provided in the CORE Final Project Specification (Exhibit 7).

Contractor shall render support and services for the following:

5.1.1.1   Telephone Support. Calls for assistance related to operation of the Licensed Program, reporting of a potential error condition or abnormal termination of a program, or request for minor assistance related to the Licensed Program. Reasonable phone support in the form of counsel and advice on the use of the Licensed Program for designated City personnel. It is understood that Contractor is not providing end-user help desk support.

5.1.1.2   Corrections for problems diagnosed as defects in the Licensed Program. Solutions or "workarounds" to problems relating to the Licensed Program as such solutions become known to Contractor.

5.1.1.3   Enhancements. Enhancements to the current version of the Licensed Program or the Licensed Documentation which are developed in the normal course of product life.

5.1.1.4   Maintenance Modifications. Modifications to the current version of the Licensed Program or Licensed Documentation as a result of program maintenance. In the event the Licensed Documentation is completely revised or a new edition is published, such new editions or complete revisions will be provided as part of the current software product in filling any new orders after the date of publication, and otherwise may be purchased separately for the then-current price; and Error Corrections to the Licensed Program or the Licensed Documentation.

5.1.1.5   Source Code Maintenance. Library of the Licensed Program maintained by Contractor for City, complete with modifications authorized by City and performed by Contractor.

5.1.1.6   Service Level Agreement (SLA). Contractor will adhere to the Customer

Support SLAs as defined in Section 8, which details the Escalation Policy.

5.1.2   City Responsibilities

Unless otherwise provided in this Contract, City shall procure, install, and maintain all computer equipment, telephone lines, communications, interfaces, and other hardware necessary to operate the Licensed Program.

5.2   iPayment Solution Subscription and Hosting Services

City is subscribing to the iPayment Enterprise, iCashiering, Admin Center, and Business Center Modules (collectively the "iPayment Solution") and the CORE iPayment ASP Module (the "CORE ASP Service"). The iPayment Solution and CORE ASP Service shall collectively be referred to as the Universal Cashiering Solution. Contractor shall provide City's Authorized Users access to the Universal Cashiering Solution, which is an enterprise wide technology solution for delivering and monitoring services related to fee collection and management of cashiering transactions online and in the City of Los Angeles Development Services Centers.

5.2.1   Permitted Uses

The rights granted under this Contract permit City and City's authorized users: (1) to have access to and to use the Universal Cashiering Solution until this Agreement is terminated as set forth herein; (2) to install and use at City's facilities such additional components of the Universal Cashiering Solution as Contractor may supply for purposes of enabling City to access the Universal Cashiering Solution and to perform ancillary functions on-site, all as specified in the system specifications, guides and final project specifications; and (3) to use the Documentation.

> **5.2.1.1**   City and City's Authorized Users may use the CORE ASP Service only to access City's own data and to fulfill City's internal information processing needs. City agrees to abide by all applicable laws and regulations in connection with its use of the CORE ASP Service. City may not sublicense, resell, publish, transmit, broadcast or otherwise distribute all or any portion of the CORE ASP Service to any person or entity except as expressly set forth herein, or use it to process the data of a third party.

> **5.2.1.2**   City shall take reasonable measures to restrict access to the CORE ASP Service to its authorized employees and agents. City shall be responsible for ensuring that all individuals having access to the CORE ASP Service or Documentation through City's account will observe and perform all the terms and conditions of this Contract. City agrees to notify Contractor in writing following City's discovery of any misuse, misappropriation or unauthorized disclosure, display or copying of the Documentation that may come to City's attention.

5.2.2   Connection

City shall be responsible for acquiring and maintaining the third party software licenses, equipment and communications services necessary to connect to the CORE ASP Service and to download, print and otherwise process data delivered by the CORE ASP Service, including but not limited to desktop computers, network servers and printers, applications software and operating system software, telecommunications connections and Internet services which are described in the Documentation or in documentation otherwise provided by Contractor to City unless outlined by agreement in this agreement or in any attached schedule.

5.2.3   Product Updates and Upgrades

Contractor will incorporate periodic base system updates and upgrades into the Universal Cashiering Solution without additional charge to City. Contractor will schedule the implementation of major upgrades in cooperation with City.

5.2.4   Provision of Data

City will be provided with a periodic backup data in accordance with the schedule and methods delineated in the Specification. Upon termination of this Contract for any cause or reason (including City's breach), and upon payment of Contractor's then standard charges for time and materials, Contractor will provide City with a standard final backup of City's data in a mutually agreeable machine-readable format.

5.2.5   Support Services

Subject to City's compliance with the terms of this Contract and in consideration of City's payment of the Subscription Fees, Contractor will perform the Support described in this section.

> **5.2.5.1   Operating Assistance**. Contractor will maintain and provide City with access to technical assistance and advice in the operation of Contractor payment processing and business office products as set forth in this section. Contractor will use industry-standard troubleshooting techniques to investigate any Deficiency or other problem submitted by City. Should Contractor's customer support staff determine that the Deficiency or other problem is the result of Equipment malfunction, Contractor will respond in accordance with Contractor's Equipment support guidelines. Contractor's customer support staff provide the following services to City regarding Deficiencies or other problems from the use of the Universal Cashiering Solution:
>
> > a)   Troubleshooting Deficiencies or other problems from the use of the Universal Cashiering Solution where the Universal Cashiering Solution does not appear to be functioning properly, in order to isolate and use commercially reasonable efforts to correct the

Deficiency or other problem;

b) Answering questions about Deficiencies or other problems from use of the Universal Cashiering Solution which are not clearly answered in the appropriate manuals;

c) Advising City on how to configure the Universal Cashiering Solution and Equipment to suit individual requirements; and

d) Assisting with the implementation of upgrades.

5.2.5.2 Deficiency Resolution. Contractor will use all available reasonable efforts to resolve each Deficiency. City understands and agrees that some Deficiencies can only be resolved by additional engineering or programming. The Contractor and City shall agree on a reasonable timeframe that such deficiency must be resolved.

5.2.5.3 Additional Information. Contractor will periodically provide information pertaining to current developments in the Universal Cashiering Solution through such means as user meetings, newsletters, special bulletins or industry events.

5.2.6 Other City Responsibilities

5.2.6.1 City agrees to limit access to Contractor's Support to the designated Authorized Support Contacts listed in the Specification or as amended to this agreement.

5.2.6.2 City agrees to limit use of Support to occasions when the Universal Cashiering Solution fails to function as described in the Specifications and Documentation, or City requires clarification of the Specifications or Documentation. City agrees to furnish descriptions of Deficiencies in the form requested by Contractor's Support staff. City also agrees to assist Contractor's efforts to duplicate the Deficiency.

5.2.6.3 City agrees to provide help at the location of the Deficiency when telephone diagnostics and Support are performed. This help includes but is not limited to moving cables, rebooting equipment, following verbal instructions to edit files and search directories, read screens, and any other such help as is required by Contractor to effectively diagnose and resolve the Deficiency. City's inability or refusal to provide such help or access releases Contractor from any obligation to perform Support at that location for that service incident.

5.2.6.4 City shall be responsible for referring to any instruction manuals provided to City to resolve routine system administration tasks. Contractor's

support staff will refer City to the appropriate manual or recommend additional training to City in those instances where City requests Support and Contractor's support staff determine that City's request is more appropriately handled by referring City to such sources.

5.2.6.5 City Authorized Support Contacts must receive training on the system prior to being designated as an Authorized Support Contact. In most cases, an Authorized Support Contact should be the cashiering supervisors and their backups. Up to eight (8) City staff may be identified as Authorized Support Contacts. Contractor is not responsible for training of replacement Authorized Support Contacts. Additional training services, if desired, are available at the rates established in Section 7.

5.2.7 Limitations of Support

Contractor will not provide Support for the following:

a) Unauthorized material alteration or modification of by anyone other than Contractor;

b) Deficiencies resulting from malfunction of equipment other than Contractor authorized Equipment;

c) Software not made available to City by Contractor under this Contract.

SECTION 6 – OTHER SERVICES – PAYMENT INTERFACES

6.1 Gateway Services Connection

6.1.1 Contractor Responsibilities

6.1.1.1 Contractor shall implement credit/debit card processing to the Managed Services Gateway.
6.1.1.2 Contractor shall implement electronic check processing to the Customer designated bank.
6.1.1.3 Contractor shall configure merchant and bank information in accordance with the Managed Services Gateway implementation guide with merchant and bank information.

6.1.2 City Responsibilities

6.1.2.1 City shall set up and manage the merchant banking and credit card accounts and all associated costs and gateway fees.

6.1.2.2 City shall comply with the rules and regulations governing electronic check (ACH) transactions as published from time to time by the National Automated Clearing House Association. City shall also comply with the rules, policies and procedures of the payment card issuers. Should City

be notified by its Vendor(s) in writing that it is not in compliance with such rules, regulations, policies and procedures, City shall comply within ninety (90) days of receipt of written Vendor notification. If City does not or is unable to comply, Contractor must provide ten (10) days prior written notification to City before Contractor may terminate this Gateway Services Connection.

SECTION 7 – ADDITIONAL SERVICES

"Additional Services" are those services that are not covered in the fixed-price Contract, but may be requested and authorized by City if they are within the scope of the Universal Cashiering Project, they have been approved by City, and funding has been identified and authorized by City to pay for them. No work on Additional Services can commence until all of the aforementioned approvals have been obtained in writing.

The services listed below are not part of the fixed-price services described in Sections 4 through 6, but they are within the scope of the Universal Cashiering Solution.

7.1   Procedures for Requesting and Authorizing Additional Services

Additional Services must be requested using a Request and Authorize Fixed-Price Additional Services Form (Exhibit 4) and authorized by City before the work can be commenced. The City shall not be liable for or obligated to pay for any work commenced that has not been properly authorized in writing using the Request and Authorize Additional Services Form.

7.2   Additional Services Types and Costs

The fee schedules provided in Exhibit 5 provide compensation amounts for Additional Services that may be required during the term of this Contract. These services include creating or editing reports, interfaces, data translation layers or database conversions. Compensation for these Additional Services will be provided on a fixed, per-deliverable basis as determined by Contractor and agreed to by City utilizing the criteria in Exhibit 5 to assess the complexity of the requested item. The fees listed in Exhibit 5 include compensation for all necessary analysis, project management, requirements gathering, specification documentation, design and development, testing, deployment, technical assistance, training/knowledge transfer, and maintenance support of the Additional Service item.

SECTION 8 – SERVICE LEVEL AGREEMENTS

8.1   Customer Support Services

This section defines Contractor's support and escalation procedures in accordance with the following tables and severity labels.

8.1.1 Requirements

All support and escalation must be initiated by the Authorized Support Contact, which is City's designated authorized representative for support. No end user support is provided with this agreement.

Support will take effect after basic diagnostic steps have been performed in accordance with the specification document. For system unavailability, system reload must be performed as part of system diagnostics.

8.1.2 Process

8.1.2.1 Initiation – The call must be initiated by a City Authorized Support Contact and must be received through Contractor's 1-800 support line, which will be available 24 x 7 for support related to the CORE ASP Service.

8.1.2.2 Logging – The support request is logged and includes time and date received, name of caller, description of problem and action taken.

8.1.2.3 Acknowledgement – The call is acknowledged and assigned according to the service level table definitions.

8.1.2.4 Service and support – Production support will be attempted by Contractor's helpdesk personnel. If a solution cannot be achieved by Contractor's helpdesk personnel, service and support will be performed in accordance with the definitions stated in the Service Level Table.

8.1.2.5 Escalation – Escalation occurs in accordance with urgency and escalation table.

8.1.2.6 Callback – Production support is staffed, Monday through Friday 4:30am through 8:00pm PST. For non-staffed hours, the response times are listed below in Table 1.

Table 1. Customer Support Service Level Table

Level	Definition	Escalation to next point	Response Time	Coverage (Times in PST)
1	Product is down. No workarounds are available. Contractor places top priority on the technical issue and all necessary resources are immediately assigned to the issue.	This designation may only be assigned by Contractor management.	< 30 minutes	4:30 a.m. to 8:00 p.m. Monday through Friday (non-holiday)
			< 2 hours	5:30 a.m. to 4:00 p.m. Weekends 24 x 7

Level	Definition	Escalation to next point	Response Time	Coverage (Times in PST)
2	A majority of the product functionality is not working according to product specifications. Contractor places high priority on the technical issue and all necessary resources are assigned to the technical issue, but work is generally performed during normal business hours.	Reviewed daily by support manager. Escalated to senior management for review weekly. Issues which affect downtime are escalated immediately.	< 4 business hours	4:30 a.m. to 8:00 p.m.
3	Minor Product functionality is not working according to project Specifications, or minor business processes cannot be met. The issue is assigned to the appropriate resources to resolve the technical issue within customer expectations.	Reviewed daily by Contractor software support analyst. Escalated to support manager for review weekly.	< 72 business hours	5:30 a.m. – 2:00 p.m.
4	Product and Project specific enhancement request or change orders. Change orders are scheduled upon signed acceptance receipt from Customer. Product enhancement requests are reviewed by Contractor product manager periodically in conjunction with release schedule.	Reviewed weekly based on delivery or release schedule. Delivery will be quoted with response to each specific request.	Delivery will be quoted with response to each specific request.	5:30 a.m. – 2:00 p.m.

Table 2. Maintenance Services

Services	Description	Specifications
Vendor-managed backups	The frequency and timing of software and data backups.	System software and data will be backed up daily and stored offsite and maintained in accordance with the data retention schedule.
Vendor system change management	The process to notify, authorize, manage and track requests for system modifications to the hardware and software applications associated with the service provided by the Vendor.	All system modifications must follow a change management process as required by PCI DSS. The Contactor's helpdesk will be the information center for tracking of pending change requests. Change notification request periods are based on the type of change: Major Projects: Two (2) weeks prior to change date. Non-emergency: Five (5) days prior to change date. Emergency Fix: Submitted within 24 hours after the fix has been implemented.

8.2   CORE ASP Service Level Agreement

This section defines Contractor's support and escalation procedures in accordance with the following tables and severity labels

8.2.1   Service Level Commitment

Contractor will use its best efforts to ensure 99.5% Availability (as defined below) of the CORE ASP Service. A failure by Contractor to meet this commitment will entitle City to claim a Service Credit (as defined below). "99.5% Availability" means that the CORE ASP Service will be unavailable no more than .5% in any calendar month, based on a 24-hour day, 365 days a year, as jointly determined by City and Contractor (excluding any period of unavailability described in Section 8.2.2). The CORE ASP Service and Business Center ASP shall be deemed to be unavailable ("Unavailability") when either of the following conditions are met: (1) Contractor's automated monitoring system is unable to access the associated web or database servers; or (2) City is unable to access CORE ASP Service and City's monitoring system at the Information Technology Agency (ITA) confirms City's network is available.

8.2.2   Exceptions

Contractor's service level commitment shall not apply to any unavailability attributable to (1) a Force Majeure Event pursuant to Section 16.2; or (2) Scheduled Maintenance pursuant to Section 8.2.3.

8.2.3   Scheduled Maintenance

"Scheduled Maintenance" shall mean any maintenance performed during a standard maintenance window as determined by Contractor (a) of which City is notified 24 hours in advance or (b) the maintenance is performed without advance notice due to urgency of the maintenance in order to maintain the security and integrity of the system. Notice of Scheduled Maintenance will be provided to City's nominated point of contact in writing via email by Contractor. City's nominated point of contact shall be communicated to Contractor in writing. Contractor's standard Scheduled Maintenance window is between the hours of 11:00 p.m. and 2:00 a.m. PST. City shall be provided 24 hours advance notice in the event a change is made to the standard Scheduled Maintenance window. The CORE ASP Service shall not be deemed unavailable during Scheduled Maintenance. Application restarts occur nightly coordinated with City specific batch jobs.

8.2.4   Service Credit Remedy

If City and Contractor jointly determine that the CORE ASP Service or Business Center ASP did not attain 99.5% availability during any calendar month, Contractor will credit City's account the pro-rated CORE ASP Hosting Fee for one day's service for each additional .5% that the server is unavailable during any calendar month, provided that no credit shall exceed the pro-rated charges for one day's service for any single instance of Unavailability. All service credit requests must be in writing and emailed directly to Contractor's accounting department within thirty (30) days from the date of the server unavailability. Credits cannot be applied to any charges other than the CORE ASP Hosting Fee (see Exhibit 6 for breakdown of fees for each Maintenance Period). Eligibility for any credits is subject to City's account being current and with no outstanding balances due.

SECTION 9 – PAYMENT TERMS

9.1   Annual Service Fees

The City will pay, upon execution of this License and Maintenance Agreement, the Annual Service Fee for Maintenance Period 1 set forth in Exhibit 6-Pricing Schedule. Maintenance Period 1 will commence upon delivery of system access to iPayment Enterprise and during the implementation period of the Universal Cashiering Solution.

A breakdown of the Annual Service Fee for each Maintenance Period is provided in Exhibit 9. Each Maintenance Period includes costs for up to 500,000 annual Transactions ("Annual Transaction Block"). If City exceeds this Annual Transaction Block, Contractor shall include costs for Transactions exceeding this allotment in the invoice submitted for the subsequent Maintenance Period. The cost for Transactions exceeding the Annual Transaction Block is provided in Exhibit 9. Contractor will provide City with written notice of, and an invoice for, the Annual Service Fees due for each subsequent Maintenance Period at least sixty (60) days prior to the expiration of the then-current Maintenance Period.

Contractor will not be obligated to provide the services described in this Contract in any Maintenance Period unless the fees for the Maintenance Period have been paid in full. Payment of the Annual Service Fee entitles City to the services described in this Contract for the associated Maintenance Period.

9.2   Invoicing

9.2.1   Invoices and supporting documentation shall be prepared at the sole expense and responsibility of Contractor. City will not compensate Contractor for any cost incurred for invoice preparation. City may request, in writing, changes to the content and format of the invoice and supporting documentation at any time. The City reserves the right to request additional supporting documentation to substantiate costs at any time.

9.2.2   The City shall make payment within thirty (30) days after receipt of a complete written invoice from Contractor. Invoices are considered complete when appropriate documentation or services provided are signed off as satisfactory by City. All invoices submitted by Contractor must include, at a minimum, the following information, where applicable:

- Name and address of Contractor.
- Date of the invoice and period covered.
- Reference to City Contract Number for this Contract.
- Description of amount due for each Deliverable along with back up documentation for all items where cost reimbursement is sought.
- Copy of written approval from City authorizing on-site work to be performed.
- Payment terms, total due and due date.
- Contractor's Business Tax Registration Certification (BRTC) Number

- Certification by a duly authorized office of Contractor that all invoiced items are true and correct.
- Remittance address (if different from Contractor's address).

9.2.3   Tasks that are completed by subcontractors must be supported by subcontractor invoices, copies of report pages, brochures, photographs or other unique documentation that substantiates their charges.

9.2.4   Failure to adhere to these policies may result in nonpayment or non-approval of demands, pursuant to Charter Section 262(a), which requires the Controller to inspect the quality, quantity and condition of services, labor, materials, supplies, or equipment received by any City office or department, and approves demands before they are drawn on City's Office of Finance.

9.2.5   Contractor understands and agrees that it may not make any financial commitment on behalf of City, incur any cost or expense on behalf of City, or obligate City to make payments for any costs or expenses, unless authorized in the approved work plans.

9.3   Total Financial Obligation

9.3.1   The total cost shall be the total fixed monetary amount payable by City to Contractor for all services required under this Contract, provided that nothing herein shall be deemed to preclude LADBS from unilaterally increasing the cost in connection with any executed Additional Services pursuant to Section 7.

9.3.2   The Total Base Price, which includes all Annual Services Fees described in Section 9.1, authorized by City hereunder for the Initial and Renewal Terms described in Section 3 is Two Million, Five Hundred and Twenty-Four Thousand, Eight Hundred and Seventy Dollars ($2,524,870.00). Except in accordance with a properly executed Additional Services request or amendment or Termination for Convenience Fees specified in Exhibit 6 (Pricing Schedule), the Total Base Price shall not be adjusted for any costs or expenses whatsoever of Contractor. Except in accordance with a properly executed request for Additional Services or amendment or Termination for Convenience Fees specified in Exhibit 6 (Pricing Schedule), City shall have no other financial obligation to Contractor hereunder or arising herefrom. Contractor further understands and agrees that execution of this Contract does not guarantee that any or all of these funds will be expended.

9.3.3   Notwithstanding anything to the contrary, the Total Base Price may not be increased (e.g., pursuant to one or more Additional Services requests or amendments) beyond the Contract Sum without authorization from City and any purported increase beyond the Contract Sum shall be deemed void and of no force or effect. As used herein, the term "Contract Sum" shall mean, in the aggregate for the term authorized by Section 3, a total of Three Million, One Hundred and Eighty-Seven Thousand, Eight Hundred and Seventy Dollars ($3,187,870.00), including any contingency amount. The contingency amount,

against which City may authorize Additional Services, will be Six Hundred and Sixty-Three Thousand Dollars ($663,000.00).

9.3.4 The City may elect to expand use of the Universal Cashiering Solution to include additional City departments utilizing services from the Implementation Agreement. If City elects to expand use to additional City departments, the affected department will provide additional necessary funding that will impact the ceiling of this Contract.

9.3.5 Notwithstanding any provision of Section 9.4, Contractor shall fully perform and complete all work required of Contractor in exchange for the amounts to be paid to Contractor as set forth in this Contract.

9.4 Limitation of City's Obligation to Make Payment to Contractor

Notwithstanding any other provision of this Contract, including any exhibits or attachments incorporated therein, and in order for City to comply with its governing legal requirements, City shall have no obligation to make any payments to Contractor unless City shall have first made an appropriation of funds equal to or in excess of its obligation to make any payments as provided in the Contract. Contractor agrees that any services provided by Contractor, purchases made by Contractor or expenses incurred by Contractor in excess of the appropriation(s) shall be free and without charge to City and City shall have no obligation to pay for the services, purchases or expenses. Contractor shall have no obligation to provide any services, provide any equipment or incur any expenses in excess of the appropriated amount(s) until City appropriates additional funds for this Contract.

SECTION 10 – WARRANTIES AND REMEDIES FOR BREACH OF WARRANTY

10.1 General

Contractor warrants that the maintenance services will be performed in a professional manner consistent with industry standards reasonably applicable to the performance of such maintenance services. If City believes there has been a breach of this warranty and so notifies Contractor in writing stating in reasonable detail the nature of the claimed breach within thirty (30) days after the maintenance services are delivered to City by Contractor, then Contractor will promptly investigate the matter. If it is determined that there has been a breach of this warranty, then Contractor shall correct or re-perform any affected maintenance services as necessary to effect compliance with this warranty. There will be no additional charge to City for the investigation and correction efforts performed by Contractor. If Contractor is unable to correct a breach of this warranty after repeated efforts, City will be entitled to recover its actual damages.

10.2 Intellectual Property Warranty

Contractor represents and warrants that it is the owner of the Licensed Program, the Licensed Documentation, and of each and every component thereof, or the recipient of a valid license thereto, and that it has and will maintain the full power and authority to grant

the intellectual property and other rights granted in this Contract without the further consent of any third party. Contractor represents and warrants that its performance of all obligations under this Contract does not infringe in any way, directly or contributorily, upon any third party's intellectual property rights, including, without limitation, patents, copyrights, trademarks, trade secrets, rights of publicity and proprietary information.

10.3   Software Warranty and Remedy

10.3.1   Contractor warrants that the Universal Cashiering Solution will perform substantially in accordance with the Specifications and Documentation from the date of acceptance for the term of this Contract. Contractor further represents and warrants that (1) it has the right to grant the licenses granted to City under this Contract for the software; (2) the hardware and software identified in Exhibit 3 constitute all the applications or systems software or interfaces required by City to operate the Universal Cashiering Solution; (3) the Universal Cashiering Solution shall be compatible with City's existing data files, business information, and systems, as defined in the Specifications such that significant additional applications or systems software shall not be required to be produced or procured in order to complete the implementation of the Universal Cashiering Solution; (4) the Licensed Program shall be free of any defect in material of the media in which the software is delivered, or any virus or other program routine designed to erase or otherwise harm City's hardware, data, or other programs; (5) the equipment shall be free of defects in workmanship and materials and shall conform to its published specifications; (6) the Licensed Program shall be accompanied by user materials sufficient to explain the operation thereof; and (7) the services shall be performed in a professional manner, according to at least minimum industry standards, and performed by competent personnel. Contractor's liability and City's remedy for any breach of this warranty shall be for Contractor to repair the Universal Cashiering Solution within a reasonable time so that it complies with the warranty or provide notification to City of the inability to provide a repair. Upon Contractor notification City will notify Contractor within thirty (30) days that (1) City wishes to continue the effected module(s) or (2) City will discontinue use of the effected module(s). Contractor will refund all subscription fees paid from the date of warranted issue report to the date of cancellation.

10.3.2   The warranty will not apply to the Universal Cashiering Solution if there is a Deficiency in the Universal Cashiering Solution or any part thereof which occurs as a result of inappropriate or unauthorized use of the Universal Cashiering Solution, or accident, neglect, misuse or abuse of the Universal Cashiering Solution by City or any agent of City.

10.3.3   Except as expressly provided in this Contract, Contractor makes no warranties, either express or implied, regarding the Universal Cashiering Solution or Documentation, or support of the Universal Cashiering Solution. Contractor expressly disclaims any implied warranties of merchantability, fitness for a particular purpose. Except as expressly provided in this Contract, Contractor

does not warrant that the Universal Cashiering Solution will meet City's requirements or will be error-free, or all defects will be corrected. Contractor also does not warrant that the Universal Cashiering Solution will function properly in combination with equipment other than equipment sold by Contractor to City, software made accessible to City by Contractor, and/or in accordance with the system configuration requirements.

10.3.4 CORE ASP Service is provided over the Internet. City recognizes that the Internet consists of multiple participating networks which are separately owned and therefore are not subject to the control of Contractor. City also recognizes that Contractor's ability to provide the CORE ASP Service depends on Internet services provided to Contractor. Malfunction of or cessation of Internet services by Internet service providers or of any of the networks which form the Internet may make the CORE ASP Service temporarily or permanently unavailable. Without limiting the provisions of this agreement, City agrees that Contractor shall not be liable for damages incurred when internet services are unavailable due to malfunction of, or cessation of internet services by, network(s) or internet service providers, or due to any misuse, accident or abuse by City or its user(s).

10.3.5 Contractor shall protect City's data and programs hosted by the CORE ASP Service from loss by performing nightly backup procedures. Contractor is responsible to perform monthly testing of back-up restoration and report outcome to City.

10.4   Third-Party Software

In the event Contractor provides any third-party software (the "Third-Party Software"), including Open Source Software, to City in connection with this Contract for which City would be obligated to accept and be bound by any third-party terms and conditions, the following applies: (1) Contractor shall specifically identify in writing all Third-Party Software in the relevant order document; (2) Contractor shall attach to the relevant order document written copies of all third-party license agreements applicable to City; and (3) Contractor warrants that (i) it has the right to license any Third-Party Software licensed to City under this Contract; (ii) to the best of Contractor's knowledge, the Third-Party Software does not, and the use of the Third-Party Software by City as contemplated by this Contract will not, infringe any intellectual property rights of any third party; and (iii) unless specifically provided otherwise herein, City shall have no obligation to pay any third party any fees, royalties, or other payments for City's use of any Third-Party Software in accordance with the terms of this Contract. With regard to (i) Open Source Software, (ii) any Third-Party Software that Contractor fails to identify in the relevant Order Document, and (iii) any third-party software embedded in the Licensed Program for which City is not required to accept any third-party terms and conditions, all such software shall be considered, as appropriate, part of and included in the definition of Licensed Program and subject to all warranties, indemnities, and other requirements of this Contract, including scope of license and maintenance and support, relating to the Licensed Program. To the extent permitted by law or contract, Contractor shall pass through to City the warranties for the Third-Party Software. For purposes of this provision, "Open Source Software" means any software, programming, or other intellectual property that is subject

to (i) the GNU General Public License, GNU Library General Public License, Artistic License, BSD license, Mozilla Public License, or any similar license, including, but not limited to, those licenses listed at www.opensource.org/licenses or (ii) any agreement with terms requiring any intellectual property owned or licensed by City to be (a) disclosed or distributed in source code or object code form; (b) licensed for the purpose of making derivative works; or (c) redistributable.

10.5   Disabling Code

Contractor represents and warrants that the Licensed Program does not contain any undisclosed disabling code (defined as computer code designed to interfere with the normal operation of the Software or City's hardware or software) or any program routine, device or other undisclosed feature, including but not limited to, a time bomb, virus, drip-dead device, malicious logic, worm, Trojan horse, or trap door which is designed to delete, disable, deactivate, interfere with or otherwise harm the Software or City's hardware or software.

10.6   Virus/Malicious Software Warranty

Contractor warrants to City that: (a) Contractor has used its best efforts to scan for viruses within the Software, and (b) no malicious System will be supplied under this Contract.

10.7   New Platform Protection

City may transfer the licenses for any and all modules to any new hardware/platform environment (hardware and system software as defined herein) provided that the new hardware/platform environment is supported by Contractor at that time.

10.8   Limited Warranty of Conformity

Contractor represents and warrants the Licensed Program will conform in all material respects to the Licensed Documentation (except for modifications made by City or by Contractor at the request of City), but only if City maintains uninterrupted Software Support as described in Section 5. Contractor assumes no responsibility for obsolescence of the Licensed Program nor for lack of conformity occurring from City's failure to update the Licensed Program as required under this Contract.

10.9   Service Levels Warranty

Contractor warrants that Contractor will perform the Services in a manner that meets or exceeds any applicable target performance levels set forth in the Service Level Agreement in Section 8.

10.10 Non-Approved Modifications

In the event City makes use of any software programming in connection with the equipment supplied by Contractor which is not provided by or approved in writing by Contractor, City acknowledges that Contractor has made no representation or warranties

with respect to any product not supplied by Contractor concerning its performance on the equipment or service supplied by Contractor. Contractor shall incur no liability to City arising out of the use of such software or devices or the furnishing of such services. City acknowledges that no software is being furnished to City by Contractor, except pursuant to this Contract or the Implementation Agreement, or each of the Contract and the Implementation Agreement.

SECTION 11 – OWNERSHIP OF WORK PRODUCT AND DATA

11.1   Data Ownership

The City is and shall remain the owner of all data provided to Contractor by City pursuant to this Contract. Contractor shall not use such data for any purpose other than providing Services under the Contract, nor shall any part of such data be sold, assigned, leased or otherwise disclosed to third parties (other than authorized subcontractors for purposes of performance of the Services) or exploited in any manner by or on behalf of Contractor. Contractor shall not possess or assert any lien or other right against such data. Contractor shall hold all such data in confidence in accordance with Section 12 of this Contract.

11.2   Title to Licensed Program and Licensed Documentation

City acknowledges that all ownership right, title, and interest in and to the Licensed Program and Licensed Documentation, including the media on which the same are furnished to City, are and shall remain at all times the sole and exclusive property of Contractor. City acknowledges that no such ownership rights, title, or interest in or to the Licensed Program and the Licensed Documentation is granted under this Contract, and no such assertion shall be made by City. The Licensed Program and the Licensed Documentation are and shall remain the sole property of Contractor with the exception of any documentation or software solely developed by City Staff for use or integration with the Licensed Program. City is granted only a limited right of use of the Licensed Program and the Licensed Documentation as set forth herein, which right of use is not coupled with an interest and is revocable in accordance with the terms of this Contract.

11.3   Title to Enhancements and Maintenance Modifications; Restrictions on Use, Disclosure, Access, and Distribution

All right, title, and interest in and to any Enhancements and Maintenance Modifications developed by Contractor shall remain with Contractor. City and its strategic IT partners shall treat all such Enhancements and Maintenance Modifications in accordance with the restrictions and limitations set forth herein respecting Licensed Programs and Licensed Documentation.

11.4   Reproduction of Licensed Documentation

City may reproduce the Licensed Documentation provided by Contractor, provided that such reproductions exclude Contractor's software code or other Intellectual Property listed in Exhibit 8, are for the private internal use of City, and all such reproductions bear Contractor's copyright notices and other proprietary legends.

SECTION 12 – CONFIDENTIALITY AND SECURITY

12.1 Data Protection

The protection of personal privacy and data shall be an integral part of the business activities of Contractor, and Contractor will use commercially reasonable efforts to prevent inappropriate or unauthorized use of City Data at any time. To this end, Contractor shall safeguard the confidentiality, integrity and availability of City Data and comply with the following conditions:

12.1.1 The Contractor shall implement and maintain appropriate administrative, technical and organization security measures to safeguard against unauthorized access, disclosure or theft of City Data. Such security measures shall be in accordance with recognized industry practice and not less stringent than the measures Contractor applies to its own personal data and non-public data of similar kind.

12.1.2 Unless otherwise stipulated in writing, Contractor shall encrypt all Content at rest and in transit with controlled access. The Contractor shall apply and support at minimum 256-bit point-to-point encryption for credit card transactions and other payment-related content in transit and in use. Whenever and wherever applicable, Contractor shall apply and support industry standards for tokenization, fraud-use protection, format-preserving encryption, and data encryption technology.

12.1.3 At no time shall any Content or City processes be copied, disclosed or retained by Contractor or any party related to Contractor for subsequent use in any transaction that does not include the City.

12.2 Compliance with Privacy Laws

Each party shall also be responsible for ensuring that performance of its obligations and exercise of its rights under this Contract comply with all applicable Privacy Laws. If this Contract or any practices which could be, or are, employed in performance of this Contract are inconsistent with or do not satisfy the requirements of any Privacy Laws, (i) the parties shall agree in good faith upon an appropriate amendment to this Contract to comply with such laws and regulations and (ii) the parties shall execute and deliver any documents required to comply with such Privacy Laws.

12.3 PCI Compliance

All Contractor software subject to Payment Application Data Security Standards (PA-DSS) shall be validated by Contractor in accordance with PCI Security Council published requirements. All software provided as a service which is subject to Payment Card Industry Data Security Standard shall be validated in accordance to the PCI Security Council published requirements.

12.4 Data Location

The Contractor shall provide its hosting services to the City and its End Users solely from data centers in the U.S. Storage of Content at rest shall be located solely in data centers in the U.S. The Contractor shall not allow its personnel or contractors to store City Data on portable devices, including personal computers, except for devices that are used and kept only at its U.S. data centers. The Contractor shall permit its personnel and contractors to access City Data remotely only as required to provide technical support.

12.5 Data Breach

12.5.1 Contractor shall protect, using the most secure means and technology that is commercially available, City-provided data or consumer-provided data acquired in the course and scope of this Contract, including but not limited to customer lists and customer credit card or consumer data, (collectively, the "City Data"). Contractor shall notify City as soon as reasonably feasible, but in no event less than twenty-four hours in writing of Contractor's discovery or reasonable belief of any unauthorized access of City Data (a "Data Breach"), or of any incident affecting, or potentially affecting City Data related to cyber security (a "Security Incident"), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. Contractor shall begin remediation immediately. Contractor shall provide daily updates, or more frequently if required by City, regarding findings and actions performed by Contractor until the Data Breach or Security Incident has been effectively resolved to City's satisfaction. Contractor shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with City. At City's sole discretion, City and/or its authorized agents shall have the right to lead or participate in the investigation. Contractor shall cooperate fully with City, its agents and law enforcement.

12.5.2 If City is subject to liability for any Data Breach or Security Incident, then Contractor shall fully indemnify and hold harmless City and defend against any resulting actions.

SECTION 13 – INDEMNIFICATION AND INSURANCE

13.1 Indemnification

Except for the gross negligence or willful misconduct of City, or any of its Boards, Officers, Agents, Employees, Assigns and Successors in Interest, Contractor undertakes and agrees to defend, indemnify and hold harmless the City and any of its Boards, Officers, Agents, Employees, Assigns, and Successors in Interest from and against all suits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by City, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever, for death or injury to any person, including Contractor's employees and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an

act, error, omission or willful misconduct by Contractor or its subcontractors of any tier. Rights and remedies available to City under this provision are cumulative of those provided for elsewhere in this Contract and those allowed under the laws of the United States, the State of California, and the City. This provision will survive expiration or termination of this Contract. The auditing of transaction data is the responsibility of City. The Contractor shall provide through its software a tool for auditing transaction data, and support City in its usage. The City shall conduct and maintain the auditing of transaction data, and will be responsible for such action or lack thereof.

13.2   Insurance

During the term of this Contract, Contractor shall maintain an appropriate level of insurance against all liability for personal and property damage caused by Contractor's employees while on City's premises and shall exhibit certificates of evidence of such insurance upon request by City.

13.2.1   Acceptable Evidence and Approval of Insurance

Electronic submission is the required method of submitting Contractor's insurance documents. Contractor shall register with the City's online insurance compliance system KwikComply at https://kwikcomply.org/ and submit the appropriate proof of insurance.

SECTION 14 – TERMINATION AND DISENGAGEMENT PROCESS

14.1   Termination

14.1.1   Termination for Convenience

The City may terminate this Contract at any time without cause upon a minimum sixty (60) days written notice to Contractor, in which case the following provisions shall apply.

14.1.1.1   Should City exercise this right, City shall pay to Contractor a Termination for Convenience Fee as set forth in Exhibit 6-Pricing Schedule. These fees are exclusive of any Professional Services that may be required as fully described in Section 14.2, Disengagement Process. The City shall pay fees for any desired Disengagement Services as described in Section 14.2.

14.1.1.2   The City shall pay to Contractor upon receipt of an invoice from Contractor otherwise complying with the Contract.

14.1.1.3   No other payments shall be due to Contractor.

Should City exercise this right, City may desire Disengagement Services, and in such event shall pay fees for Disengagement Services as described in Section 14.3.

14.1.2   Termination for Breach

14.1.2.1   In the event that Contractor: commits a material breach of the Agreement, that, (a) if capable of being cured within thirty (30) days, is not cured within

thirty (30) days after notice of breach from City to Contractor; or (b) is capable of being cured but not within thirty (30) days and fails to (i) proceed promptly and diligently to correct the breach, and (ii) cure the breach pursuant to an approved corrective action plan; or (c) commits a material breach of the Agreement which, by its nature, cannot be cured, then City may (without limitation on other remedies that may be available to it under the Agreement, at law or in equity), by giving written notice to Contractor, terminate the Contract for Breach as of a date specified in the notice of termination.

14.1.2.2 For purposes of Section 14.1.2, "Material Breach" shall mean failure of Contractor to perform any material obligation of the Agreement, including, but not limited to (i) failing to meet the applicable CORE ASP Service Level Agreement availability described in Section 8 by not less than three hours each day for twenty (20) consecutive days; or (ii) a system outage lasting for three (3) consecutive days.

14.1.3   Termination for Change in Control

Contractor may not assign, transfer, or subcontract any rights or obligations under this Agreement in whole or part without the prior written consent of City. Any assignment, transfer or subcontract without such consent shall be deemed void and of no effect. Such consent shall not be unreasonably withheld. However, Contractor may assign, without written consent, this Agreement and its rights and obligations to any successor entity resulting from a merger, acquisition or consolidation. Contractor shall notify City of any such assignment as soon as Contractor may legally provide notice. Contractor further understands and agrees that any such assignment shall require City to execute an amendment to the Contract to name any new entity formed so that payment can be made. City shall not be liable for any delay in making payment that results from Contractor's failure to timely inform City of a change in control or Contractor's failure to timely execute an amendment to reflect a change in control. Subject to the foregoing, all of the terms, conditions, covenants, and agreements contained herein shall inure to the benefit of, and be binding upon, any such successor entity or permitted assignees of the respective parties hereto, with the parties hereto being responsible for the obligations and liabilities of their respective successors, assignees, or transferees. It is further understood and agreed that consent by City to such assignment in one instance shall not constitute consent by City to any other assignment. If the new company fails to assume and comply with the terms and conditions of this Agreement, City shall have the rights specified in Section 14.1.3. All provisions for Disengagement Service due to Breach shall be in effect.

14.1.4   Termination for Bankruptcy

If Contractor ceases conducting business in the normal course, becomes insolvent, makes a general assignment for the benefit of creditors, suffers or permits the appointment of a receiver for its business or assets or, as debtor, shall avail itself of, or become subject to, any proceeding under the Federal Bankruptcy Act or any other statute of any state relating to insolvency or the protection of rights of creditors, then (at the option of City) the Agreement and any and all project agreements shall terminate and be of no

further force and effect, and City shall execute its rights pursuant to Section 15.10, Software Escrow Account.

14.1.5   Payment on Termination

In the event that City declines to extend the Agreement at the end of the Initial Term or terminates the Agreement or any portion thereof prior to its expiration due to Funding Restriction or Convenience, City shall pay Contractor for all Services performed under this Scope of Work until Disengagement is completed.

In the event that City terminates the Agreement or any portion thereof prior to its expiration due to Contractor's Material Breach, Change in Control or Bankruptcy, City shall pay Contractor for (i) all Services performed prior to the date of termination in compliance with the provisions of this Contract on a percentage completion basis and (ii) Disengagement Services in accordance with the mutually agreed Disengagement Assistance Plan pursuant to Section 14.2.2 of this Agreement.

14.2   Disengagement Process

14.2.1   Disengagement Standards

In the event of expiration or termination of the Agreement for whatever reason both parties will comply with Disengagement Standards:

14.2.1.1   The City shall nonetheless continue to have all rights to use and maintain for its own benefit any and all Deliverables completed and delivered as if no expiration or termination had taken place, subject to payment for such Deliverables; Contractor shall not take any action to intentionally erase any City Data until directed to do so in writing by the City.

14.2.1.2   The expired or terminated Services shall be transferred to City or its successor(s) in an efficient and orderly manner.

14.2.1.3   The expired or terminated Services shall continue to be performed by Contractor without disruption or deterioration until the transfer has occurred: (i) consistent with the terms and conditions of this Agreement, or (ii) except as approved by City at the then current rate.

14.2.1.4   In an effort to facilitate transition of responsibilities, the key personnel, if any, will continue to apply during the agreed Disengagement Assistance Services term.

14.2.1.5   Contractor will at no additional charge provide City with a copy of City Data in an agreed upon electronic format, readily accessible by City as required for the disengagement of Contractor's services hereunder.

14.2.1.6   Upon completion of Disengagement, City will return to Contractor any Contractor Confidential Information or Contractor Materials in City's

possession or control and cease all access to the Licensed Program. Contractor will return to City any City Confidential Information or City Materials in Contractor's possession.

14.2.1.7 Upon completion of Disengagement, and at the written request of City, the Contractor shall securely dispose of all requested data in all of its forms, such as disk, CD/DVD, backup take and paper, when requested by City. Data shall be permanently deleted and shall not be recoverable, according to National Institute of Standards and Technology (NIST)-approved methods. Certificates of destruction shall be provided to City.

14.2.2 Disengagement Assistance Plan

In the event of an expiration or termination under Section 14.1, Contractor shall assist City (and Contractor's Successor, if applicable) to create a Disengagement Assistance Plan. The contents of the Disengagement Assistance Plan will include, unless otherwise agreed, the services, functions, and activities as defined below:

14.2.2.1 Description of actions to be taken by Contractor in performing Disengagement Assistance Services, the estimated hours required to perform the work, the personnel classifications required and at a blended hourly rate determined in accordance with Section 14.2.4, and the total estimated cost for the Disengagement Assistance Services. The description shall include mutually agreed upon incremental Deliverables tied to project progress. Responsibility for payment for Disengagement Services shall be determined by the cause of termination as described in Section 14.2.4 Responsibility for Payment of Disengagement Services. The infrastructure to be provided and included in the Disengagement Assistance Plan shall be determined upon consultation with and approval by City.

14.2.2.2 Description of how the transfer of (i) relevant information regarding the Services, (ii) resources (if any), (iii) operations and (iv) agreements (if any) will be achieved.

14.2.2.3 Set out the timeline for the transfer of each component of the terminated Services (including key milestones to track the progress of the transfer).

14.2.2.4 Define a schedule and plan for Contractor's return to City of Confidential Information, City Data, documents, records, files, tapes and disks in Contractor's possession.

14.2.3 Disengagement Management Team

14.2.3.1 Contractor will provide a senior Project manager who will be responsible for Contractor's overall performance of the Disengagement Assistance Services and who will be the primary point of contact for City in respect of the Disengagement Assistance Services during the Disengagement Assistance Period.

14.2.3.2 The City will appoint a senior Project manager who will be the primary point of contact for Contractor during the Disengagement Assistance Period.

14.2.4 Responsibility for Payment of Disengagement Assistance Services

14.2.4.1 In the event of expiration of the Agreement ("Agreement Expiration"), Termination for Funding Restriction, Termination for Change in Control, or Termination for Convenience: City may request Contractor assistance in the Disengagement Process. Contractor will perform reasonable Disengagement Services as agreed to in the Disengagement Assistance Plan at City's expense for a period of up to six (6) months on a time and materials basis. These services shall be performed using the discretionary hours of consulting support included in this Agreement (see Section 7), if any such hours remain at the time of Agreement Expiration, Termination of Funding Restriction or Termination for Convenience. If all discretionary hours have been used, Contractor will bill City at Contractor's then-current blended rate for the same or similar services performed for customers of comparable size to City under comparable terms and conditions, and in comparable circumstances.

14.2.4.2 In the event of Termination for Breach, City may do either of the following:

a) Follow the provisions of Section 14.2.4.1.

b) City may procure, upon such terms and in such manner as City may deem appropriate, services similar in scope and level of effort to those so terminated

14.3 Disengagement Services Upon Agreement Expiration

Prior to the expiration of this Agreement, City may evaluate whether to allow expiration or undertake renewal of this Agreement, and may consider obtaining provisions for performance of services similar to the Services following expiration of this Agreement or to return these services to City for ongoing operation.

14.3.1 As and when reasonably requested by City for use in such an evaluation process, to the extent possible without interfering with Contractor's performance of the Services under this Agreement, Contractor will provide to City such information and other cooperation regarding performance of the Services as would be reasonably necessary for City or a Third Party to prepare an informed option analysis for such services.

14.3.2 Contractor acknowledges that, in the event it breaches (or attempts or threatens to breach) its obligation to provide Disengagement Services upon expiration of the Agreement as provided in Section 14.3.1, City will be irreparably harmed. In such a circumstance, City may proceed directly to court. If a court of competent

jurisdiction should find that Contractor has breached (or attempted or threatened to breach) any such obligations, Contractor agrees that, without any additional findings of irreparable injury or other conditions to injunctive relief (including the posting of bond), it will not oppose the entry of an appropriate order compelling performance by Contractor and restraining it from any further breaches (or attempted or threatened breaches).

14.3.3   If City elects to allow the Agreement to expire, Contractor will cooperate with City in accordance with Section 14.2 Disengagement Process.

SECTION 15 – GENERAL TERMS AND CONDITIONS

15.1   Contract Modifications, Changes or Amendments

This Contract, plus specific documents cited herein, constitutes the entire Contract between City and Contractor and may be amended by further written agreement.

15.2   Compliance with Statutes and Regulations

Contractor, in performance of this Contract, shall comply with all applicable laws of the United States of America, the State of California, and City, including but not limited to, laws regarding health and safety, labor and employment, wage and hours and licensing laws.

15.3   Choice of Law and Venue

This Contract will be enforced and interpreted under the laws of the State of California without regard to conflict of law principles. Contractor shall comply with new, amended, or revised laws, regulations, and/or procedures that apply to the performance of this Contract with no additional compensation paid to Contractor.

In any action arising out of this Contract, Contractor consents to personal jurisdiction, and agrees to bring all such actions, exclusively in state or federal courts located in Los Angeles County, California.

15.4   Severability

If any part, term or provision of this Contract is held void, illegal, unenforceable, or in conflict with any law of a federal, state or local government, the validity of the remaining parts, terms or provisions of the Contract will not be affected.

15.5   Dispute Resolution

At the written request of either party, the parties will attempt to resolve any dispute arising under or relating to this Contract through the informal means described in this Section 15.5. Each party will appoint a senior management representative who does not devote substantially all of his or her time to performance under this Contract. The representatives will furnish to each other all non-privileged information with respect to the dispute that the

parties believe to be appropriate and germane. The representatives will negotiate in an effort to resolve the dispute without the necessity of any formal proceeding. Formal proceedings for the resolution of the dispute may not be commenced until the earlier of: (i) the designated representatives conclude that resolution through continued negotiation does not appear likely; or (ii) thirty (30) calendar days have passed since the initial request to negotiate the dispute was made; provided, however, that a party may file earlier to avoid the expiration of any applicable limitations period, to preserve a superior position with respect to other creditors, or to apply for interim or equitable relief.

15.6   Subcontractors/Joint Ventures

Contractor shall be the prime Contractor and, as such, is responsible for assuring that all work performed under this Contract meets all requirements of this Contract. Contractor agrees to obtain written approval from City prior to hiring any subcontractor(s) for work under the terms of this Contract and such approval shall not be unreasonably withheld. Further, nothing in this Contract shall constitute any contractual relationship between any others and City or any obligation on the part of City to pay, or to be responsible for the payment of, any sums to the subcontractors.

15.7   Ambiguity

Any ambiguity in this Contract will not be interpreted against any one party by virtue of that party being drafter of the Contract.

15.8   Care and Custody

The Contractor accepts full responsibility for the security against loss or damage to the materials involved in the processes related to the Contract while in their possession or the possession of any of their agents. Contractor shall reimburse City for any loss or damage to City materials in their agents care or custody.

15.9   Confidential Information

City and Contractor understand that all original material, whether written or readable by machine, including written or recorded data, documents, graphic displays, reports, and other documentation or other materials which contain information relating to performance hereunder are considered confidential property of City and Contractor. City and Contractor understand the sensitive nature of the above and therefore agree that neither its officers, partners, employees, agents, contractors or subcontractors will release, disseminate, or otherwise publish said reports or other such data, information, documents, graphic displays, nor other materials except as provided herein or as authorized, in writing, by City or Contractor representative. This section shall remain in effect after the termination of this Contract until such time as the confidential information has been released.

15.10 Software Escrow Account

Contractor must place Contractor's Licensed Program and Licensed Documentation, including software source code and all related customizations and configuration, for its proprietary software in escrow in order to provide City access to source code of the modules licensed in the event Contractor is no longer a viable corporation as follows:

15.10.1 Escrow Source Deposit

No later than thirty (30) calendar days after Final Acceptance of the Implementation Agreement, Contractor shall deliver to an Escrow Agent mutually agreeable to Contractor and City a copy of the source code for the Licensed Program and Licensed Documentation licensed under this Contract. The direct costs associated with this escrow shall be paid by City outside of this Contract. Contractor has quoted the current first year's fee as Two Thousand, Five Hundred Dollars ($2,500.00) which includes the initial "Processing Fee" (a one-time fee of $1,750.00) and a "Subscription Enrollment System" Fee (an Annual Fee of $750.00). Subsequent Annual Fees are currently Seven Hundred and Fifty Dollars ($750.00) per year. The charges are subject to change. Contractor shall provide a written ninety (90) day advance notification for any fee schedule change.

15.10.2 Conditions for Accessing the Source Code

Conditions for release of the Source Code shall be in accordance with the CORE Software Escrow Agreement, Exhibit 10.

15.10.3 City's Use of Source Code

In the event that a copy of the deposited source code is delivered to City, the following shall take place:

> **15.10.3.1** City agrees to use such source code solely to fulfill Contractor's obligations under this Contract and is subject to all limitations on use, access and disclosure set forth in this Contract.

> **15.10.3.2** City shall have the right to hire a contractor of their choice to complete Contractor's obligations under this Contract.

15.11 LADBS General Manager Decision Is Binding

In determining whether there has been such non-compliance with the Contract as to warrant termination/suspension, the decision of the LADBS General Manager will be binding to both parties.

SECTION 16 – STANDARD PROVISIONS FOR CITY CONTRACTS

16.1   Incorporation of Standard Provisions

With the exception of PSCs 6, 9, 18, 20, 21, and 22, Contractor agrees to comply with the Standard Provisions for City Contracts (Rev. 09/22) [v.1] which are attached as Exhibit 1 and incorporated into this Contract as though fully stated herein. Requirements related to the above PSC exceptions have been addressed in Section 16.2 (PSC 6), Section 14 (PSC 9), Section 13.1 (PSC 18), Section 10.2 (PSC 20), Sections 4 and 11 (PSC 21), and Sections 12.1 and 12.5 (PSC 22). In addition to the Standard Provisions for City Contracts (Rev. 09/22)[v.1], Contractor shall comply with the following:

16.2   Force Majeure

Neither Party shall be liable for any delay or failure to perform, to the extent caused by a Force Majeure Event; provided that such Party complies with the provisions of this Section. Upon occurrence of a Force Majeure Event, the non performing Party shall be excused from any further performance or observance of the affected obligation(s) for as long as, and to the extent that the Force Majeure Event continues and the non performing Party (i) continues to perform to the extent practicable; (ii) takes commercially reasonable measures to mitigate the effects of the Force Majeure Event; and (iii) uses commercially reasonable efforts to recommence performance or observance whenever and to whatever extent possible without delay. Any Party whose performance is affected by a Force Majeure Event shall immediately notify the other Party by telephone (to be confirmed in writing within ten (10) days of the inception of such delay) and describe in reasonable detail the circumstances causing such delay.

SECTION 17 – ORDER OF PRECEDENCE

This Contract, the Exhibits and Attachments attached hereto, are to be interpreted so that all of the provisions are given as full effect as possible. In the event of a conflict between these documents, the order of precedence shall be as follows:

A. The paragraphs in the body of this Contract
B. Standard Provisions for City Contracts (Rev. 09/22)[v.1] (Exhibit 1)
C. Any other Exhibit or other attachment to the Contract, exclusive of the Standard Provisions for City Contracts.

SECTION 18 – ENTIRE AGREEMENT

This Contract constitutes the entire agreement between City and Contractor and supersedes all other agreements between parties pertaining to the subject matter thereof. No-shrink-wrap, click-wrap, privacy policy, or other terms and conditions or agreements ("Additional Contractor Software Terms") provided with any products, services, documentation, or software hereunder shall be binding on City, even if use of the foregoing requires and affirmative "acceptance" of those Additional Contractor Software Terms before access is permitted. All such Additional Contractor Software Terms shall be of no force or effect and shall be deemed rejected by City in their entirety.

(Signature Page Follows)

This Agreement may be executed in one or more counterparts, and by the parties in separate counterparts, each of which when executed shall be deemed to be an original but all of which taken together shall constitute one and the same agreement. The parties further agree that facsimile signatures or signatures scanned into .pdf (or signatures in another electronic format designated by City) and sent by e-mail shall be deemed original signatures.

APPROVE AND AGREED TO:

FOR THE CITY OF LOS ANGELES DEPARTMENT OF BUILDING AND SAFETY

By: _____   Date: _____
    OSAMA YOUNAN
    General Manager
    Los Angeles Department of Building and Safety

FOR WONDERWARE, INC. DBA CORE BUSINESS TECHNOLOGIES

By: _____   Date: _____
    DAN PAULUS
    Chief Executive Officer
    CORE BUSINESS TECHNOLOGIES

                                         (Corporate Seal)

APPROVED AS TO FORM: ATTEST:
Hydee Feldstein Soto, City Attorney

By: _____   By: _____
    BRENT NICHOLS   HOLLY L. WOLCOTT
    Deputy City Attorney   City Clerk
    Office of the City Attorney   Office of the City Clerk

Date: _____   Date: _____

Contractor's Los Angeles Business Tax Registration Certificate No.0003008755-0001-09

Contract No. C-130793-1

Exhibit 1

Universal Cashiering
License and Maintenance Contract

STANDARD PROVISIONS FOR CITY
CONTRACTS

City of Los Angeles
Universal Cashiering Project

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EXHIBIT 1

STANDARD PROVISIONS FOR CITY CONTRACTS

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EXHIBIT 1

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EXHIBIT 1

EXHIBIT 1

STANDARD PROVISIONS FOR CITY CONTRACTS

PSC-1. <u>Construction of Provisions and Titles Herein</u>

All titles, subtitles, or headings in this Contract have been inserted for convenience, and shall not be deemed to affect the meaning or construction of any of the terms or provisions of this Contract. The language of this Contract shall be construed according to its fair meaning and not strictly for or against **CITY** or **CONTRACTOR**. The word **"CONTRACTOR"** includes the party or parties identified in this Contract. The singular shall include the plural and if there is more than one **CONTRACTOR**, unless expressly stated otherwise, their obligations and liabilities shall be joint and several. Use of the feminine, masculine, or neuter genders shall be deemed to include the genders not used.

PSC-2. <u>Applicable Law, Interpretation and Enforcement</u>

Each party's performance shall comply with all applicable laws of the United States of America, the State of California, and **CITY**, including but not limited to, laws regarding health and safety, labor and employment, wage and hours and licensing. This Contract shall be enforced and interpreted under the laws of the State of California without regard to conflict of law principles. **CONTRACTOR** shall comply with new, amended, or revised laws, regulations, or procedures that apply to the performance of this Contract with no additional compensation paid to **CONTRACTOR**.

In any action arising out of this Contract, **CONTRACTOR** consents to personal jurisdiction, and agrees to bring all such actions, exclusively in state or federal courts located in Los Angeles County, California.

If any part, term or provision of this Contract is held void, illegal, unenforceable, or in conflict with any federal, state or local law or regulation, the validity of the remaining parts, terms or provisions of this Contract shall not be affected.

PSC-3. <u>Time of Effectiveness</u>

Unless otherwise provided, this Contract shall take effect when all of the following events have occurred:

A.   This Contract has been signed on behalf of **CONTRACTOR** by the person or persons authorized to bind **CONTRACTOR**;

B.   This Contract has been approved by the City Council or by the board, officer or employee authorized to give such approval;

C.   The Office of the City Attorney has indicated in writing its approval of this Contract as to form; and

D.   This Contract has been signed on behalf of **CITY** by the person designated by the City Council, or by the board, officer or employee authorized to enter into this Contract.

EXHIBIT 1

PSC-4. Integrated Contract

This Contract sets forth all of the rights and duties of the parties with respect to the subject matter of this Contract, and replaces any and all previous Contracts or understandings, whether written or oral, relating thereto. This Contract may be amended only as provided for in the provisions of PSC-5 hereof.

PSC-5. Amendment

All amendments to this Contract shall be in writing and signed and approved pursuant to the provisions of PSC-3.

PSC-6. Excusable Delays

Neither party shall be liable for its delay or failure to perform any obligation under and in accordance with this Contract, if the delay or failure arises out of fires, floods, earthquakes, epidemics, quarantine restrictions, other natural occurrences, strikes, lockouts (other than a lockout by the party or any of the party's Subcontractors), freight embargoes, terrorist acts, insurrections or other civil disturbances, or other similar events to those described above, but in each case the delay or failure to perform must be beyond the control and without any fault or negligence of the party delayed or failing to perform (these events are referred to in this provision as "Force Majeure Events").

Notwithstanding the foregoing, a delay or failure to perform by a Subcontractor of **CONTRACTOR** shall not constitute a Force Majeure Event, unless the delay or failure arises out of causes beyond the control of both **CONTRACTOR** and Subcontractor, and without any fault or negligence of either of them. In such case, **CONTRACTOR** shall not be liable for the delay or failure to perform, unless the goods or services to be furnished by the Subcontractor were obtainable from other sources in sufficient time to permit **CONTRACTOR** to perform timely. As used in this Contract, the term "Subcontractor" means a subcontractor at any tier.

In the event **CONTRACTOR'S** delay or failure to perform arises out of a Force Majeure Event, **CONTRACTOR** agrees to use commercially reasonable best efforts to obtain the goods or services from other sources, and to otherwise mitigate the damages and reduce the delay caused by the Force Majeure Event.

PSC-7. Waiver

A waiver of a default of any part, term or provision of this Contract shall not be construed as a waiver of any succeeding default or as a waiver of the part, term or provision itself. A party's performance after the other party's default shall not be construed as a waiver of that default.

EXHIBIT 1

PSC-8. Suspension

At **CITY'S** sole discretion, **CITY** may suspend any or all services provided under this Contract by providing **CONTRACTOR** with written notice of suspension. Upon receipt of the notice of suspension, **CONTRACTOR** shall immediately cease the services suspended and shall not incur any additional obligations, costs or expenses to **CITY** until **CITY** gives written notice to recommence the services.

PSC-9. Termination

      A.   Termination for Convenience

      CITY may terminate this Contract for **CITY'S** convenience at any time by providing **CONTRACTOR** thirty days written notice. Upon receipt of the notice of termination, **CONTRACTOR** shall immediately take action not to incur any additional obligations, costs or expenses, except as may be necessary to terminate its activities. **CITY** shall pay **CONTRACTOR** its reasonable and allowable costs through the effective date of termination and those reasonable and necessary costs incurred by **CONTRACTOR** to effect the termination. Thereafter, **CONTRACTOR** shall have no further claims against **CITY** under this Contract. All finished and unfinished documents and materials procured for or produced under this Contract, including all intellectual property rights **CITY** is entitled to, shall become **CITY** property upon the date of the termination. **CONTRACTOR** agrees to execute any documents necessary for **CITY** to perfect, memorialize, or record **CITY'S** ownership of rights provided herein.

      B.   Termination for Breach of Contract

          1.   Except as provided in PSC-6, if **CONTRACTOR** fails to perform any of the provisions of this Contract or so fails to make progress as to endanger timely performance of this Contract, **CITY** may give **CONTRACTOR** written notice of the default. **CITY'S** default notice will indicate whether the default may be cured and the time period to cure the default to the sole satisfaction of **CITY**. Additionally, **CITY'S** default notice may offer **CONTRACTOR** an opportunity to provide **CITY** with a plan to cure the default, which shall be submitted to **CITY** within the time period allowed by **CITY**. At **CITY'S** sole discretion, **CITY** may accept or reject **CONTRACTOR'S** plan. If the default cannot be cured or if **CONTRACTOR** fails to cure within the period allowed by **CITY**, then **CITY** may terminate this Contract due to **CONTRACTOR'S** breach of this Contract.

          2.   If the default under this Contract is due to **CONTRACTOR'S** failure to maintain the insurance required under this Contract, **CONTRACTOR** shall immediately: (1) suspend performance of any services under this Contract for which insurance was required; and (2) notify its employees and Subcontractors of the loss of insurance coverage and Contractor's obligation to suspend performance of

STANDARD PROVISIONS
FOR CITY CONTRACTS (Rev. 9/22) [v.1]   **3**

EXHIBIT 1

services. **CONTRACTOR** shall not recommence performance until **CONTRACTOR** is fully insured and in compliance with **CITY'S** requirements.

3. If a federal or state proceeding for relief of debtors is undertaken by or against **CONTRACTOR**, or if **CONTRACTOR** makes an assignment for the benefit of creditors, then **CITY** may immediately terminate this Contract.

4. If **CONTRACTOR** engages in any dishonest conduct related to the performance or administration of this Contract or violates **CITY'S** laws, regulations or policies relating to lobbying, then **CITY** may immediately terminate this Contract.

5. Acts of Moral Turpitude

   a. **CONTRACTOR** shall immediately notify **CITY** if **CONTRACTOR** or any Key Person, as defined below, is charged with, indicted for, convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, any act which constitutes an offense involving moral turpitude under federal, state, or local laws ("Act of Moral Turpitude").

   b. If **CONTRACTOR** or a Key Person is convicted of, pleads nolo contendere to, or forfeits bail or fails to appear in court for a hearing related to, an Act of Moral Turpitude, **CITY** may immediately terminate this Contract.

   c. If **CONTRACTOR** or a Key Person is charged with or indicted for an Act of Moral Turpitude, **CITY** may terminate this Contract after providing **CONTRACTOR** an opportunity to present evidence of **CONTRACTOR'S** ability to perform under the terms of this Contract.

   d. Acts of Moral Turpitude include, but are not limited to: violent felonies as defined by Penal Code Section 667.5, crimes involving weapons, crimes resulting in serious bodily injury or death, serious felonies as defined by Penal Code Section 1192.7, and those crimes referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2); in addition to and including acts of murder, rape, sexual assault, robbery, kidnapping, human trafficking, pimping, voluntary manslaughter, aggravated assault, assault on a peace officer, mayhem, fraud, domestic abuse, elderly abuse, and child abuse, regardless of whether such acts are punishable by felony or misdemeanor conviction.

EXHIBIT 1

e. For the purposes of this provision, a Key Person is a principal, officer, or employee assigned to this Contract, or owner (directly or indirectly, through one or more intermediaries) of ten percent or more of the voting power or equity interests of **CONTRACTOR**.

6. In the event **CITY** terminates this Contract as provided in this section, **CITY** may procure, upon such terms and in the manner as **CITY** may deem appropriate, services similar in scope and level of effort to those so terminated, and **CONTRACTOR** shall be liable to **CITY** for all of its costs and damages, including, but not limited to, any excess costs for such services.

7. If, after notice of termination of this Contract under the provisions of this section, it is determined for any reason that **CONTRACTOR** was not in default under the provisions of this section, or that the default was excusable under the terms of this Contract, the rights and obligations of the parties shall be the same as if the notice of termination had been issued pursuant to PSC-9(A) Termination for Convenience.

8. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract.

C. In the event that this Contract is terminated, **CONTRACTOR** shall immediately notify all employees and Subcontractors, and shall notify in writing all other parties contracted with under the terms of this Contract within five working days of the termination.

PSC-10. Independent Contractor

CONTRACTOR is an independent contractor and not an agent or employee of **CITY**. **CONTRACTOR** shall not represent or otherwise hold out itself or any of its directors, officers, partners, employees, or agents to be an agent or employee of **CITY**.

PSC-11. Contractor's Personnel

Unless otherwise approved by **CITY**, **CONTRACTOR** shall use its own employees to perform the services described in this Contract. **CITY** has the right to review and approve any personnel who are assigned to work under this Contract. **CONTRACTOR** shall remove personnel from performing work under this Contract if requested to do so by **CITY**.

CONTRACTOR shall not use Subcontractors to assist in performance of this Contract without the prior written approval of **CITY**. If **CITY** permits the use of Subcontractors, **CONTRACTOR** shall remain responsible for performing all aspects of this Contract and paying all Subcontractors. **CITY** has the right to approve **CONTRACTOR'S** Subcontractors, and **CITY** reserves the right to request replacement of any

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Subcontractor. **CITY** does not have any obligation to pay **CONTRACTOR'S** Subcontractors, and nothing herein creates any privity of contract between **CITY** and any Subcontractor.

PSC-12. Assignment and Delegation

CONTRACTOR may not, unless it has first obtained the written permission of **CITY**:

    A.   Assign or otherwise alienate any of its rights under this Contract, including the right to payment; or

    B.   Delegate, subcontract, or otherwise transfer any of its duties under this Contract.

PSC-13. Permits

CONTRACTOR and its directors, officers, partners, agents, employees, and Subcontractors, shall obtain and maintain all licenses, permits, certifications and other documents necessary for **CONTRACTOR'S** performance of this Contract. **CONTRACTOR** shall immediately notify **CITY** of any suspension, termination, lapses, non-renewals, or restrictions of licenses, permits, certificates, or other documents that relate to **CONTRACTOR'S** performance of this Contract.

PSC-14. Claims for Labor and Materials

CONTRACTOR shall promptly pay when due all amounts owed for labor and materials furnished in the performance of this Contract so as to prevent any lien or other claim under any provision of law from arising against any **CITY** property (including reports, documents, and other tangible or intangible matter produced by **CONTRACTOR** hereunder), and shall pay all amounts due under the Unemployment Insurance Act or any other applicable law with respect to labor used to perform under this Contract.

PSC-15. Current Los Angeles City Business Tax Registration Certificate Required

For the duration of this Contract, **CONTRACTOR** shall maintain valid Business Tax Registration Certificate(s) as required by **CITY'S** Business Tax Ordinance, Section 21.00 *et seq.* of the Los Angeles Municipal Code ("LAMC"), and shall not allow the Certificate to lapse or be revoked or suspended.

PSC-16. Retention of Records, Audit and Reports

CONTRACTOR shall maintain all records, including records of financial transactions, pertaining to the performance of this Contract, in their original form or as otherwise approved by **CITY**. These records shall be retained for a period of no less than three years from the later of the following: (1) final payment made by **CITY**, (2) the expiration of this Contract or (3) termination of this Contract. The records will be subject to examination and audit by authorized **CITY** personnel or **CITY'S** representatives at any time. **CONTRACTOR** shall provide any reports requested by **CITY** regarding

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performance of this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

In lieu of retaining the records for the term as prescribed in this provision, **CONTRACTOR** may, upon **CITY'S** written approval, submit the required information to **CITY** in an electronic format, e.g. USB flash drive, at the expiration or termination of this Contract.

PSC-17. Bonds

All bonds required by **CITY** shall be filed with the Office of the City Administrative Officer, Risk Management for its review and acceptance in accordance with Los Angeles Administrative Code ("LAAC") Sections 11.47 *et seq.*, as amended from to time.

PSC-18. Indemnification

Except for the active negligence or willful misconduct of **CITY**, or any of its boards, officers, agents, employees, assigns and successors in interest, **CONTRACTOR** shall defend, indemnify and hold harmless **CITY** and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature whatsoever, for death or injury to any person, including **CONTRACTOR'S** employees and agents, or damage or destruction of any property of either party hereto or of third parties, arising in any manner by reason of an act, error, or omission by **CONTRACTOR,** Subcontractors, or their boards, officers, agents, employees, assigns, and successors in interest. The rights and remedies of **CITY** provided in this section shall not be exclusive and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-19. Intellectual Property Indemnification

CONTRACTOR, at its own expense, shall defend, indemnify, and hold harmless the **CITY**, and any of its boards, officers, agents, employees, assigns, and successors in interest from and against all lawsuits and causes of action, claims, losses, demands and expenses, including, but not limited to, attorney's fees (both in house and outside counsel) and cost of litigation (including all actual litigation costs incurred by **CITY**, including but not limited to, costs of experts and consultants), damages or liability of any nature arising out of the infringement, actual or alleged, direct or contributory, of any intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity, and proprietary information: (1) on or in any design, medium, matter, article, process, method, application, equipment, device, instrumentation, software, hardware, or firmware used by **CONTRACTOR**, or its Subcontractors, in performing the work under this Contract; or (2) as a result of **CITY'S** actual or intended use of any Work Product (as defined in PSC-21) furnished by **CONTRACTOR**, or its Subcontractors, under this Contract. The rights and remedies of **CITY** provided in this section shall not be exclusive

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and are in addition to any other rights and remedies provided by law or under this Contract. This provision will survive expiration or termination of this Contract.

PSC-20. Intellectual Property Warranty

CONTRACTOR represents and warrants that its performance of all obligations under this Contract does not infringe in any way, directly or contributorily, upon any third party's intellectual property rights, including, without limitation, patent, copyright, trademark, trade secret, right of publicity and proprietary information.

PSC-21. Ownership and License

Unless otherwise provided for herein, all finished and unfinished works, tangible or not, created under this Contract including, without limitation, documents, materials, data, reports, manuals, specifications, artwork, drawings, sketches, blueprints, studies, memoranda, computation sheets, computer programs and databases, schematics, photographs, video and audiovisual recordings, sound recordings, marks, logos, graphic designs, notes, websites, domain names, inventions, processes, formulas, matters and combinations thereof, and all forms of intellectual property originated and prepared by **CONTRACTOR** or its Subcontractors under this Contract (each a "Work Product"; collectively "Work Products") shall be and remain the exclusive property of **CITY** for its use in any manner **CITY** deems appropriate. **CONTRACTOR** hereby assigns to **CITY** all goodwill, copyright, trademark, patent, trade secret and all other intellectual property rights worldwide in any Work Products originated and prepared under this Contract. **CONTRACTOR** further agrees to execute any documents necessary for **CITY** toperfect, memorialize, or record **CITY'S** ownership of rights provided herein.

CONTRACTOR agrees that a monetary remedy for breach of this Contract may be inadequate, impracticable, or difficult to prove and that a breach may cause **CITY** irreparable harm. **CITY** may therefore enforce this requirement by seeking injunctive relief and specific performance, without any necessity of showing actual damage or irreparable harm. Seeking injunctive relief or specific performance does not preclude **CITY** from seeking or obtaining any other relief to which **CITY** may be entitled.

For all Work Products delivered to **CITY** that are not originated or prepared by **CONTRACTOR** or its Subcontractors under this Contract, **CONTRACTOR** shall secure a grant, at no cost to **CITY**, for a non-exclusive perpetual license to use such Work Products for any **CITY** purposes.

CONTRACTOR shall not provide or disclose any Work Product to any third party without prior written consent of **CITY**.

Any subcontract entered into by **CONTRACTOR** relating to this Contract shall include this provision to contractually bind its Subcontractors performing work under this Contract such that **CITY'S** ownership and license rights of all Work Products are preserved and protected as intended herein.

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PSC-22. Data Protection

    A.   **CONTRACTOR** shall protect, using the most secure means and technology that is commercially available, **CITY**-provided data or consumer-provided data acquired in the course and scope of this Contract, including but not limited to customer lists and customer credit card or consumer data, (collectively, the "City Data"). **CONTRACTOR** shall notify **CITY** in writing as soon as reasonably feasible, and in any event within twenty-four hours, of **CONTRACTOR'S** discovery or reasonable belief of any unauthorized access of City Data (a "Data Breach"), or of any incident affecting, or potentially affecting City Data related to cyber security (a "Security Incident"), including, but not limited to, denial of service attack, and system outage, instability or degradation due to computer malware or virus. **CONTRACTOR** shall begin remediation immediately. **CONTRACTOR** shall provide daily updates, or more frequently if required by **CITY**, regarding findings and actions performed by **CONTRACTOR** until the Data Breach or Security Incident has been effectively resolved to **CITY'S** satisfaction. **CONTRACTOR** shall conduct an investigation of the Data Breach or Security Incident and shall share the report of the investigation with **CITY**. At **CITY'S** sole discretion, **CITY** and its authorized agents shall have the right to lead or participate in the investigation. **CONTRACTOR** shall cooperate fully with **CITY**, its agents and law enforcement.

    B.   If **CITY** is subject to liability for any Data Breach or Security Incident, then **CONTRACTOR** shall fully indemnify and hold harmless **CITY** and defend against any resulting actions.

PSC-23. Insurance

During the term of this Contract and without limiting **CONTRACTOR'S** obligation to indemnify, hold harmless and defend **CITY**, **CONTRACTOR** shall provide and maintain at its own expense a program of insurance having the coverages and limits not less than the required amounts and types as determined by the Office of the City Administrative Officer of Los Angeles, Risk Management (template Form General 146 in Exhibit 1 hereto). The insurance must: (1) conform to **CITY'S** requirements; (2) comply with the Insurance Contractual Requirements (Form General 133 in Exhibit 1 hereto); and (3) otherwise be in a form acceptable to the Office of the City Administrative Officer, Risk Management. **CONTRACTOR** shall comply with all Insurance Contractual Requirements shown on Exhibit 1 hereto. Exhibit 1 is hereby incorporated by reference and made a part of this Contract.

PSC-24. Best Terms

Throughout the term of this Contract, **CONTRACTOR**, shall offer **CITY** the best terms, prices, and discounts that are offered to any of **CONTRACTOR'S** customers for similar goods and services provided under this Contract.

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PSC-25. <u>Warranty and Responsibility of Contractor</u>

CONTRACTOR warrants that the work performed hereunder shall be completed in a manner consistent with professional standards practiced among those firms within **CONTRACTOR'S** profession, doing the same or similar work under the same or similar circumstances.

PSC-26. <u>Mandatory Provisions Pertaining to Non-Discrimination in Employment</u>

Unless otherwise exempt, this Contract is subject to the applicable non-discrimination, equal benefits, equal employment practices, and affirmative action program provisions in LAAC Section 10.8 et seq., as amended from time to time.

A. **CONTRACTOR** shall comply with the applicable non-discrimination and affirmative action provisions of the laws of the United States of America, the State of California, and **CITY**. In performing this Contract, **CONTRACTOR** shall not discriminate in any of its hiring or employment practices against any employee or applicant for employment because of such person's race, color, religion, national origin, ancestry, sex, sexual orientation, gender, gender identity, age, disability, domestic partner status, marital status or medical condition.

B. The requirements of Section 10.8.2.1 of the LAAC, the Equal Benefits Ordinance, and the provisions of Section 10.8.2.1(f) are incorporated and made a part of this Contract by reference.

C. The provisions of Section 10.8.3 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Equal Employment Practices" provisions of this Contract.

D. The provisions of Section 10.8.4 of the LAAC are incorporated and made a part of this Contract by reference and will be known as the "Affirmative Action Program" provisions of this Contract.

Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-27. <u>Child Support Assignment Orders</u>

CONTRACTOR shall comply with the Child Support Assignment Orders Ordinance, Section 10.10 of the LAAC, as amended from time to time. Pursuant to Section 10.10(b) of the LAAC, **CONTRACTOR** shall fully comply with all applicable State and Federal employment reporting requirements. Failure of **CONTRACTOR** to comply with all applicable reporting requirements or to implement lawfully served Wage and Earnings Assignment or Notices of Assignment, or the failure of any principal owner(s) of **CONTRACTOR** to comply with any Wage and Earnings Assignment or Notices of Assignment applicable to them personally, shall constitute a default by the **CONTRACTOR** under this Contract. Failure of **CONTRACTOR** or principal owner to cure

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the default within 90 days of the notice of default will subject this Contract to termination for breach. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-28. Living Wage Ordinance

CONTRACTOR shall comply with the Living Wage Ordinance, LAAC Section 10.37 *et seq.*, as amended from time to time. **CONTRACTOR** further agrees that it shall comply with federal law proscribing retaliation for union organizing. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-29. Service Contractor Worker Retention Ordinance

CONTRACTOR shall comply with the Service Contractor Worker Retention Ordinance, LAAC Section 10.36 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-30. Access and Accommodations

CONTRACTOR represents and certifies that:

A. **CONTRACTOR** shall comply with the Americans with Disabilities Act, as amended, 42 U.S.C. Section 12101 et seq., the Rehabilitation Act of 1973, as amended, 29 U.S.C. Section 701 et seq., the Fair Housing Act, and its implementing regulations and any subsequent amendments, and California Government Code Section 11135;

B. **CONTRACTOR** shall not discriminate on the basis of disability or on the basis of a person's relationship to, or association with, a person who has a disability;

C. **CONTRACTOR** shall provide reasonable accommodation upon request to ensure equal access to **CITY**-funded programs, services and activities;

D. Construction will be performed in accordance with the Uniform Federal Accessibility Standards (UFAS), 24 C.F.R. Part 40; and

E. The buildings and facilities used to provide services under this Contract are in compliance with the federal and state standards for accessibility as set forth in the 2010 ADA Standards, California Title 24, Chapter 11, or other applicable federal and state law.

CONTRACTOR understands that **CITY** is relying upon these certifications and representations as a condition to funding this Contract. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

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PSC-31. Contractor Responsibility Ordinance

CONTRACTOR shall comply with the Contractor Responsibility Ordinance, LAAC Section 10.40 *et seq.*, as amended from time to time.

PSC-32. Business Inclusion Program

Unless otherwise exempted prior to bid submission, **CONTRACTOR** shall comply with all aspects of the Business Inclusion Program as described in the Request for Proposal/Qualification process, throughout the duration of this Contract. **CONTRACTOR** shall utilize the Business Assistance Virtual Network ("BAVN") at https://www.labavn.org/, to perform and document outreach to Minority, Women, and Other Business Enterprises. **CONTRACTOR** shall perform subcontractor outreach activities through BAVN. **CONTRACTOR** shall not change any of its designated Subcontractors or pledged specific items of work to be performed by these Subcontractors, nor shall **CONTRACTOR** reduce their level of effort, without prior written approval of **CITY**.

PSC-33. Slavery Disclosure Ordinance

CONTRACTOR shall comply with the Slavery Disclosure Ordinance, LAAC Section 10.41 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-34. First Source Hiring Ordinance

CONTRACTOR shall comply with the First Source Hiring Ordinance, LAAC Section 10.44 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-35. Local Business Preference Ordinance

CONTRACTOR shall comply with the Local Business Preference Ordinance, LAAC Section 10.47 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-36. Iran Contracting Act

In accordance with California Public Contract Code Sections 2200-2208, all contractors entering into, or renewing contracts with **CITY** for goods and services estimated at $1,000,000 or more are required to complete, sign, and submit the "Iran Contracting Act of 2010 Compliance Affidavit."

PSC-37. Restrictions on Campaign Contributions and Fundraising in City Elections

Unless otherwise exempt, if this Contract is valued at $100,000 or more and requires approval by an elected **CITY** office, **CONTRACTOR**, **CONTRACTOR'S** principals, and **CONTRACTOR'S** Subcontractors expected to receive at least $100,000 for performance under the Contract, and the principals of those Subcontractors (the "Restricted Persons")

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shall comply with Charter Section 470(c)(12) and LAMC Section 49.7.35. Failure to comply entitles **CITY** to terminate this Contract and to pursue all available legal remedies. Charter Section 470(c)(12) and LAMC Section 49.7.35 limit the ability of the Restricted Persons to make campaign contributions to and engage in fundraising for certain elected **CITY** officials or candidates for elected **CITY** office for twelve months after this Contract is signed. Additionally, a **CONTRACTOR** subject to Charter Section 470(c)(12) is required to comply with disclosure requirements by submitting a completed and signed Ethics Commission Form 55 and to amend the information in that form as specified by law. Any **CONTRACTOR** subject to Charter Section 470(c)(12) shall include the following notice in any contract with any Subcontractor expected to receive at least $100,000 for performance under this Contract:

> "Notice Regarding Restrictions on Campaign Contributions and Fundraising in City Elections
>
> You are a subcontractor on City of Los Angeles Contract # _____. Pursuant to the City of Los Angeles Charter Section 470(c)(12) and related ordinances, you and your principals are prohibited from making campaign contributions to and fundraising for certain elected City of Los Angeles ("**CITY**") officials and candidates for elected **CITY** office for twelve months after the **CITY** contract is signed. You are required to provide the names and contact information of your principals to the **CONTRACTOR** and to amend that information within ten business days if it changes during the twelve month time period. Failure to comply may result in termination of this Contract and any other available legal remedies. Information about the restrictions may be found online at ethics.lacity.org or by calling the Los Angeles City Ethics Commission at (213) 978-1960."

PSC-38.   Contractors' Use of Criminal History for Consideration of Employment Applications

CONTRACTOR shall comply with the City Contractors' Use of Criminal History for Consideration of Employment Applications Ordinance, LAAC Section 10.48 *et seq.*, as amended from time to time. Any subcontract entered into by **CONTRACTOR** for work to be performed under this Contract must include an identical provision.

PSC-39. Limitation of City's Obligation to Make Payment to Contractor

Notwithstanding any other provision of this Contract, including any exhibits or attachments incorporated therein, and in order for **CITY** to comply with its governing legal requirements, **CITY** shall have no obligation to make any payments to **CONTRACTOR** unless **CITY** shall have first made an appropriation of funds equal to or in excess of its obligation to make any payments as provided in this Contract. **CONTRACTOR** agrees that any services provided by **CONTRACTOR**, purchases made by **CONTRACTOR** or expenses incurred by **CONTRACTOR** in excess of the appropriation(s) shall be free and without charge to **CITY** and **CITY** shall have no obligation to pay for the services, purchases or expenses. **CONTRACTOR** shall have no obligation to provide any services,

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provide any equipment or incur any expenses in excess of the appropriated amount(s) until **CITY** appropriates additional funds for this Contract.

PSC-40. <u>Compliance with Identity Theft Laws and Payment Card Data Security Standards</u>

CONTRACTOR shall comply with all identity theft laws including without limitation, laws related to: (1) payment devices; (2) credit and debit card fraud; and (3) the Fair and Accurate Credit Transactions Act ("FACTA"), including its requirement relating to the content of transaction receipts provided to Customers. **CONTRACTOR** also shall comply with all requirements related to maintaining compliance with Payment Card Industry Data Security Standards ("PCI DSS"). During the performance of any service to install, program or update payment devices equipped to conduct credit or debit card transactions, including PCI DSS services, **CONTRACTOR** shall verify proper truncation of receipts in compliance with FACTA.

PSC-41. <u>Compliance with California Public Resources Code Section 5164</u>

California Public Resources Code Section 5164 prohibits a public agency from hiring a person for employment or as a volunteer to perform services at any park, playground, or community center used for recreational purposes in a position that has supervisory or disciplinary authority over any minor, if the person has been convicted of certain crimes as referenced in the Penal Code, and articulated in California Public Resources Code Section 5164(a)(2).

If applicable, **CONTRACTOR** shall comply with California Public Resources Code Section 5164, and shall additionally adhere to all rules and regulations that have been adopted or that may be adopted by **CITY**. **CONTRACTOR** is required to have all employees, volunteers and Subcontractors (including all employees and volunteers of any Subcontractor) of **CONTRACTOR** working on premises to pass a fingerprint and background check through the California Department of Justice at **CONTRACTOR'S** sole expense, indicating that such individuals have never been convicted of certain crimes as referenced in the Penal Code and articulated in California Public Resources Code Section 5164(a)(2), if the individual will have supervisory or disciplinary authority over any minor.

PSC-42. <u>Possessory Interests Tax</u>

Rights granted to **CONTRACTOR** by **CITY** may create a possessory interest. **CONTRACTOR** agrees that any possessory interest created may be subject to California Revenue and Taxation Code Section 107.6 and a property tax may be levied on that possessory interest. If applicable, **CONTRACTOR** shall pay the property tax. **CONTRACTOR** acknowledges that the notice required under California Revenue and Taxation Code Section 107.6 has been provided.

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PSC-43. <u>Confidentiality</u>

All documents, information and materials provided to **CONTRACTOR** by **CITY** or developed by **CONTRACTOR** pursuant to this Contract (collectively "Confidential Information") are confidential. **CONTRACTOR** shall not provide or disclose any Confidential Information or their contents or any information therein, either orally or in writing, to any person or entity, except as authorized by **CITY** or as required by law. **CONTRACTOR** shall immediately notify **CITY** of any attempt by a third party to obtain access to any Confidential Information. This provision will survive expiration or termination of this Contract.

PSC-44. <u>COVID-19</u>

Employees of Contractor and/or persons working on its behalf, including, but not limited to, subcontractors (collectively, "Contractor Personnel"), while performing services under this Agreement and prior to interacting in person with City employees, contractors, volunteers, or members of the public (collectively, "In-Person Services") must be fully vaccinated against the novel coronavirus 2019 ("COVID-19"). "Fully vaccinated" means that 14 or more days have passed since Contractor Personnel have received the final dose of a two-dose COVID-19 vaccine series (Moderna or Pfizer-BioNTech) or a single dose of a one-dose COVID-19 vaccine (Johnson & Johnson/Janssen) and all booster doses recommended by the Centers for Disease Control and Prevention. Prior to assigning Contractor Personnel to perform In-Person Services, Contractor shall obtain proof that such Contractor Personnel have been fully vaccinated. Contractor shall retain such proof for the document retention period set forth in this Agreement. Contractor shall grant medical or religious exemptions ("Exemptions") to Contractor Personnel as required by law. If Contractor wishes to assign Contractor Personnel with Exemptions to perform In-Person Services, Contractor shall require such Contractor Personnel to undergo weekly COVID-19 testing, with the full cost of testing to be borne by Contractor. If Contractor Personnel test positive, they shall not be assigned to perform In-Person Services or, to the extent they have already been performing In-Person Services, shall be immediately removed from those assignments. Furthermore, Contractor shall immediately notify City if Contractor Personnel performing In-Person Services (1) have tested positive for or have been diagnosed with COVID-19, (2) have been informed by a medical professional that they are likely to have COVID-19, or (3) meet the criteria for isolation under applicable government orders.

PSC-45. <u>Contractor Data Reporting</u>

If Contractor is a for-profit, privately owned business, Contractor shall, within 30 days of the effective date of the Contract and on an annual basis thereafter (i.e., within 30 days of the annual anniversary of the effective date of the Contract), report the following information to City via the Regional Alliance Marketplace for Procurement ("RAMP") or via another method specified by City: Contractor's and any Subcontractor's annual revenue, number of employees, location, industry, race/ethnicity and gender of majority owner ("Contractor/Subcontractor Information"). Contractor shall further request, on an annual basis, that any Subcontractor input or update its business profile, including the Contractor/Subcontractor Information, on RAMP or via another method prescribed by City.

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Form Gen. 133 (Rev.10/17)

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INSURANCE CONTRACTUAL REQUIREMENTS

CONTACT For additional information about compliance with City Insurance and Bond requirements, contact the Office of the City Administrative Officer, Risk Management at (213) 978-RISK (7475) or go online at www.lacity.org/cao/risk. The City approved Bond Assistance Program is available for those contractors who are unable to obtain the City-required performance bonds. A City approved insurance program may be available as a low cost alternative for contractors who are unable to obtain City-required insurance.

CONTRACTUAL REQUIREMENTS

CONTRACTOR AGREES THAT:

1.   Additional Insured/Loss Payee. The CITY must be included as an Additional Insured in applicable liability policies to cover the CITY'S liability arising out of the acts or omissions of the named insured. The CITY is to be named as an Additional Named Insured and a Loss Payee As Its Interests May Appear in property insurance in which the CITY has an interest, e.g., as a lien holder.

2. Notice of Cancellation. All required insurance will be maintained in full force for the duration of its business with the CITY. By ordinance, all required insurance must provide at least thirty (30) days' prior written notice (ten (10) days for non-payment of premium) directly to the CITY if your insurance company elects to cancel or materially reduce coverage or limits prior to the policy expiration date, for any reason except impairment of an aggregate limit due to prior claims.

3.   Primary Coverage. CONTRACTOR will provide coverage that is primary with respect to any insurance or self-insurance of the CITY. The CITY'S program shall be excess of this insurance and non-contributing.

4. Modification of Coverage. The CITY reserves the right at any time during the term of this Contract to change the amounts and types of insurance required hereunder by giving CONTRACTOR ninety (90) days' advance written notice of such change. If such change should result in substantial additional cost to CONTRACTOR, the CITY agrees to negotiate additional compensation proportional to the increased benefit to the CITY.

5.   Failure to Procure Insurance. All required insurance must be submitted and approved by the Office of the City Administrative Officer, Risk Management prior to the inception of any operations by CONTRACTOR.

CONTRACTOR'S failure to procure or maintain required insurance or a self-insurance program during the entire term of this Contract shall constitute a material breach of this Contract under which the CITY may immediately suspend or terminate this Contract or, at its discretion, procure or renew such insurance to protect the CITY'S interests and pay any and all premiums in connection therewith and recover all monies so paid from CONTRACTOR.

6. Workers' Compensation. By signing this Contract, CONTRACTOR hereby certifies that it is aware of the provisions of Section 3700 *et seq.*, of the California Labor Code which require every employer to be insured against liability for Workers' Compensation or to undertake

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self-insurance in accordance with the provisions of that Code, and that it will comply with such provisions at all time during the performance of the work pursuant to this Contract.

7. California Licensee. All insurance must be provided by an insurer <u>admitted</u> to do business in California or written through a California-licensed surplus lines broker or through an insurer otherwise acceptable to the CITY. Non-admitted coverage must contain a **Service of Suit** clause in which the underwriters agree to submit as necessary to the jurisdiction of a California court in the event of a coverage dispute. Service of process for this purpose must be allowed upon an agent in California designated by the insurer or upon the California Insurance Commissioner.

8. Aggregate Limits/Impairment. If any of the required insurance coverages contain annual aggregate limits, CONTRACTOR must give the CITY written notice of any pending claim or lawsuit which will materially diminish the aggregate within thirty (30) days of knowledge of same. You must take appropriate steps to restore the impaired aggregates or provide replacement insurance protection within thirty (30) days of knowledge of same. The CITY has the option to specify the minimum acceptable aggregate limit for each line of coverage required. No substantial reductions in scope of coverage which may affect the CITY'S protection are allowed without the CITY'S prior written consent.

9. Commencement of Work. For purposes of insurance coverage only, this Contract will be deemed to have been executed immediately upon any party hereto taking any steps that can be considered to be in furtherance of or towards performance of this Contract. The requirements in this Section supersede all other sections and provisions of this Contract, including, but not limited to, PSC-3, to the extent that any other section or provision conflicts with or impairs the provisions of this Section.

Required Insurance and Minimum Limits

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Name: _____   Date: _____

Agreement/Reference: _____

Evidence of coverages checked below, with the specified minimum limits, must be submitted and approved prior to occupancy/start of operations. Amounts shown are Combined Single Limits ("CSLs"). For Automobile Liability, split limits may be substituted for a CSL if the total per occurrence equals or exceeds the CSL amount.

Limits

Workers' Compensation (WC) and Employer's Liability (EL)

WC   *Statutory*

EL   _____

☐ Waiver of Subrogation in favor of City   ☐ Longshore & Harbor Workers
                                                  ☐ Jones Act

General Liability _____   _____

☐ Products/Completed Operations   ☐ Sexual Misconduct   _____
☐ Fire Legal Liability _____
☐

_____

Automobile Liability (for any and all vehicles used for this contract, other than commuting to/from work)   _____

Professional Liability (Errors and Omissions)   _____

Discovery Period _____

Property Insurance (to cover replacement cost of building - as determined by insurance company)   _____

☐ All Risk Coverage   ☐ Boiler and Machinery
☐ Flood   ☐ Builder's Risk
    _____
☐ Earthquake _____   ☐ _____

Pollution Liability   _____

☐ _____

Surety Bonds - Performance and Payment (Labor and Materials) Bonds   _____
Crime Insurance   _____

Other: _____
_____
_____
_____

STANDARD PROVISIONS
FOR CITY CONTRACTS (Rev. 9/22) [v.1]   18

Form Gen. 146 (Rev. 9/06)

Required Insurance and Minimum Limits

Name: __CORE Business Technologies__   Date: __01/09/2018__

Agreement/Reference: __Defray costs for implementation and maintenance stages of universal cashiering system for collection of DBS fees__

Evidence of coverages checked below, with the specified minimum limits, must be submitted and approved prior to occupancy/start of operations. Amounts shown are Combined Single Limits ("CSLs"). For Automobile Liability, split limits may be substituted for a CSL if the total per occurrence equals or exceeds the CSL amount.

Limits

✓ **Workers' Compensation - Workers' Compensation (WC) and Employer's Liability (EL)**

WC *Statutory*

EL **$1,000,000**

☐ Waiver of Subrogation in favor of City   ☐ Longshore & Harbor Workers
☐ Jones Act

✓ **General Liability** __City of Los Angeles must be named as an additional insured party.__   **$1,000,000**

☑ Products/Completed Operations   ☐ Sexual Misconduct _____
☐ Fire Legal Liability _____
☑ Additional cyber-liability coverage with a $2,000,000 limit is required.

____ **Automobile Liability** (for any and all vehicles used for this contract, other than commuting to/from work)   _____

____ **Professional Liability** (Errors and Omissions)   _____

Discovery Period _____

____ **Property Insurance** (to cover replacement cost of building - as determined by insurance company)   _____

☐ All Risk Coverage   ☐ Boiler and Machinery
☐ Flood _____   ☐ Builder's Risk
☐ Earthquake_____   ☐ _____

____ **Pollution Liability**   _____

☐ _____

✓ **Surety Bonds -** Performance and Payment (Labor and Materials) Bonds   100% of the contract price

____ **Crime Insurance**   _____

Other: __Submitted to: Zachary De Corse @ Building & Safety (LADBS) (213-482-6746), Jan 9, 2018. (revised)__
__(1) In the absence of imposed automobile liability insurance requirements, all contractors using vehicles during the course of this contract must adhere to the financial/liability responsibility laws of the State of California.__

Exhibit 2

Universal Cashiering
License and Maintenance Contract

Contract Definitions & List of Acronyms

City of Los Angeles
Universal Cashiering Project

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Universal Cashiering License and Maintenance Contract
Contract Definitions

Item #	Term	Definition		
1	Annual Transaction Block	The total number of annual Transactions allotted for the fixed annual price provided in Exhibit 6-Pricing Schedule.		
2	Authorized Support Contact	Each of the Designated Authorized Customer Support Contacts that are listed in a Schedule to whom Support will be provided by CORE, except by special arrangement or as otherwise specified in the Subscription Agreement.		
4	Authorized Users	The designated City employee(s) including contracted staff for whom a unique identifier and password have been assigned by City to access and operate the licensed software.		
4	City	The City of Los Angeles, California, a municipal corporation.		
5	City Holidays	New Year's Day	Labor Day	Veteran's Day
		Martin Luther King Day	Indigenous People's Day	Thanksgiving Day
		President's Day	Memorial Day	Day After Thanksgiving
		Cesar Chavez Day	Independence Day	Christmas Day
6	City Staff	For purposes of this Contract, this term shall include City employees and any third-party contractors (excluding the Contractor and Contractor staff) employed by the City.		
7	Contract	This Contract between CORE Business Technologies, Inc. and the City of Los Angeles to provide Universal Cashiering services described in this Contract. "Agreement" is synonymous with "Contract."		
8	Contractor	CORE Business Technologies, Inc.		
9	CORE ASP Service	The term "CORE ASP Service" as used in this Subscription Agreement is inclusive of the iPayment Revenue Portal ASP Module (Revenue Portal ASP) and Business Center ASP Module (Business Center ASP). This term may be amended by written agreement of the Parties to include additional products, services and modules.		
10	CORE ASP Service Specifications	CORE's published specifications and the Documentation for the CORE ASP Service or any component thereof, and any published specifications and documentation for any Equipment, as applicable.		
11	CORE Business Center ASP Module	CORE's hosted iPayment Revenue Portal - Business Center (iPayment) software, services and all other software and documentation as provided and/or as implemented by CORE for the purpose of providing the Customers students, donors and other parties (collectively referred to as Users) paying for institutional charges, services and products an ecommerce site to initiate and complete such transaction in accordance with the Specification.		
12	CORE iPayment ASP Module	CORE's hosted CORE iPayment Software, ASP Services and all other software and documentation, as implemented by CORE from time to time, and any software supplied by CORE for installation by Customer at its site in connection with the iPayment ASP Service for the purpose of Customer's Authorized Users receipting of institution revenue and additional features as determined by the final Specification.		
13	Customer Revenue	Any payment made by Users of the Business Center or any payment taken by Customer for the benefit of Customer.		
14	Days	All days referenced in this contract are business days, Monday through Friday excluding City Holidays. "Working Days" and "business days" are synonymous with "days" in this Contract.		
15	Defective Equipment	An item of Equipment that is covered by Schedule B and that is not functioning materially in accordance with the Specifications for such Equipment.		
16	Deficiency	A failure of the CORE ASP Service to function materially in accordance with the Specifications.		

Universal Cashiering License and Maintenance Contract
Contract Definitions

Item #	Term	Definition
17	Designated City Personnel	City selected employees who are designated to be the front line, first call User support. These City employees answer User questions and elevate questions they are not able to answer to Contractor support personnel.
18	Documentation	The associated user guide(s) for the CORE ASP Service and Equipment.
19	Enhancements	Changes or additions, other than Maintenance Modifications, created by Contractor, to the Licensed Program or Licensed Documentation that add significant new functions or substantially improved performance thereto by changes in program design or coding.
20	Error	Problem caused by incorrect operation of the computer code of the Licensed Program, an incorrect statement or diagram in Licensed Documentation or program function that produces incorrect results or causes incorrect actions to occur.
21	Error Correction	Either a software modification or addition that, when made or added to the Licensed Program, establishes material conformity of the Licensed Program to the Licensed Documentation, or a procedure or routine that, when observed in the regular operation of the Licensed Program, eliminates the practical adverse effect on City of such non-conformity.
22	Expiration Date	The date at which time the contract can be cancelled according to the terms, or the anniversary of the Expiration date (one year from the Expiration Date) at which time the contract can be cancelled according to the terms.
23	Final Project Specification	The project functionality specification developed by CORE as a result of the design meetings in cooperation with the Customer that is agreed to in writing by the parties.
24	Force Majeure Event	This term means fire, flood, earthquake, elements of nature or acts of God; acts of war, terrorism, riots, civil disorders, rebellions or revolutions; third party strikes, lockouts, or labor difficulties, third party equipment failures, malicious acts of third parties (excluding Data Breach), interruption of telecommunications service; or any other similar cause, provided that such cause is beyond the reasonable control of the affected Party, that could not have been prevented by reasonable precautions of the kind ordinarily taken by well managed firms engaged in such Party's line of business (such as, by way of illustration and not limitation, regular software backups and regular use of commercial anti-virus software, but not including duplicate or parallel computer systems or on or off site backup or disaster recovery equipment).
25	Implementation Agreement	Contract between CORE Business Technologies, Inc. and the City of Los Angeles to provide implementation services to support the Universal Cashiering Solution.
26	Initial Agreement Term	A 60-month time period that starts with project acceptance or customer production use, whichever occurs first.
27	Installation	Customer's access to the CORE ASP Service or any component thereof and completion of CORE's standard procedures for testing all components of the Equipment and CORE ASP Service purchased and to which Customer subscribes, respectively, according to the Subscription Agreement.
28	Institutional Charges	Any revenue charged by the institution, paid by Users or Authorized Users, received by the CORE ASP Service for the benefit of the Customer.
29	iPayment Revenue Portal ASP Module	CORE's hosted iPayment Revenue Portal Software (Revenue Portal ASP) ASP Services and all other software and documentation, as implemented by CORE from time to time. Revenue Portal ASP provides the Customer's Authorized Users research, reporting and other features as determined by the Specification.
30	LADBS Permit Transaction	For the purpose of counting LADBS permit transactions, the processing of a permit payment transaction consisting of one or more sub transactions (fees) will be counted as a single transaction.

Universal Cashiering License and Maintenance Contract
Contract Definitions

Item #	Term	Definition
31	License and Maintenance Agreement	This Contract between CORE Business Technologies, Inc. and the City of Los Angeles to provide software license and maintenance services to support the Universal Cashiering Solution. "Contract" and "Agreement" are synonymous with "Contract."
32	Licensed Documentation	The system and other documentation made available by Contractor, for the Licensed Program.
33	Licensed Program	The computer program specifically identified in this Contract as applications within the iPayment Enterprise product line, including object code, written and electronic documentation as well as related procedural code, Enhancements, Error Corrections and Maintenance Modifications.
34	Los Angeles Department of Building and Safety	The City of Los Angeles department that has been authorized to enter into this Contract on behalf of the City for all departments or agencies that will ultimately participate in the Universal Cashiering solution. Also referred to as DBS and LADBS.
35	Maintenance Modifications	Modifications or revisions, created by either Contractor, to the Licensed Program or the Licensed Documentation that correct Errors or improve efficiency.
36	Normal Working Hours	The hours between 8:30 AM and 5:00 PM Pacific Time (PT) on the days Monday through Friday, excluding regularly scheduled holidays of Contractor. All references to hours of the day refer to PT.
37	Privacy Laws	All present and future laws and regulations relating to the privacy of individually identifiable medical, financial or other information including, but not limited to, the Health Insurance Portability and Accountability Act of 1996 and rules and regulations promulgated thereunder ("HIPAA"), and the Fair and Accurate Credit Transactions Act ("FACTA").
38	Releases	New versions of the Licensed Program, defined by version number and associated release notes provided at time of release.
39	Specifications	The CORE Final Project Specification details the functional performance parameters of the Licensed Program as well as any customizations and Enhancements developed and delivered by Contractor pursuant to this Contract. This Specification is attached as Exhibit 7.
40	Subscription Fees	The monthly fees to be paid by Customer to CORE for access to the CORE ASP Service and subsequent service modules agreed to by Customer.
41	Support	The CORE ASP Service support services provided by CORE, as described in the Subscription Agreement.
42	Support Contact	Each of the Designated Authorized Customer Support Contacts that are listed in a Schedule to whom Support will be provided by CORE, except by special arrangement or as otherwise specified in the Subscription Agreement.
43	Support Fees	The fees to be paid by Customer for Supplemental Services, as identified in a Schedule.
44	System Configuration Requirements	As described in the applicable Schedule, the minimum and recommended technical configurations of Equipment and operating system software from which the CORE ASP Service will be accessed.
45	Transaction	The creation of a record in the system transaction table with a uniquely assigned transaction reference number. Examples: (i) the posting of a single transaction to a receipt tendered by one or more payment types (tenders) will result in a single transaction record, (ii) the posting of more than one transactions to a receipt tendered by one or more tenders will result in transactions equal to the number of items, (iii) the posting of transactions containing sub transactions will result in the creation of transactions equal to the number of items plus the number of sub items.
46	Universal Cashiering Solution	The enterprise wide technology solution for delivering and monitoring services related to fee collection and management of cashiering transactions in the City of Los Angeles

Universal Cashiering License and Maintenance Contract
Contract Definitions

Item #	Term	Definition
		Development Services Centers. This term collectively refers to the Licensed Program and all subscribed modules, including the Business Center ASP and CORE ASP Services.
47	Users	The designated City employee(s) including contracted staff for whom a unique identifier and password have been assigned by City to access and operate the licensed software.
48	Work	Services, and/or materials provided to City by Contractor according to the provisions of this Contract. "Work" is synonymous with "Work Product" for the purposes of this Contract.

Universal Cashiering License and Maintenance Contract
List of Acronyms

Acronym	Definition
ADA	American Disabilities Act
API	Application Programming Interfaces
AutoRes	Automated Residential Property Report
BOE	Public Works – Bureau of Engineering
BOS	Public Works – Bureau of Sanitation
BRMS	Business Rule Management System
BSL	Public Works – Bureau of Street Lighting
BSS	Public Works – Bureau of Street Services
CEIS	Code Enforcement Information System
COTS	Commercial Off-the-Shelf
C-COTS	Custom Commercial Off-the-Shelf
CSLB	Contractor State License Board
CRF	Change Request Form
DBS	Department of Building and Safety
DCA	Department of Cultural Affairs
DCP	Department of City Planning
DDA	Designated Deliverables Approver
DED	Deliverable Expectation Document
DED	Deliverables Expectations Document
DOT	Department of Transportation
DS	Development Services
DWP	Department of Water and Power
EA	Enterprise Architect
EBE	Emerging Business Enterprise
EBO	Equal Benefits Ordinance
EMV	Europay, MasterCard, Visa Standards
ETL	Extract, Transform and Load
FACTA	Fair and Accurate Credit Transaction Act
FAMS	Fire Administrative Management System
FIMS	Fire Inspection Management System
FMS	Financial Management System
FSHO	First Source Hiring Ordinance
FSS	Financial Services System
FTE	Full Time Equivalent
GIS	Geographic Information System
HIPAA	Health Insurance Portability and Accountability Act
ICCP	Internal Control Certification Program
IDIS	Internet Document Management System
IDO	Interdepartmental Order
IRS	Internal Revenue Service
IT	Information Technology

Universal Cashiering License and Maintenance Contract
List of Acronyms

Acronym	Definition
ITA	Information Technology Agency
IVR	Interactive Voice Response
JDBC	Java Database Connectivity
LAAC	Los Angeles Administrative Code
LADBS	Los Angeles Department of Building and Safety
LAFD	Los Angeles Fire Department
LAHD	Los Angeles Housing Department
LAMC	Los Angeles Municipal Code
LDAP	Lightweight Directory Access Protocol
LWO	Living Wage Ordinance
M&O	Maintenance & Operations
MBE	Minority Business Enterprise
MS	Microsoft
ODBC	Open Database Connectivity
OLEDB	Object Linking and Embedding Database
OOF	Office of Finance
PCAM	Plan Check Activity Module
PCI	Payment Card Industry
PCIS	Plan Check Inspection System
PM	Project Manager
PMBOK	Project Management Body of Knowledge
PMI	Project Management Institute
PMP	Performance Management Plan
PSC	Standard Provisions for City Contracts
PST	Pacific Standard Time
PWP	Project Work Plan
QA	Quality Assurance
Q&A	Question & Answer
RA	Risk Assessment
RACI	Responsible Accountable Consulted Informed
RAP	Department of Recreation and Parks
RDC	RDC
RFP	Request for Proposals
RTM	Requirements Traceability Matrix
SCWRO	Service Contractor Retention Ordinance
SDO	Slavery Disclosure Ordinance
SLR	Service Level Requirements
SME	Subject Matter Expert
SOA	Service Oriented Architecture
SOW	Statement of Work
SQL	Structured Query Language

Universal Cashiering License and Maintenance Contract
List of Acronyms

Acronym	Definition
TDD	Technical Design Document
TTT	Train the Trainer
UAT	User Acceptance Testing
W3C	World Wide Web Consortium
WSDL	Web Service Definition Language
XML	Extensible Markup Language

Exhibit 3

Universal Cashiering
License and Maintenance Contract

Minimum Hardware and Software
Requirements

City of Los Angeles
Universal Cashiering Project

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Minimum Hardware and Software Requirements

iPayment Revenue Portal - Minimum Computing Requirements
(For customer hosted environment)
1/2018

DBMS

The Primary iPayment DBMS must be Microsoft SQL Server 2016 Enterprise Edition. CORE recommends but does not mandate a minimum of two instances for this database: Test and Production. All initial work is done in Test. Once testing is completed, code is moved into Production. All production fixes follow the same migration path.

We recommend the following <u>minimum</u> specifications for a database server:

- 2 Quad Core XEON Processors 2.0GHZ
- 32 – 48GB Memory
- 4 - 6 Hard Drives – RAID5 Array for OS, RAID5 Array for DB Data and RAID5 for DB Log
- DVD-ROM drive
- Microsoft SQL Server 2012 (or higher)
- Windows Server 2012 (or higher), 64 bit support

Network

All workstations that will be accessing iPayment will require connections to the LAN and as a result, will need access to the appropriate iPayment Server running in Microsoft IIS.

IIS Servers

The Primary iPayment Web server must be running in Microsoft IIS 7.0 or above. CORE recommends but does not mandate a minimum of two instances for this Web server: Test and Production. All initial work is done in Test. Once testing is completed, it will be moved into Production. All production fixes follow the same migration path.

We recommend the following <u>minimum</u> specifications for an iPayment Web server:

- IIS Version 7.0 or Higher
- Windows Server 2012 (or higher), 64 bit support
- Microsoft .Net Framework 4.5.2
- Minimum Server Hardware Specs:
  - o 1 – 2 QUAD CORE XEON PROCESSORS 2.0GHZ
  - o 12 GB memory
  - o 2 – 4 Hard Drives – RAID5 Array for OS and RAID5 Array for DATA

Optimal Workstation PC Requirements

PCs should have the following minimum configuration:

- 1GHz Core 2 Duo (or better)
- MS Windows 7 or higher
- 1GB RAM
- USB Ports (recommend min. of 4 per PC)
- Monitor with 1024 x 768 or greater

Operating System/Software Environment

Workstation must be running Internet Explorer version 11.0 or higher and Microsoft.Net Framework 4.5.2 installed (if the peripheral package is installed)

All workstations will be installed with appropriate peripheral drivers and Microsoft ActiveX controls if needed for proper peripheral functions (i.e. CORE provided receipt printers, card swipes, pin pad, barcode readers, etc.).

Payment Gateway Connectivity for MX 915 credit card device for POS card processing

Client firewall must allow both incoming and outgoing access through ports 5015 and 5016 for communication to the peripheral service.

The following sites need to be accessible through the firewall to complete connection to all required gateway services:

https://vhq.verifone.com/MessagingServer/MessageHandler.asmx
https://ipcharge2.net/ipchapi/rh.aspx
https://ipcharge.net/ipchapi/rh.aspx

Exhibit 4

Universal Cashiering
License and Maintenance Contract

Request and Authorize Fixed-Price
Additional Services Form

City of Los Angeles
Universal Cashiering Project

Request and Authorize Fixed-Price Additional Services
Provided for in Section 7 of Contract Number _____

This form is to be used to request and authorize the use of Fixed-Price Additional Services as described in Section 7 of this Contract. They must be used to provide services for the Universal Cashiering Project and within the scope of work described in this Contract. All other aspects of this Contract apply to the services authorized on this form, including review, acceptance, and payment for deliverables.

1. REQUEST INITIATION	
Request Tracking # (Requests must have a tracking number and be logged):	Request Title (Be descriptive):
Requested By:	Submitted Date:
Requestor's Phone:	Requestor's Email:

Request Details:

Requested Start Date:	Estimated Completion Date:

Attachments
(list quantity and titles of all that apply):

2. CITY PRELIMINARY REVIEW	
Request Reviewed By City (Print):	(Sign):
Reviewer's Title:	Date Reviewed:

Approved As Requested ☐	Not Approved ☐	*Next Step:* Inform requester of the status. If approved, route to Universal Cashiering Project vendor for review and estimates. If not approved or put on hold, file the request and no further *action is required.*
Approved As Revised ☐	Hold ☐	

3. Contractor REVIEW AND ESTIMATED TIME, EFFORT, COST, AND IMPACT TO COMPLETE WORK

Reviewed By:	Received Date:
Contractor's Phone:	Contractor's Email:
Estimated Billable Hours:	Estimated Cost:

Resources Required (Include Classification and Quantity):	Start Date:
	End Date:

Impact to Unfinished Authorized Work Under this Contract (If none, write "No Impact"):

Comments (Required):

Attachments
(list quantity and titles of all that apply):

4. FINAL APPROVAL STATUS	

Approved As Requested ☐	Not Approved ☐	*Next Step:* The Project Manager informs the requester, Vendor, and relevant project team *members of the status. If approved, schedule the work to be done. Make sure all relevant* timelines and related document manage reports include this authorized work.
Approved As Revised ☐	Hold ☐	

Authorized Signatures (Must be signed in the order listed.)	LADBS Finance:		Date Signed:
	CORE Project Manager:		Date Signed:
	City Project Manager:		Date Signed:
	LADBS Executive Approval (General Manager):		Date Signed:

Exhibit 5

Universal Cashiering
License and Maintenance Contract

Additional Services Types and Costs

City of Los Angeles
Universal Cashiering Project

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EXHIBIT 5

Universal Cashiering License and Maintenance Contract
Exhibit 5 – Additional Services Types and Costs

The following fee schedules provide compensation amounts for Additional Services that may be required during the term of this Contract. These services include creating or editing reports, interfaces, data translation layers or database conversions not included in the Statement of Work attached to this Contract. Compensation for these Additional Services will be provided on a fixed, per-deliverable basis as determined by the Contractor and agreed to by the City utilizing the below criteria to assess the complexity of the requested item. The fees listed below include compensation for all necessary analysis, project management, requirements gathering, specification documentation, design and development, testing, deployment, technical assistance, training/knowledge transfer, and maintenance support of the Additional Service item. Should the complexity for a requested additional service exceed what is defined as "High" in the relevant Table, an assessment of the complexity involved shall be completed by the City and Contractor to jointly determine the appropriate compensation.

A. Create or Edit a Report

The following criteria shall be used to determine the complexity of requests for new or modifications to existing reports.

Table 1. Create or Edit a Report

Complexity	Description	Cost Per Report by Contract Year									
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Low	Reports that require: 1. a simple text edit; and/or 2. a simple data pull from a limited number of database fields, which will be formatted for presentation in an electronic and/or printable format; and/or 3. up to two table joins and two nested subselects; and/or 4. a minor formatting change. Examples include invoices, letters and CSV data extracts.	$5,000	$5,000	$5,000	$5,000	$5,000	$7,100	$7,100	$7,100	$7,100	$7,100
Medium	Reports that require: 1. up to four table joins and four nested subselects; and/or 2. some calculations, summarization or filtering; and/or 3. moderate text edit; and/or	$7,500	$7,500	$7,500	$7,500	$7,500	$ 9,975	$9,975	$9,975	$9,975	$9,975

EXHIBIT 5

Universal Cashiering License and Maintenance Contract
Exhibit 5 – Additional Services Types and Costs

Table 1. Create or Edit a Report

Complexity	Description	Cost Per Report by Contract Year									
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
	4. Moderate layout and formatting changes, such as additional/removal of a chart, graphics/logo, etc. Examples include forms and transactional reports (receipts, journals, logs). Many agency reports fall under this category.										
High	Reports that require: 1. complex queries, five or more table joins, five or more nested subselects, multiple sources (which may include an external data source); and/or 2. complex calculations and summaries; and/or 3. extensive and complex layout and formatting changes such as additional/removal of a chart, graphics/logo, watermark, bar code, QR code, etc. Examples include statistical and analytical reports, schedules, and agendas.	$10,000	$10,000	$10,000	$10,000	$10,000	$14,350	$14,350	$14,350	$14,350	$14,350

B. Create or Edit an Interface and/or Data Translation Layer

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Page **2** of **6**

EXHIBIT 5

Universal Cashiering License and Maintenance Contract
Exhibit 5 – Additional Services Types and Costs

The following criteria shall be used to determine the complexity of requests for new or modifications to existing interfaces and/or data translation layers.

Table 2. Create or Edit an Interface and/or Data Translation Layer

Complexity	Description	Cost Per Interface by Contract Year									
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
Low	Single directional batch style interfaces. Interface will periodically output a single flat file or write to single staging table for consumption by external system.	$5,000	$5,000	$5,000	$5,000	$5,000	$7,100	$7,100	$7,100	$7,100	$7,100
Medium	Medium complexity interfaces consist of one or more of the following: 1. Expose web service for external consumption 2. Read, validate and process data available via an external web service for real time validation and/or calculation process, to call a database function or procedure, or execute a business logic. 3. Send data to and/or receive data from an external web service when an event occurs in the system Interface may be one-directional	$7,500	$7,500	$7,500	$7,500	$7,500	$9,975	$9,975	$9,975	$9,975	$9,975
High	High complexity consists at a minimum of one of the following: 1. Interface that creates or edits a record within the system as batch or real time from an external source 2. Data transformation scripting (Concatenation of source data or expansion of data to destination data) 3. Requires a data translation layer that will be maintained independently to provide an interface that can be used by the System 4. Use of a 3rd party integration utility or protocol	$15,000	$15,000	$15,000	$15,000	$15,000	$21,550	$21,550	$21,550	$21,550	$21,550

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Page **3** of **6**

EXHIBIT 5

Universal Cashiering License and Maintenance Contract
Exhibit 5 – Additional Services Types and Costs

Table 2. Create or Edit an Interface and/or Data Translation Layer

Complexity	Description	Cost Per Interface by Contract Year									
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
	5. Provides real-time data updates at the level of a single transaction 6. Interfaces requiring multiple input/output formats such as CML and JSON 7. Provides real-time data updates at the level of a single transaction Interface can be one-directional or bi-directional.										

C. Convert/Migrate a Database

Requests to convert/migrate a database (data conversion) may be requested as an Additional Service. Contractor shall evaluate each request and provide a fixed-price quote, consistent with the rates provided in Section E, to convert/migrate the database and ensure compatibility with the Universal Cashiering System.

D. End-User Training

CORE End-user Training is designed to prepare client staff members to train end-users in the operation of iPayment. Each day of training includes two separate sessions.

Table 4. Train-the-Trainer Courses

Complexity	Description	Cost Per Course by Contract Year*									
		Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10
N/A	Rates provided are per day. Includes two training classes per day. Maximum class size is 15 students per class. See Section F for information on Travel costs.	$1,500	$1,500	$1,500	$1,500	$1,500	$1,875	$1,875	$1,875	$1,875	$1,875

E. Contractor Resources at an Hourly Rate by Resource Type

The table below provides Contractor's hourly labor rates for the various classifications and grades of personnel. Also, see "Notes" at the end of the table for further information regarding the table contents.

EXHIBIT 5

Universal Cashiering License and Maintenance Contract
Exhibit 5 – Additional Services Types and Costs

**Table 5. Contractor
Hourly Rates**

Staff Position	Hourly Rate (Yr. 1)	Hourly Rate (Yr. 2)	Hourly Rate (Yr. 3)	Hourly Rate (Yr. 4)	Hourly Rate (Yr. 5)	Hourly Rate (Yr. 6)	Hourly Rate (Yr. 7)	Hourly Rate (Yr. 8)	Hourly Rate (Yr. 9)	Hourly Rate (Yr. 10)
Architect	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Business Analyst/Functional Lead	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Data Conversion Specialist	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Database Administrator	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Database Designer	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Help Desk Specialist	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Hardware Specialist	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Operations Lead/Manager	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Project Manager	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Senior Programmer	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Junior Programmer	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Systems Administrator	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Technical Writer	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Test Lead/Manager	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Tester	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Training Lead/Manager	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Training Specialist	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08
Composite Rate	187.50	191.25	195.08	198.98	202.96	207.02	211.16	215.38	219.69	224.08

Table Notes:
1) Hourly rates listed above include applicable purchase, delivery, tax, services, safety, license, Contractor's staff training, project facility, and any other expenses (excluding Travel costs) associated with the delivery and implementation of the deliverables derived from the application of these hourly rates. Travel per diems are not included in the hourly rates. See Section F for Travel Costs.
2) Individual and composite hourly rates shall not increase greater than 2% each Contract Year.
3) An 8-hour daily minimum is required for on-site services.

W:\RMBDATA\ASD\Contracts\Prof Svs\Universal Cashiering\2016 RFP\Contract\License & Maint\Amendment 1\\Exhibits\EX05-Addtl Services Types and Costs v6 FINAL 2022-12-02

Page **5** of **6**

EXHIBIT 5

Universal Cashiering License and Maintenance Contract
Exhibit 5 – Additional Services Types and Costs

F. Travel Costs for Onsite Services

a. Travel costs associated with onsite services, including Additional Services, shall be limited to the U.S. General Services Administration (GSA) per diem rates for Lodging and Meals and Incidental Expenses (M&IE) in Los Angeles, California, and for air travel expenses as limited in this Section F.

b. Lodging and M&IE rates may be found at https://www.gsa.gov/travel/plan-book/per-diem-rates.

   M&IE rates shall be billed on a daily, flat-rate basis for all days of travel according to the current GSA per diem rates. These daily rates may not be exceeded without prior City approval, which shall not be unreasonably withheld.

   Lodging rates, exclusive of taxes and fees, may not exceed Two Hundred and Thirty-Nine Dollars ($239.00) without prior City approval. This rate shall not increase greater than 2% each Contract Year.

   Note: the first and last calendar day of travel is calculated at a maximum of 75 percent of the M&IE rate. See the GSA website for additional information on per diem rates and restrictions.

c. Air travel expenses are allowable only for the lowest regular fare available for regularly scheduled airlines for the date and time selected at least two weeks in advance of departure. Coach or economy class fare is presumed to be the lowest regular fare available for regularly scheduled airlines.

   Claims for reimbursement of higher fare, extra charges for transportation by scheduled airlines, or for flights booked less than two weeks in advance of departure are allowable only with prior City approval. Air flight insurance is not reimbursable.

d. Original receipts or "customer's copy" of receipts (e.g., carbon copy of an original receipt) shall be provided for air travel and Lodging expenditures. Requests for expense reimbursements above the M&IE rate are subject to prior City approval and all M&IE expenses for the applicable period shall meet the original receipt requirements of this subsection. Receipts must meet all guidelines, including the name and location where the expense was incurred, number of people served, date incurred, amount and description of each expense. Credit card receipts (e.g., indicating a single hotel charge of $150) alone are not adequate substantiation of air travel and Lodging expenses.

Exhibit 6

Universal Cashiering
License and Maintenance Contract

Pricing Schedule

City of Los Angeles
Universal Cashiering Project

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Exhibit 6 - Pricing Schedule

		Number of	
#	Maintenance Period	Transactions[1]	Amount[1]
MY01	Maintenance Year 1 - Dates TBD	500,000	$252,487
MY02	Maintenance Year 2 - Dates TBD	500,000	$252,487
MY03	Maintenance Year 3 - Dates TBD	500,000	$252,487
MY04	Maintenance Year 4 - Dates TBD	500,000	$252,487
MY05	Maintenance Year 5 - Dates TBD	500,000	$252,487
MY06	Maintenance Year 6 - Dates TBD	500,000	$252,487
MY07	Maintenance Year 7 - Dates TBD	500,000	$252,487
MY08	Maintenance Year 8 - Dates TBD	500,000	$252,487
MY09	Maintenance Year 9 - Dates TBD	500,000	$252,487
MY10	Maintenance Year 10 - Dates TBD	500,000	$252,487
	Total Payments		**$2,524,870**

(Table title: Annual Service Fees)

The table below outlines the Termination for Convenience Fee that will be due to Contractor on the effective date of termination. The amount payable is the amount shown for the year of termination reduced pro-rata for full months passed in the given fiscal year.

Termination for Convenience Fee Schedule

		Number of	Termination for
#	Period of Performance of Effective Termination	Transactions	Convenience Fee[2]
TCF01	Maintenance Year 1 - Dates TBD	0	$252,487
TCF02	Maintenance Year 2 - Dates TBD	0	$124,752
TCF03	Maintenance Year 3 - Dates TBD	0	$93,564
TCF04	Maintenance Year 4 - Dates TBD	0	$62,376
TCF05	Maintenance Year 5 - Dates TBD	0	$31,188
--	Maintenance Year 6 - Dates TBD	0	$0
--	Maintenance Year 7 - Dates TBD	0	$0
--	Maintenance Year 8 - Dates TBD	0	$0
--	Maintenance Year 9 - Dates TBD	0	$0
--	Maintenance Year 10 - Dates TBD	0	$0
	Total Fees		**$564,367**

[1] Costs for each Maintenance Year includes annual transaction block of 500,000. Annual cost may be adjusted if annual usage exceeds 500,000 transactions, at a rate of $0.24 per transaction.

[2] The fees specified in the Termination for Convenience Fee Schedule are based on the assumption that all other fees specified in the Cost Schedule due to Contractor, up to and including the effective date of termination, have been paid in full.

Exhibit 7

Universal Cashiering
License and Maintenance Contract

Final Project Specification

City of Los Angeles
Universal Cashiering Project

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Exhibit 7

3.3.2.1 FINAL PROJECT SPECIFICATION FOR THE CITY OF LOS ANGELES DEPARTMENT OF BUILDING AND SAFETY IPAYMENT CASHIERING

Confidential
Date: February 4, 2022
Document Version 2.0
Prepared By: Kevin Martins, James Aguilar, and Patrick Connor

Exhibit 7

Document Version History

Version	Date	Changed
1.0	5/20/2020	Initial Version
1.1	12/23/2020	LADBS Change Requests
1.2	3/4/2020	LADBS Change Requests
1.3	5/6/2021	Formatting
1.4	6/10/2021	Update Document based on Comments
1.5	7/6/2021	Update Document based on Comments
1.6	8/10/2021	Finalize Proprietary Sections
1.7	9/22/2021	Add Additional Requested Changes
1.8	11/12/2021	Changes from meeting with LADBS
1.9	11/22/2021	Updated End of Event Screenshot
1.10	12/29/2021	Updated Interchange Header Table, Interchange Detail Table, and Interchange Name Table
1.11	2/1/2022	Updated document based on comments stored in LADBS Google Drive
2.0	2/4/2022	Final Approved Version

Exhibit 7

1 Contents

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2.   Introduction

2.1 Confidentiality Statement

This document is specifically tailored to The City of Los Angeles Department of Building and Safety (to be referred to as LADBS) for the Universal Cashiering Solution (to be referred to as UCS).

This document contains technical and other data whose public disclosure could cause injury to CORE Business Technologies' (to be referred to as CORE) competitive position or constitute a trade secret. To protect such information from disclosure, all data, descriptions, and graphics identified in this document by an asterisk (*) or marked along the margin with a vertical line, contain information which are trade secrets and considered proprietary to CORE. Such information shall be considered highly confidential, and disclosure will be limited to the extent the City determines proper under federal, state, and local laws.

2.2 Document Purpose

This Project Specification document is used to define the functionality of the solution to be delivered in this project. It is essential that the entire project team carefully review this document so that everyone has verified that it is complete and correct. This document is the blueprint for the solution as developed.

2.3 Revision History

See Document Version History prior to Table of Contents.

Exhibit 7

2.4 Project Overview

2.4.1 Project Scope

The scope of this project is defined by the contract, the clarification provided through this document and any approved change requests. A summary of that is as follows:

- CORE's iPayment Enterprise which is a suite of web applications that includes Cashiering, Business Center, Admin Center and the iPayment Engine. It provides a host of standard functions including centralized data storage, research, reporting and interfacing.

  NOTE: The Business Center functionality (i.e., online payments) will be included in a subsequent Draft Project Specification for the Business Center document dedicated specifically to it.

- CORE's Managed Services Gateway for credit / debit card processing.

- CORE's Bank Deposit Reconciliation module.

- CORE's eWallet module (though only for the Business Center so it will be covered in that specification).

- All functionality provided through the standard iPayment product.

- All functionality defined in the contract as clarified in this document and the upcoming Draft Project Specification for the Business Center.

2.4.2 Project Timeline

Milestone	Dates
Design	12/2018 – 6/2020
Development & Configuration	2/2019 – 6/2020
Testing	2/2020 – 6/2020
UAT	6/2020
Live	7/1/2020

2.4.3 Project Teams

See the Project Management Plan for details on this.

2.4.4 Hardware Requirements

2.4.4.1 Web Servers

Per the license / maintenance contract document titled "EX03-Minimum Hardware and Software Req's v2 011818.pdf":

The Primary iPayment Web server must be running in Microsoft IIS 7.0 or above. CORE recommends but does not mandate a minimum of two instances for this Web server: Test and Production. All initial work is done in Test. Once testing is completed, it will be moved into Production. All production fixes follow the same migration path.

CORE recommends the following minimum specifications for an iPayment Web server:

Exhibit 7

- IIS Version 7.0 or Higher
- Windows Server 2012 (or higher), 64-bit support
- Microsoft .Net Framework 4.5.2
- Minimum Server Hardware Specs:
  - 1 – 2 QUAD CORE XEON PROCESSORS 2.0GHZ
  - 12 GB memory
  - 2 – 4 Hard Drives – RAID5 Array for OS and RAID5 Array for DATA

2.4.4.2 Database Servers

Per the license / maintenance contract document titled "EX03-Minimum Hardware and Software Req's v2 011818.pdf":

The Primary iPayment DBMS must be Microsoft SQL Server 2016 Enterprise Edition. CORE recommends but does not mandate a minimum of two instances for this database: Test and Production. All initial work is done in Test. Once testing is completed, code is moved into Production. All production fixes follow the same migration path.

CORE recommends the following <u>minimum</u> specifications for a database server:

- 2 Quad Core XEON Processors 2.0GHZ
- 32 – 48GB Memory
- 4 - 6 Hard Drives – RAID5 Array for OS, RAID5 Array for DB Data and RAID5 for DB Log
- DVD-ROM drive
- Microsoft SQL Server 2012 (or higher)
- Windows Server 2012 (or higher), 64 bit support

2.4.4.3 Workstation Requirements

Per the license / maintenance contract document titled "EX03-Minimum Hardware and Software Req's v2 011818.pdf":

2.4.4.3.1 Optimal Workstation PC Requirements

PCs should have the following minimum configuration:

- 1GHz Core 2 Duo (or better)
- MS Windows 7 or higher
- 1GB RAM
- USB Ports (recommend min. of 4 per PC)
- Monitor with 1024 x 768 or greater

2.4.4.3.2 Operating System/Software Environment

Workstation must be running Internet Explorer version 11.0 or higher and Microsoft.Net Framework 4.5.2 installed (if the peripheral package is installed)

All workstations will be installed with appropriate peripheral drivers and Microsoft ActiveX controls if needed for proper peripheral functions (i.e. CORE provided receipt printers, card swipes, pin pad, barcode readers, etc.).

Exhibit 7

Payment Gateway Connectivity for credit card device for POS card processing

Client firewall must allow both incoming and outgoing access through ports 5015 and 5016 for communication to the peripheral service.

Exhibit 7

The following sites need to be accessible through the firewall to complete connection to all required gateway services:

https://prod1.ipcharge2.net/ipchapi/rh.aspx
https://prod1.ipcharge.net/ipchapi/rh.aspx
NOTE: These are updated URLs from those provided in the contract.

2.4.4.3.3 Peripherals

Peripheral Device	Provided By	Connectivity	Comments
Epson S-9000 Multifunctional Printer Device	CORE	USB	These can provide receipt printing, dual sided check imaging, MICR reading, check endorsement, and limited validation printing.
Epson U-275 Full Page Validation Printing Device	CORE	USB	These can provide more comprehensive validation printing.
VeriFone MX-925 Secure Credit Card Device	CORE	Network	These can provide credit card reading, signature capture and graphical display.
Bar Code Reader	LADBS	USB	These can provide bar code and possibly QR code reading.
Electronic Cash Drawers	LADBS	USB or through the Epson Printer	These can provide an integrated cash drawer which automatically opens based on the tender being provided.

If LADBS decides to add any other peripherals later, billable development and/or client installation may be required.

Exhibit 7

2.5 Universal Cashiering System Architecture

This section covers the multi instance iPayment deployment plan for the UCS. It doesn't intend to go into the fundamental architecture of the iPayment application itself.

The original plan was to provide five local instances of iPayment at LADBS and one federated instance of iPayment at CORE's datacenter. This involved five active instances feeding one passive instance.

Given that there are significant dependencies on Metro and that processing for centers that cannot reach Metro will be very limited, LADBS has questioned the cost effectiveness of deploying and maintaining an iPayment instance at each location. They have instead requested the following approach involving one primary instance of iPayment at Metro for payments, one local copy of the iPayment database at Metro for non-iPayment based reporting, and one secondary instance of iPayment at CORE's datacenter for cashiering failover (and future Business Center use) as follows:

Exhibit 7
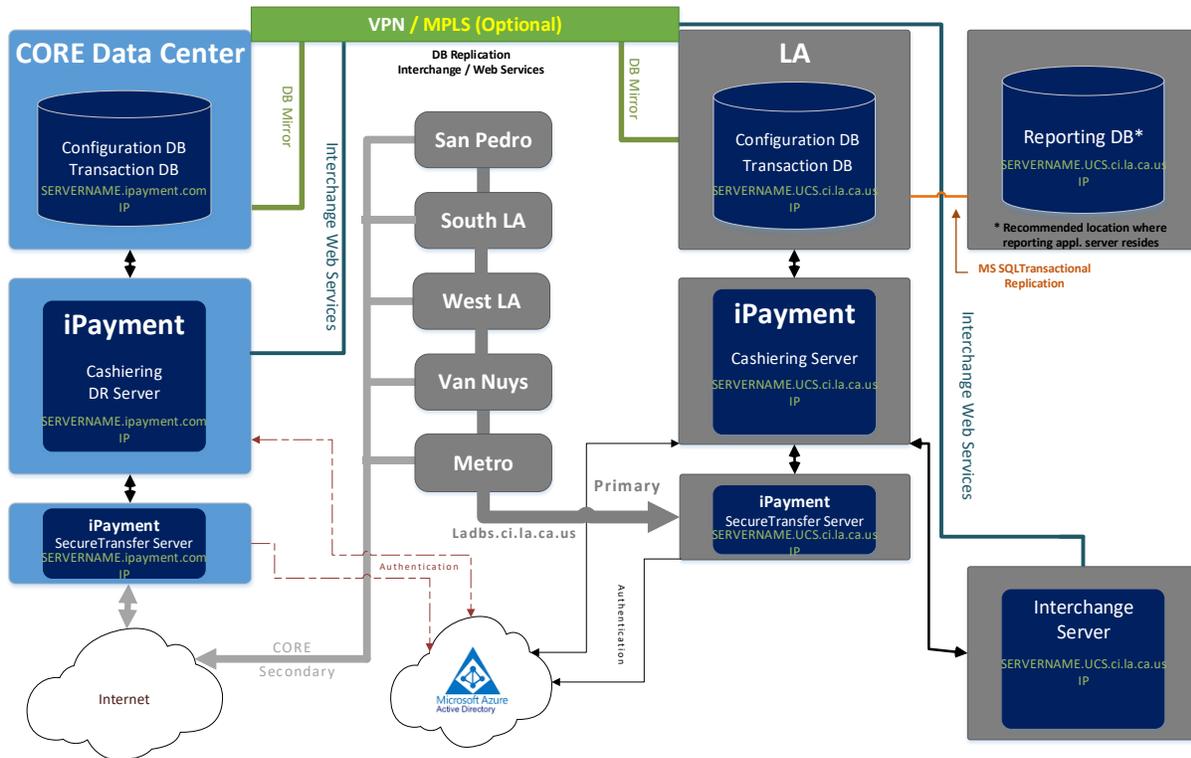
This can only be done as a true Active / Passive solution. All processing from all locations will be operating against only one instance at any given time. CORE will provide LADBS with the ability to manually switch the Active instance. This would typically be a help desk function. When a switch is made, the Passive Instance will become Active and vice versa. The process is defined in the 3.3.4.1 Business Continuity & Disaster Recovery Strategy and Plan Document.

There are three functional scenarios within this:

Scenario	Comments
Primary Processing from Metro	This involves full functionality using the Metro instance.
	This is the primary objective and barring any issues or maintenance needs, it will be the standard operating mode.
Secondary Processing from CORE with Full Metro Access	This involves full functionality using the CORE instance and the supporting systems at Metro.
	Given the Interchange is available, full functionality is available as it is in the primary scenario. The Interchange is accessible through a VPN into the city's network.
Secondary Processing from CORE with limited or no Metro Access	If the Interchange is unavailable, this involves limited offline functionality using the CORE instance. It's important to note that processing under this scenario will be quite limited for any transaction types that depend on the Interchange. The Interchange will not be available so inquiries cannot be performed and updates will not be made. Transaction Types that normally rely on inquiry and update such as Permits and Invoices will have to be processed manually. Users will manually create each line item through the use of preconfigured transaction Types and fees. Updates will have to be pulled from the iPayment database or manually posted to their host system. This will allow LADBS to continue processing these payments but will require additional time and manual effort to do so.

Connection is by VPN.

Exhibit 7

3 User Interfaces

3.1 Overview

3.1.1 iPayment's Event Structure

An iPayment Event (i.e., receipt) is composed of one or more Container Transactions offset by one or more Tenders (or in some cases, offsetting transactions). A Container Transaction is composed of one or more Fee Transactions.

Exhibit 7
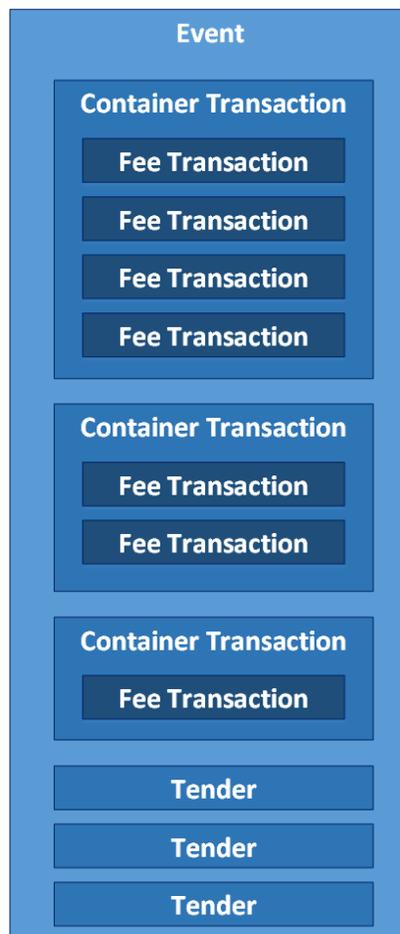
3.1.2 Transaction Type Categories

Each of the Cashiering Transaction Types will fall into one of the following categories:

Transaction Type Category	Fundamentals
LADBS Interchange	These LADBS Transaction Types generally involve: ● Previously established receivables with their fees. ● Interchange Inquiry / Update involving various host system integrations. ● Specialized fields within the Interchange database. ● CashWiz GL Update. They include: ● LADBS Permit Payments – This involves pre-established permits and their fees. It also includes Pre-Inspections (Grading Pre Inspection, Demolition Pre Inspection and Sign Pre Inspection) and Bond Payments (a variation in which the Interchange will also return an invoice associated with the bond payment). ● LADBS Invoice Payments – This involves previously established invoices containing one or more line items that may be fully or partially paid at the invoice level. ● LADBS Autores Payments – This involves one or more fees that are preconfigured or manually added as part of a transaction type which must be paid in full. After receipting AutoRes will also issue a RPR #. 　　NOTE: Autores involves an Interchange update so the Autores 9A report can be initiated. Unlike others in this category, Autores involves specialized fields within the Interchange database. ● IDO – This involves "charging" against a department account. ● Accept Advance Payment – This involves accepting funds that will be applied later ● Apply Advance Payment – This involves applying funds that were accepted earlier

Exhibit 7

Miscellaneous Interchange	These LADBS and Other Department Transaction Types generally involve:
	● Previously established receivables with their fees.
	● Interchange Inquiry / Update involving various host system integrations.
	● CashWiz GL Update.
	This will expand as additional opportunities are identified and more departments integrate to the Interchange, but some initial examples include:
	● Fire Department (LAFD) Payments – This involves accepting payment for LAFD fees related to development services.
	● Planning Department Payments – This involves accepting payment for Planning fees related to development services.
	● BOE / Public Works Payments – This involves accepting payment for BOE / Public Works fees related to development services.
	● Office of Finance (OOF) Payments - This involves accepting payment for OOF fees related to development services.

Exhibit 7

Miscellaneous Fees	These LADBS and Other Department Transaction Types generally involve: ● Cashier entered or preconfigured fees based on paperwork or information provided by the customer. ● Surcharges that are automatically generated by iPayment based on the fees. ● CashWiz GL Update. ● Possibly Interchange Update involving host system integration. They include: ● On Demand Invoices – These are not true invoices but rather dynamically generated "invoices" such as Board Appeals, Board Applications and Board Inspections, and Modifications. ● Licenses – Eventually these will be a full-blown category like Permits and Invoices. But the new license system is still being built so for now they're simply being processed in iPayment for cashiering and CashWiz Batch Update. A separate manual entry is also required into the current license system to update payment information. ● Grading Reports – This is not currently handled through the Comcash fees but will be incorporated into iPayment using the solution defined in the Fees section. ● Offline Functionality – This involves offline versions of Transaction Types that otherwise depend on the Interchange. It may be done through their Zero Match Pages or dedicated Transaction Types. ● Cash Float In & Cash Float Out – This is daily activity to move cash into and out of the cash drawer to support cashier activity.
Purely Financial Activity	These LADBS and Other Department Transaction Types generally involve: ● Preconfigured financial accounts. NOTE: This could expand to Cashier entered financial accounts based on paperwork or information provided by the customer in the future. ● CashWiz GL Update. They include: ● Cash In & Cash Out – This involves the movement of cash floats between the vault and the cash drawer. This activity will not be included in the CashWiz GL Update. ● Overpayments – This involves discrepancies between the amount due and amount tendered.

Exhibit 7

3.2 Overpayments & Underpayments

3.2.1 Overpayments

Overpayments will generally be allowed for all LADBS transactions. Any overpayment received shall be attributed to Fund 48R, Balance Sheet Account 2038 by iPayment. LADBS invoices and invoice-payments are tracked by the Financial Services System (FSS). For overpayments involving iPayment transactions which include LADBS invoices, iPayment shall pass the overpayment amount to the interchange and the interchange shall apply this amount to an invoice as described below (Section 9 #4 Overpayment MRF). The customer may then request a refund by submitting a claim for refund, a process which is handled outside of iPayment, or the amount may be applied to other outstanding FSS invoices for that customer account according to the logic built into FSS. For LADBS transactions which do not include invoices, iPayment handles the overpayment as purely a GL activity, and the customer will be required to submit a claim for refund to receive any amount overpaid. In the case of an overpayment for a permit, Plan Check and Inspection System (PCIS), the source system for permits, will not show that an overpayment was received, but the iPayment receipt and GL activity for the day will show an overpayment.

NOTE: Please see MRF section for Overpayments as this was added as after the Draft Project Specification approval.

3.2.2 Underpayments

LADBS has decided not to allow underpayments (i.e., payment of less than what is owed). Partial payments are allowed in some circumstances such as LADBS Invoice Payments and likely some Miscellaneous Interchange transaction types. Partial payments differ from underpayments in that the host system for partial payments maintains the unpaid balance while host system for underpayments would consider the item fully paid.

Exhibit 7

3.3 Start of Day/ End of Day

The LADBS cashier's balancing day runs within a calendar day. They generally begin start of day duties at 7:15am, begin taking payments at 7:30am, begin end of day duties at 4:30pm and leave at 4:45pm. But there are some exceptions such as some locations being closed at lunch. The supervisor's verification process runs into the next morning.

While the Metro supervisor controls the deposit functions, there isn't a significant supervisory role in terms of distributing the cash float tills or confirming their contents. The cashiers control that on a day to day basis though they're audited periodically. A supervisor doesn't ordinarily review the till or control its movements on a daily basis. Other locations run without supervisors.

3.3.1 Start of Day

Start of day currently involves receiving their cash till with $100 of starting cash. The station assignments and cash till use are generally consistent though it may vary. Each cashier first verifies their cash float then logs into the cashiering system and performs a cash in transaction.

Not much changed here as the City moved to iPayment. The start of day process is configured as follows:

- The cashier removes their cash float from the vault and verifies the contents.
- The cashier logs into iPayment using their credentials.
- The cashier opens the shared CORE File for their location's work for that day.
- The cashier performs a Cash In transaction to declare their cash float.

  NOTE: Because the cashier controls the cash float till, CORE recommends the use of Cash In and Cash Out transaction types to declare their float to the system which is basically what they're doing today.

They are now ready to begin taking payments.

Exhibit 7

3.3.2 End of Day

End of day currently involves each cashier removing their cash float, performing a cash out transaction, returning the cash till to the safe, preparing their deposits, printing the necessary turn in documents (including a Daily Remittance Report) and turning the deposit and print outs in to the supervisor. Then the following morning the supervisor verifies all turned in materials, combines the cash deposits for submission to the bank, begins the back-office check conversion, initiates the CashWiz batch update, and submits supporting information to the Treasury.

The end of day process in iPayment for the cashier is configured as follows:

- The cashier performs a Cash Out transaction to remove their cash float.
- The cashier counts the contents of their drawers under "Blind Balancing" and initiates the necessary cash, check and credit card deposits within iPayment.
- The cashier prints any necessary reports or supporting information.
- The cashier physically returns the cash float to the vault along with cash, check and credit card receipts, and delivers the bank deposits and print outs to the supervisor.
- The cashier logs out of the system.

The end of day process in iPayment for the supervisor is configured as follows:

- The supervisor individually verifies the cashier turn-ins as follows:
  - They make sure all appropriate materials are submitted.
  - They verify the cash deposit.
  - They review the check and credit card deposits.
- The supervisor consolidates the cashier turn-ins as follows:
  - They combine the cash deposits (both physically and within the shared CORE File) and store it for courier pickup.
  - They combine the check and credit card deposits (within the shared CORE File) and store any materials for future reference.
- The supervisor marks the shared CORE File as balanced and closes out.
- The supervisor reviews the File Management module to make sure all files from all cashiers in their area were balanced and closed.
- The Metro supervisor reviews all activity for all locations, runs batch update and manually transfers the CashWiz files to treasury.

iPayment can be configured to generate GL activity for any overages and shortages.

See the CashWiz Batch Update section for more information.

Exhibit 7

3.4 LADBS Permit Payments

3.4.1 Objectives

This involves a customer paying on an established permit application or permit.

This transaction type will:

- Query the Interchange in real-time to retrieve the details on the permit.

  NOTE: Related permits will not be returned. While multiple permits may initially match a name or address inquiry, only one permit will be identified and returned for payment. There's simply no reliable way to link related permits together for joint payment.

- Support full payments (equal to the balance) and voids (same day status change for original transaction).
- Not allow partial payments (less than the balance), overpayments (greater than the balance), disbursements (negative transactions), waiving (not paying on one or more fees with a balance) or reversals (subsequent day offsetting transactions).
- Update the Interchange in real-time.

3.4.2 Use Case

The workflow for this transaction type will be as follows:

- The cashier scans the barcode on the permit form or selects this transaction type from a menu on the Cashiering Screen and manually enters a search key.
- iPayment performs an inquiry against the LADBS Interchange.
- If multiple permits are returned by the inquiry (typically due to name or address inquiry), the cashier selects the desired permit and iPayment performs another inquiry.
- iPayment displays the resulting permit information on the payment page.
- The cashier posts the transaction in full.
- The cashier processes any additional transactions (additional permits, invoices, miscellaneous fees, etc.).
- The cashier tenders in full with one or more tenders.
- iPayment updates the LADBS Interchange.
- iPayment prints the receipt.
- iPayment prints the permit(s).
- iPayment prints the building card(s) if appropriate.

Exhibit 7

3.4.3 Supporting Information

The "full" Permit Number represented in the Data component of the Barcode Standard and used within the iPayment system is actually composed of multiple components:

Component	Length	Position	Comments
Prefix	5	01-05	This contains the fixed value "08001" where "08" is the department number and "001" the application ID.
Permit Number	15	06-20	This contains the actual Permit Number portion.
Fee Period	1	21-21	This contains the stage that the permit is in. A permit generally progresses through multiple stages (though not necessarily all of these) and has payments along the way. The following values are used: ● S – Submittal ● U – Submittal 2 ● I – Inspection ● F – Final ● M – Submittal/Inspection ● P – Pre-Inspection
Suffix	1	22-22	This contains the fixed value "N" which is ignored by the barcode scanner, and not entered for manual search.

See the Barcode Standard section for additional information.

Exhibit 7

3.4.4 Inquiry Page

LADBS Permit Inquiry Page

Please scan the bill or manually enter one of the following search keys Permit Number or APN then press the enter key or 'Continue'.

Permit Number |_____|

- OR -

APN |_____|

- OR -

First Name |_____|
Middle Name |_____|
Last Name |_____|
Email |_____|

- OR -

Number Range Start |_____| Number Range End |_____|
Fraction Range Start |_____| Fraction Range End |_____|
Unit Range Start |_____| Unit Range End |_____|
Street Direction |_____|
Street Name |_____|
Street Suffix |_____|
Street Suffix Direction |_____|

City Name |_____|
State Code |_____|
Zipcode |_____|

[Continue]   [Cancel]

Exhibit 7

The Inquiry Page is configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
Permit Number	Alphanumeric	18	No	Yes	
Assessor Parcel Number	Numeric	10	No	Yes	
First Name	Alphanumeric	50	No	Yes	
Middle Name	Alphanumeric	50	No	Yes	
Last Name	Alphanumeric	50	No	Yes	
Email	Email	75	No	Yes	
Number Range Start	Numeric	5	No	Yes	
Number Range End	Numeric	5	No	Yes	
Fraction Range Start	Alphanumeric	5	No	Yes	
Fraction Range End	Alphanumeric	5	No	Yes	
Unit Range Start	Alphanumeric	10	No	Yes	
Unit Range End	Alphanumeric	10	No	Yes	
Street Direction	Alphanumeric	2	No	Yes	
Street Name	Alphanumeric	40	No	Yes	
Street Suffix	Alphanumeric	4	No	Yes	
Street Suffix Direction	Alphanumeric	5	No	Yes	
City Name	Alphanumeric	50	No	Yes	
State Code	Alphanumeric	2	No	Yes	
Zip Code	Alphanumeric	9	No	Yes	

Exhibit 7

3.4.5 Multi-Entity Match Page

LADBS Permit Multi-Match Page

* PERMIT NUMBER	NAME	JOB ADDRESS	APPLICATION ID	DEPARTMENT:	CHOOSE
970142000001035F	DOUGLAS GREENE	4299 N BAKMAN AVE	001	08	Select
9704110000201731	JON GREEN	8500 W BEVERLY BLVD 751-A	001	08	Select
980191000000403F	D GREENE	9588 W LIME ORCHARD ROAD	001	08	Select
0304110000260031	KIRK GREENWOOD	12400 W WILSHIRE BLVD	001	08	Select
980443000010964F	PAUL A GREEN	16149 W HART ST	001	08	Select
010102000003166F	PAUL GREEN	4854 N LAUREL CANYON BLVD	001	08	Select
020202000000482F	D. GREENE	10036 N WHEATLAND AVE	001	08	Select
020143000105549F	D GREENE	3314 S STONER AVE	001	08	Select
030302000000637F	ROBERT GREEN	3540 S DUNN DR	001	08	Select
030161000015658F	KATHI GREEN	1715 E SANTA ANA BLVD NORTH	001	08	Select
040147000006283F	RONALD GREENE	660 E SUNSET AVE	001	08	Select
040162000010863S	DOUG GREENE	10056 W TOLUCA LAKE AVE	001	08	Select
040102000003006F	D. GREENE	10056 W TOLUCA LAKE AVE	001	08	Select
040142000008001F	PAUL GREENE	537 N LAS PALMAS AVE	001	08	Select
040142000011994F	DOUG GREENE	10550 N ENCINO AVE	001	08	Select
050193000001680F	ROBERT GREEN	11500 W NATIONAL BLVD 1-4	001	08	Select
050193000001682F	ROBERT GREEN	11504 W NATIONAL BLVD 1-4	001	08	Select
050192000000880F	HAROLD GREENBERG	12209 W GOSHEN AVE	001	08	Select

Continue   Back   Cancel

The Multi Match Page is configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
Permit Number	Alphanumeric	18	Yes	No	This will be the Barcode returned by the Interchange. Page will display Permit Number with fee period suffix.
Name	Alphanumeric	100	No	No	This will be the Display Name returned by the Interchange.

Exhibit 7

Job Address	Alphanumeric	150	No	No	This will be the Display Address returned by the Interchange.
Application ID	Numeric	3	Yes	No	This is the 3-digit host system ID (ex: 001 for Plan Check and Inspection System).
Department ID	VarChar	2	Yes	No	This is the 2-digit host system Department ID (ex: 08 for Building and Safety).

Exhibit 7

3.4.6 Payment Page*

LADBS Permit Payment Page

Permit Number: 200161000000113 - TEST PERMIT
2224 W ELECTRIC ST

Comments

∨ **Permit Information**   BALANCE: **$394.89**   PAY AMOUNT: **$394.89**

DETAILS	* PERMIT NUMBER	NAME	JOB ADDRESS	BALANCE	PAY AMOUNT	* PAY ALL ☑
–	20016-10000-00113	TEST PERMIT	2224 W ELECTRIC ST	$394.89	$394.89	☑

ORDER	FEE DESCRIPTION	BALANCE	PAY AMT	PLU
1	CA Bldg Std Commission Surcharge	$1.00	$1.00	08-1931
2	Permit Fee Subtotal Bldg-Alter/Repair	$165.00	$165.00	08-1235
3	Planning Surcharge Misc Fee	$10.00	$10.00	08-1240
4	Plan Check Subtotal Bldg-Alter/Repair	$148.50	$148.50	08-1238
5	E.Q. Instrumentation	$1.30	$1.30	08-1225
6	D.S.C. Surcharge	$9.44	$9.44	08-1233
7	Sys. Surcharge	$18.89	$18.89	08-1245
8	Planning Surcharge	$18.81	$18.81	08-2570
9	Planning Gen Plan Maint Surcharge	$21.95	$21.95	08-2643
10	Permit Issuing Fee	$0.00	$0.00	08-1236
11	Linkage Fee	$0.00	$0.00	08-2422

[Continue]   [Back]   [Cancel]

The Warning Information block is an optional area that will only appear if one or more warning messages is returned. It will display pertinent information associated with the response information.

Label	Type	Max Size	Required	Editable	Comments
Warning	VarChar	200	No	No	This will be a warning to be displayed to the user.

Exhibit 7

The Permit Information block will display the information associated with the permit returned in the inquiry.

Label	Type	Max Size	Required	Editable	Comments
Permit Number	Alphanumeric	18	Yes	No	This will be the permit number returned by the Interchange.
Name	Alphanumeric	100	No	No	This will be the Display Name returned by the Interchange.
Address	Alphanumeric	150	No	No	This will be the Display Address returned by the Interchange.
Balance	Currency	20	Yes	No	This will contain the value returned as the Pay Amount.
Pay Amount	Currency	20	Yes	No	This will contain the value returned in the inquiry as the Balance.
Payment Selector	Checkbox	N/A	No	Yes	This will indicate whether or not the permit is being paid. It will permit to checked.

A Comments field will be provided as follows:

Label	Type	Max Size	Required	Editable	Comments
Comments	Alphanumeric	80	No	Yes	This will be stored as part of the container transaction for reference in the iPayment Search tool. This is printed on the receipt.

The Fee Information payment block will display the fee information for the permit returned in the inquiry.

Label	Type	Max Size	Required	Editable	Comments
Order	Numeric	5	Yes	No	This will contain the value returned in the inquiry as the Fee Sort.
Fee Description	Alphanumeric	50	Yes	No	This will contain the value returned in the inquiry.
Balance	Currency	20	Yes	No	This will contain the value returned in the inquiry.
Pay Amount	Currency	20	Yes	No	This will contain the value returned in the inquiry as the Balance.
PLU	Numeric	6	Yes	No	This will contain the value returned in the inquiry as the PLU

Exhibit 7

3.4.7 Payment Page with Bond Payment *

In certain situations which involve a Bond Payment, the Interchange will return both the permit and a receivable relating to the bond payment. iPayment will display both on the payment page. The Bond must be paid in full. The Permit may be paid in full or may be left for later payment.

LADBS Permit Payment Page

Permit Number: 190301000002946 - UYTEU LKL
11243 N GLENOAKS BLVD

∨   **Warning Information**

WARNING
1. Warning: There is an unposted bond. Collect and post the bond before collecting the fees.

Comments | _____ |

∨   **Permit Information**   BALANCE: **$2,837.36**   PAY AMOUNT: **$2,837.36**

DETAILS	* PERMIT NUMBER	NAME	JOB ADDRESS	BALANCE	PAY AMOUNT	* PAY ALL ☑
−	19030-10000-02946	UYTEU LKL	11243 N GLENOAKS BLVD	$2,837.36	$2,837.36	☑

	ORDER	FEE DESCRIPTION	BALANCE	PAY AMT	PLU	
	1	D.S.C. Surcharge	$69.53	$69.53	08-1762	
	2	Planning Surcharge	$139.05	$139.05	08-2596	
	3	Planning Surcharge Misc Fee	$10.00	$10.00	08-1770	
	4	Sys. Surcharge	$139.05	$139.05	08-1772	
	5	Planning Gen Plan Maint Surcharge	$162.23	$162.23	08-2621	
	6	Plan Check Subtotal Grading	$2,317.50	$2,317.50	08-1768	

∨   **Outstanding Bond Information**   BALANCE: **$88,888.00**   PAY AMOUNT: **$88,888.00**

DETAILS	* BOND NUMBER	* BOND STATUS	* CAO NUMBER	BALANCE	PAY AMOUNT	* PAY ALL ☐
−	16459	Due		$88,888.00	$88,888.00	☑

	ORDER	DESCRIPTION	ORIG AMOUNT	PREV PAID	BALANCE	PAY AMT	
	1	Cash Bond	$88,888.00	$0.00	$88,888.00	$88,888.00	

Continue	Back	Cancel

The Warning, Permit Information, and Permit Fee Information blocks and the Comments field are displayed as they are for the regular Permits Payments Page. See the above section for details.

Exhibit 7

The Bond Information payment block will display the information for the bond returned in the inquiry. This is where payment is initiated.

Label	Type	Max Size	Required	Editable	Comments
Bond Number	Numeric	6	Yes	No	This will contain the value returned in the inquiry.
Bond Status	Alphanumeric	6	Yes	No	This will contain the value returned in the inquiry, and determine if bond has to be paid/posted.
CAO Number	Alphanumeric	10	Yes	Yes	The CAO Number is editable only if the Bond Status is due.
Balance	Currency	20	Yes	No	This will contain the value returned in the inquiry. It should be the total of all outstanding fees for the above bond number.
Pay Amount	Currency	20	Yes	No	This will contain the value returned in the inquiry as the Balance.
Pay All	Checkbox	N/A	No	No	This will indicate whether or not the bond is being paid. It is checked when the Bond Status is Due and unchecked when the Bond Status is Posted.

The Bond Line Item Information payment block will display the information for the line items returned in the inquiry. This is only available for reference. iPayment allocates the above payment entry here at the line item level.

Label	Type	Max Size	Required	Editable	Comments
Order	Numeric	5	Yes	No	This will contain the value returned in the inquiry as the Fee Sort.
Description	Alphanumeric	50	Yes	No	This will contain the value returned in the inquiry as the Description.
Original Amount	Currency	20	Yes	No	This will contain the value returned in the inquiry Fee Amount.
Previously Paid	Currency	15	Yes	No	This will contain the value returned in the inquiry as the Amount Paid.
Balance	Currency	15	Yes	No	This will contain the value returned in the inquiry as the Balance.
Pay Amount	Currency	15	Yes	No	This will contain the value returned in the inquiry as the Balance.
Pay All	Checkbox	N/A	No	No	This will indicate whether or not the bond is being paid. It is checked when the Bond Status is Due and unchecked when the Bond Status is Posted.

Exhibit 7

3.4.8 Zero Match Page

If the Interchange is unable to successfully complete an inquiry (e.g. the host system is down or unavailable), it can instead return a zero-match response. In this case, iPayment is configured to allow the user to navigate to the Miscellaneous Fees payment page allowing the user to manually select the fees necessary to complete the payment and issue the receipt. See the Miscellaneous Fees section for additional information.

Exhibit 7

3.4.9 Other Functionality

3.4.9.1 Generating Building Permit Reference Number

iPayment will generate a Building Permit Reference Number for all permit transactions where the Interchange indicates a Building Card is to be printed. The Building Permit Reference Number will be generated just prior to completion of the event (i.e., receipt). It will be established after tendering is completed but prior to the update call to the Interchange. It will be included in the update call to the Interchange and will print the Bldg Permit Ref# on the receipt and the building card.

The format of the number will be "YYYYLLNNNNN" where:
- YYYY is the calendar year (e.g., 2018).
- LL is the Workgroup where the payment was made.

  Metro: LA, Van Nuys: VN, West LA: WL, South LA: SL, San Pedro: SP.
- NNNNN is a unique sequential number within the Location (e.g., 00001).

 IsBldCrd logic:

if (P_PERMITPERIOD = 'F') and (L_B1_Per_Group = 'BUILDING') and (L_G6_PCIS_DOC_STATUS = 'Ready to Issue')
Then B_ISBLDCRD := 1;
else B_ISBLDCRD := 0;
end if;

iPayment will need to pick up where the prior system left off so upon go-live, the initial value will need to be seeded with a starting point for each workgroup.

See the Building Card Printing section for additional information.

3.4.9.2 Permit Document Printing

The intent of the following document printing functionality is for iPayment to launch the existing Crystal Reports. The content of the printed documents will be obtained entirely from the host systems and the payment information posted to the Interchange. See each section below for details.

3.4.9.2.1 *Permit Printing*

iPayment will leverage LADBS's existing Crystal Reports titled bldg_prm_orap.rpt and mech_prm_orap.rpt which are located in a directory location that can be changed within the Documents module in iPayment Configuration. The current location is R:\UCS_iPayment. This will allow LADBS to control the cosmetic and functional details going forward (as long as they don't impact the interaction between iPayment and the report). In addition to the permit information, this generated document includes the contents of the validation stamp (i.e., the payment information including the fees that were paid).

LADBS Crystal Report Documents Configuration for Permits

Exhibit 7

- ● Building Permit
  - o ID: **LADBS_CrystalReportDoc_BLDG_PRM**
  - o Tenders:
  - o Transactions: **LADBSPerm_PermitPymt_BTT**
  - o Name: **Building Permit**
  - o Report Type: **Permit**
  - o Exe Path: **C:\ucs_print_with_argument\avtPrint.exe**
  - o Rpt Path: **R:\UCS_iPayment\bldg_prm_orad.rpt**
  - o Processing Stage: **End of Event**
  - o Print Quantity Tagname: **Header_NoOfPermit**
  - o Process Condition: **{IsBldPermit}='1' or {IsBldPermit} = 'True'**
  - o Printer Tray: **2**

- ● Electrical-Mechanical Permit
  - o ID: **LADBS_CrystalReportDoc_MECH_PRM**
  - o Tenders:
  - o Transactions: **LADBSPerm_PermitPymt_BTT**
  - o Name: **Electrical-Mechanical Permit**
  - o Report Type: **Permit**
  - o Exe Path: **C:\ucs_print_with_argument\avtPrint.exe**
  - o Rpt Path: **R:\UCS_iPayment\mech_prm_orad.rpt**
  - o Processing Stage: **End of Event**
  - o Print Quantity Tagname: **Header_NoOfPermi**t
  - o Processing Condition: **{IsBldPermit}='False' or {IsBldPermit} = '0' and {IsBldCrd} = '0'**
  - o Printer Tray: **2**

If the Interchange returns a NoOfPermits value greater than zero, iPayment will initiate the report passing the required information to kick it off defaulting to the number of copies specified in NoOfPermits. The default is 3 copies. If IsBldPermit is True, mech_prm_orap.rpt will be used. The report will then hit PCIS directly to get the content it needs to then print.

Users will have the ability to reprint this after the fact from the Event Tools and Search functions.

Exhibit 7

3.4.9.2.2 Building Card Printing

iPayment will leverage LADBS's existing Crystal Reports titled insp_card_orap.rpt which are located in a directory location that can be changed within the Documents module in iPayment Configuration. The current location is R:\\UCS_iPayment. This will allow LADBS to control the cosmetic and functional details going forward (as long as they don't impact the interaction between iPayment and the report).

LADBS Crystal Report Documents Configuration for Inspection Card

- Inspection Card
    - ID: **LADBS_CrystalReportDoc_INSP_CARD**
    - Tenders:
    - Transactions: **LADBSPerm_PermitPymt_BTT**
    - Name: **Inspection Card**
    - Report type: **Card**
    - Exe Path: **C:\ucs_print_with_argument\avtPrint.exe**
    - Rpt Path: **R:\UCS_iPayment\insp_card_orad.rpt**
    - Processing Stage: **End of Event**
    - Print Quantity Tagname:
    - Process Condition: **{IsBldCrd}='True' or {IsBldCrd} = '1'**
    - Printer Tray: **3**

If the Interchange returns an IsBldCrd value indicating true, iPayment will initiate the report passing the required information to kick it off. The report will then hit PCIS directly to get the content it needs to then print one copy.

Users will have the ability to reprint this after the fact from the Event Tools and Search functions.

Exhibit 7

3.5 LADBS Invoice Payments

3.5.1 Objectives

This involves a customer paying on one or more established invoices.

This transaction type will:

- Query the Interchange in real-time to retrieve all invoices and invoice detail associated with the customer.
- Support partial payments (less than the balance), full payments (equal to the balance), overpayments (greater than the balance) and voids (same day status change for original transaction).
- Not allow disbursements (negative transactions) or reversals (subsequent day offsetting transactions).
- Update the Interchange in real-time.

3.5.2 Use Case

The workflow for this transaction type will be as follows:

- The cashier scans the barcode on the invoice or selects this transaction type from a menu on the Cashiering Screen and manually enters a search key.
- iPayment performs an inquiry against the LADBS Interchange.
- If multiple customers are returned from the inquiry (typically due to name or address inquiry), the cashier selects the desired customer and iPayment performs another inquiry.
- iPayment will display the resulting customer information on the payment page including all associated unpaid or partially paid invoices.
- The cashier selects associated unpaid or partially paid invoices to pay, through conversations with the customer.
- The cashier posts the transaction.
- The cashier processes any additional transactions (permits, invoices, miscellaneous fees, etc.).
- The cashier tenders in full with one or more tenders.
- iPayment updates the LADBS Interchange.
- iPayment prints the receipt.
- iPayment validates the invoice(s).

Exhibit 7

3.5.3 Inquiry Page

LADBS Invoice Inquiry Page

Please scan the bill or manually enter one of the following search keys: Customer Account Number or Invoice Number then press the enter key or 'Continue'.

Invoice Number [_____]

- OR -

Customer Number [_____]

- OR -

First Name [_____]
Middle Name [_____]
Last Name [_____]
Email [_____]

- OR -

Business Name [_____]

- OR -

Number Range Start [_____]   Street Name [_____]

[Continue]   [Cancel]

Exhibit 7

The Inquiry Page will be configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
Invoice Number	Numeric	7	No	Yes	
Customer Number	Numeric	10	No	Yes	
First Name	Alphanumeric	50	No	Yes	
Middle Name	Alphanumeric	50	No	Yes	
Last Name	Alphanumeric	50	No	Yes	
Email	Email	75	No	Yes	
Business Name	Alphanumeric	80	No	Yes	
Number Range Start	Numeric	5	No	Yes	
Street Name	Alphanumeric	40	No	Yes	

Exhibit 7

3.5.4 Multi-Entity Match Page

LADBS Invoice Multi-Match Page

* CUSTOMER NUMBER	NAME	ADDRESS	APPLICATION ID	DEPARTMENT ID	CHOOSE
70002079	GREEN PARK INC	743 S SANTEE ST	002	08	Select
70007594	GREENS OK TIRE	6652 LANKERSHIM BLVD	002	08	Select
70012596	GREENWALD JERRY	1557 W BUNDY ROAD	002	08	Select
70015142	GREENLEE RAY A & GLORIA	5912 EASTBROOK AVE	002	08	Select
70015458	GREENSPAN MARK	843 N MANSFIELD AVE	002	08	Select
70015705	GREENHUT HAROLD		002	08	Select
70017355	GREENE KELLIE	12301 VIEW CREST ROAD	002	08	Select
70020640	GREENSPAN INVESTMENTS	4600 W 164TH ST 101	002	08	Select
70021690	GREENBLATTS DELI	8017 SUNSET BLVD	002	08	Select
70021693	GREENFIELD MANOR	1434 GREENFIELD AVE 101	002	08	Select
70022301	GREEN POLY INC	3024 ROSSLYN ST	002	08	Select
70028057	GREENBURG STUART	23147 VENTURA BLVD	002	08	Select
70028543	GREENFIELD WEST HOMEOWNERS ASSOCIATION	122 OCEAN PARK BLVD 312	002	08	Select
70031587	GREENCOURT WEST H O A	10435 SANTA MONICA BLVD 200	002	08	Select
70032509	GREEN MURIEL	4958 WOODMAN AVE 102	002	08	Select
70032511	GREENFIELD MARQUIS H O A	1842 GREENFIELD AVE 402	002	08	Select
70033247	GREENWICH COURT H O A	3727 W MAGNOLIA BLVD 821	002	08	Select
70034504	GREENFIELD GARDENS HOMEOWNERS ASSOCIATION	1871 GREENFIELD AVE	002	08	Select

[Continue] [Back] [Cancel]

The Multi Match Page will be configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
Customer Number	Numeric	10	Yes	No	This will be the Customer Number returned by the Interchange.
Name	Alphanumeric	100	No	No	This will be the Display Name returned by the Interchange. The Invoice Name displayed by iPayment could either be the customer Business Name or the customer Invoice Billing Name.
Job Address	Alphanumeric	150	No	No	This will be the Display Address returned by the Interchange. The Invoice Address displayed by iPayment is the Job Address.

Exhibit 7

Application ID	Alphanumeric	3	Yes	No	This is the host system ID (ex: 002 for Financial Services System).
Department ID	Alphanumeric	2	Yes	No	This is the host system Department ID (ex: 08 for Building and Safety).

Exhibit 7

3.5.5 Payment Page *

LADBS Invoice Payment Page

Customer Nbr: 70012596 - GREENWALD JERRY
1557 W BUNDY ROAD LOS ANGELES CA 90026

∨　　　**Customer Information**

* CUSTOMER NUMBER	NAME	ADDRESS
70012596	GREENWALD JERRY	1557 W BUNDY ROAD LOS ANGELES CA 90026

Comments |

∨　**Invoice Information**　　　　BALANCE: **$450.00**　　　PAY AMOUNT: **$0.00**

DETAILS	* INVOICE NUMBER	BALANCE	PAY AMOUNT	* PAY ☐
–	1494	$450.00	$0.00	☐

ORDER	DESCRIPTION	ORIG AMOUNT	PREV PAID	BALANCE	PAY AMT	INSPEC ID	ELEV ID
1	FOC NON COMPLIANCE	$300.00	$0.00	$300.00	$0.00		
2	FOC NON COMP LATE FEE	$150.00	$0.00	$150.00	$0.00		

[Continue]　[Back]　[Cancel]

The Warning Information block (not shown above but similar to that in the LADBS Permit Payments section) is an optional area that will only appear if one or more warning messages is returned. It will display pertinent information associated with the response information. This is the host system Department ID (ex: 08 for Building and Safety).

Label	Type	Max Size	Required	Editable	Comments

Exhibit 7

Warning	Alphanumeric	200	No	No	This will be a warning to be displayed to the user.

Exhibit 7

The Customer Information block will display the information associated with the customer.

Label	Type	Max Size	Required	Editable	Comments
Customer Number	Numeric	10	Yes	No	This will be the Customer Number returned by the Interchange.
Name	Alphanumeric	100	No	No	This will be the Display Name returned by the Interchange. The Invoice Name displayed by iPayment could either be the customer Business Name or the customer Invoice Billing Name.
Address	Alphanumeric	150	No	No	This will be the Display Address returned by the Interchange. The Invoice Address returned by the interchange is the Job Address.

The Invoice Information payment block will display the information for the invoices returned in the inquiry. This is where payment is initiated. If the initial inquiry was by Invoice Number, the matching invoice line item will be highlighted and auto selected.

Invoices are allowed to make partial payments but are restricted from using an IDO from paying an Invoice partially. Invoices are to be restricted from making any Overpayment on the transaction level but will not be restricted from making an Overpayment at the tender level.

Label	Type	Max Size	Required	Editable	Comments
Invoice Number	Numeric	7	Yes	No	The invoice number does not include the check digit.
Balance	Currency	20	Yes	No	This will contain the value returned in the inquiry. It should be the total of all outstanding fees for the above invoice number.
Pay Amount	Currency	20	Yes	Yes	This will contain the value returned in the inquiry as the Balance.
Payment Selector	Checkbox	N/A	No	Yes	This will indicate whether or not the invoice is being paid. It will default to checked.

A Comments field will be provided as follows:

Label	Type	Max Size	Required	Editable	Comments
Comments	Alphanumeric	80	No	Yes	This will be stored as part of the container transaction for reference in the iPayment Search tool. These comments are printed on the receipt.

Exhibit 7

The Invoice Line Item Information payment block will display the information for the line items returned in the inquiry. This is only available for reference. iPayment allocates the above payment entry here at the line item level.

Label	Type	Max Size	Required	Editable	Comments
Details	Typical Text	25	No	Yes	Prompt: RESERVED_INNER_DETAILS The custom field: LADBSInv_Details_EditOpt is utilized for the "drop-down" of viewing the Details. The fields contained within the HTML are outlined in the following table

Label	Type	Max Size	Required	Editable	Comments
Order	Numeric	5	Yes	No	This will contain the value returned in the inquiry as the Fee Sort. **
Description	Alphanumeric	50	Yes	No	This will contain the value returned in the inquiry as the Description.
Original Amount	Currency	20	Yes	No	This will contain the value returned in the inquiry Fee Amount
Previously Paid	Currency	12	Yes	No	This will contain the value (Numeric) returned in the inquiry as the Amount Paid.
Balance	Currency	12	Yes	No	This will contain the value (Numeric) returned in the inquiry as the Balance.
Pay Amount	Currency	12	Yes	No	This will contain the value (Numeric) returned in the inquiry as the Balance.
Inspection ID	HTML DropDown	Size is Equal to what is passed	N/A	No	This field is configured as part of the HTML of the drop down. This refers to the corresponding documents and depends on the information that is passed by the interchange.
Elevator ID	HTML DropDown	Size is Equal to what is passed	N/A	No	This field is configured as part of the HTML of the drop down. This refers to the corresponding documents and depends on the information that is passed by the interchange.

Exhibit 7

** Order of Payments: If an Apply Advance Payment is present, the iPayment system will apply those amounts in numerical order based on the Order label number as outlined in the table above. Non-LADBS transactions will not have Apply Advance amounts applied to them and will continue to use the existing algorithm.

3.5.6 Zero Match Page

If the Interchange is unable to successfully complete an inquiry (e.g. the host system is down or unavailable), it can instead return a zero-match response. In this case, iPayment has been configured with many Misc Fee transactions allowing the user to manually select the fees necessary to complete the payment and issue the receipt. See the Miscellaneous Fees section for additional information.

Exhibit 7

3.6 LADBS Autores Payments

3.6.1 Objectives

iPayment has two (2) ways of processing Residential Property Report payments. They can either be processed as an interchange transaction, labeled "LADBS Autores", or a Miscellaneous transaction, labeled "Residential Property Report". Both transaction types will charge the same fees, but the "LADBS Autores" transaction interfaces with the Autores system through the interchange, while the "Residential Property Report" transaction does not. Upon receipting, the "LADBS Autores" transaction will issue an RPR number with a "C" prefix indicating payment was processed as an interchange transaction. The miscellaneous "Residential Property Report" transaction type, on the other hand, will not generate an RPR number after payment, and the cashier manually enters the RPR number with an "I" (Internet) prefix provided by the customer indicating the RPR request was initiated online.

These transaction types will:

- Not query the Interchange.
- Support full payments (equal to the balance) and voids (same day status change for original transaction).
- Not allow partial payments (less than the fees), overpayments (greater than the fees), disbursements (negative fees), waiving (not paying on one or more fees with a balance) or reversals (subsequent day offsetting transactions).
- Update the Interchange in real-time.

3.6.2 Use Case

The workflow for this transaction type will be as follows:

- The cashier selects the transaction type from a menu on the Cashiering Screen.
- The fee is preconfigured.
- The cashier posts the required information.
- The cashier processes any additional transactions (permits, invoices, miscellaneous fees, etc.).
- The cashier tenders in full of one or more tenders.
- iPayment updates the LADBS Interchange.
- Upon iPayment issuing a receipt it also generates the RPR "C" Number
- iPayment issues a receipt.

Payment Processing

Exhibit 7

Fee Lookup

Search Fees

PLU [Search] 🔍   Description [Search] 🔍   [Clear]

PLU	DESCRIPTION	QTY	FEE
Search in the PLU search box at the top.			

LADBS AUTORES

* Escrow Company Name |_____

* Property Address |_____

Owner's Name |_____

Comments |_____

PLU	DESCRIPTION	AMOUNT	
08-0039	RESIDENTIAL PROPERTY	$47.00	🗑
08-0018	SYSTEMS DEV SURCH	$3.90	🗑
08-0055	DEV SERV CENTER SURCH	$1.95	🗑
08-0057	PENDING LIEN	$18.00	🗑

Subtotal: $70.85

[Calculate]   [Cancel]

Exhibit 7

3.6.3 Other Functionality

These Transaction types leverage the Miscellaneous Fees approach. There are two fixed amount fees involved plus any surcharges associated with them. See the Miscellaneous Fees section for additional information.

3.6.3.1 Generating Autores RPR Number

CORE Business Technologies

CITY LA DBS
DEPARTMENT OF BUILDING AND SAFETY

201 N. Figueroa St., 4th Floor
Los Angeles, CA 90012

Receipt

Your Reference Number:
2020356001-1
12/21/2020 11:00:33 AM
pconnor

TRANSACTIONS

LADBS AUTORES **2020356001-1-1**	$70.85

RPR Number:	C 10204004 9	
Escrow Company Name:	CORE	
Property Address:	215 Orchard Street	
Owners Name:	Patrick Connor	
Comments:	testing	
RESIDENTIAL PROPERTY		$47.00
SYSTEMS DEV SURCH		$3.90
DEV SERV CENTER SURCH		$1.95
PENDING LIEN		$18.00
	Total Amount:	**$70.85**

PAYMENT

Cash	**$70.85**

Reprint

iPayment will generate a Residential Property Report (RPR) Number for all Autores transactions. The RPR Number will be generated just prior to completion of the event (i.e., receipt). It will be established after tendering is completed but prior to the update call to the Interchange. It will be included in the update call to the Interchange and on the receipt.

The format of the number will be "A NNNNNNNN C" where:
- A is a value based on the iPayment module where the payment was made (e.g., C for Cashiering and I for

Exhibit 7

Business Center).

- NNNNNNNN is a unique sequential number within the iPayment module (e.g., 00000001).

- C is a check digit calculated based on the prior two components.

  NOTE: This check digit routine was not available at the time of this document revision. LADBS will provide it shortly and CORE will cover it in a formal design clarification.

iPayment will need to pick up where the prior system left off so upon go-live, the initial value will need to be seeded with a starting point for each workgroup.

Exhibit 7

3.7 **LADBS Accept Advance Payment**

3.7.1 Objectives

This involves a customer providing funds to be held for future use.

This transaction type will:

- Query the Interchange in real-time to verify the customer account.
- Support payments of any amount (there's no expected amount or balance) and voids (same day status change for original transaction).
- Not allow disbursements (negative transactions), reversals (subsequent day offsetting transactions) or the inclusion of any other transactions.
- Update the Interchange in real-time.

3.7.2 Use Case

The workflow for this transaction type will be as follows:

- The cashier scans the barcode on a slip or selects this transaction type from a menu on the Cashiering Screen and manually enters a search key.
- iPayment performs an inquiry against the LADBS Interchange.
- iPayment will display the resulting customer information on the payment page.
- The cashier determines the amount to pay through conversations with the customer.
- The cashier posts the transaction.
- The cashier tenders in full of one or more tenders.
- iPayment updates the LADBS Interchange.
- iPayment prints the receipt.

Exhibit 7

3.7.3 Inquiry Page

LADBS Accept Advance Payment

SCAN or enter the Customer Account Number then press the enter key or 'Continue'.

Customer Account Number |_____

[Continue]   [Cancel]

The Inquiry Page will be configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
Customer Account Number	Numeric	10	Yes	Yes	

2.1.2   Multi-Entity Match Page

Exhibit 7

This will not be allowed. iPayment will only be configured to support a Customer Number inquiry with a unique match.

The Interchange must observe this as well. If the Interchange tries to return this response type and iPayment is not configured for it, an error will result.

3.7.4 Payment Page

LADBS Accept Advance Payment

Customer Number: 10009087 - Tyler Thome
4969 0 SANTA MONICA BLVD LOS ANGELES, CA 90029

Comments

		ADV PYMT AVAIL: **$1,000.00**		ADVANCED PAYMENT AMOUNT: **$0.00**
Accept Advance Information				

* CUSTOMER NBR	NAME	ADDRESS	* ADV PYMT AVAIL	* ADVANCED PAYMENT AMOUNT
10009087	Tyler Thome	4969 0 SANTA MONICA BLVD LOS ANGELES, CA 90029	$1,000.00	$0.00

[Continue] [Back] [Cancel]

Exhibit 7

The Warning Information block (not shown above but similar to that in the LADBS Permit Payments section) is an optional area that will only appear if one or more warning messages is returned. It will display pertinent information associated with the response information.

Label	Type	Max Size	Required	Editable	Comments
Warning	Alphanumeric	200	No	No	This will be a warning to be displayed to the user.

The Customer Information block will display the information associated with the customer.

Label	Type	Max Size	Required	Editable	Comments
Customer Number	Numeric	10	Yes	No	This will be the Customer Number returned by the Interchange.
Name	Alphanumeric	100	No	No	This will be the Display Name returned by the Interchange.
Address	Alphanumeric	150	No	No	This will be the Display Address returned by the Interchange.
Advanced Payment Available	Currency	20	Yes	No	This will be the Advance Payment Available returned by the Interchange.
Advanced Payment Amount	Currency	20	Yes	Yes	This will be provided by the Cashier.

A Comments field will be provided as follows:

Label	Type	Max Size	Required	Editable	Comments
Comments	Alphanumeric	80	No	Yes	This will be stored as part of the container transaction for reference in the iPayment Search tool and printed on the receipt.

3.7.5 Zero Match Page

If the Interchange is unable to successfully complete an inquiry (e.g. the host system is down or unavailable), this transaction type will not be allowed. A valid inquiry is required.

Exhibit 7

3.8 **LADBS Apply Advance Payment**

3.8.1 Objectives

This involves a customer applying their Advance Payment balance toward specific fees as part of a new transaction.

This transaction type will:

- Query the Interchange in real-time to retrieve the customer account information.

  NOTE: This is a first opportunity for the Interchange to look at the intent of the Event (i.e., Advance Payment account specifics) and determine whether or not it should be allowed or rejected.

- Support payment of one or more LADBS transactions (possibly with other tenders) and voids (same day status change for original transaction).

- Not allow payment of non-LADBS transactions, credits (positive transactions) or reversals (subsequent day offsetting transactions).

- Update the Interchange in real-time.

3.8.2 Use Case

The workflow for this transaction type will be as follows:

- The cashier processes one or more primary transactions (permits, invoices, miscellaneous fees, etc.).
- The cashier scans the barcode on a slip or selects the Apply Advance Payment transaction type from a menu on the Cashiering Screen and manually enters a search key.
- iPayment performs an inquiry against the LADBS Interchange.
- If multiple customers are returned from the inquiry (typically due to name or address inquiry), the cashier selects the desired customer and iPayment performs another inquiry.
- iPayment will display the resulting customer information on the payment page.
- The cashier uses the resulting customer information to verify the customer is an authorized user of the advance payment account.
- The cashier determines the amount to apply through conversations with the customer.
- The cashier posts the transaction.
- If there's any remaining balance, the cashier tenders in full with one or more tenders.
- iPayment updates the LADBS Interchange.

  NOTE: The update includes both the items being paid and the Apply Advance Payment transaction.

- iPayment prints the receipt.
- iPayment validates the primary transaction document(s).

Exhibit 7

3.8.3 Inquiry Page

The Inquiry Page will be configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
Customer Account Number	Numeric	10	No	Yes	
Amount	Currency	20	Yes	No	Takes the Total Amount of the Active Receipt
First Name	Alphanumeric	50	No	Yes	
Middle Name	Alphanumeric	50	No	Yes	
Last Name	Alphanumeric	50	No	Yes	

Exhibit 7

Email	Email	75	No	Yes	
Business Name	Alphanumeric	80	No	Yes	
Number Range Start	Numeric	5	No	Yes	
Number Range End	Numeric	5	No	Yes	
Fraction Range Start	Alphanumeric	5	No	Yes	
Fraction Range End	Alphanumeric	5	No	Yes	
Unit Range Start	Alphanumeric	10	No	Yes	
Unit Range End	Alphanumeric	10	No	Yes	
Street Direction	Alphanumeric	2	No	Yes	
Street Name	Alphanumeric	40	No	Yes	
Street Suffix	Alphanumeric	4	No	Yes	
Street Suffix Direction	Alphanumeric	5	No	Yes	
City Name	Alphanumeric	50	No	Yes	
State Code	Alphanumeric	2	No	Yes	
Zip Code	Alphanumeric	9	No	Yes	

3.8.4 Multi-Entity Match Page

* CUSTOMER ACCOUNT NBR	NAME	ADDRESS	APPLICATION ID	DEPARTMENT ID	CHOOSE
280063360	JOHN DOE	1643 0 1/2 1/4 N 1st ST	004	08	Select
280063424	ACME LIMITED	123 123 1/2 1/2 N Main AL 1 1	004	08	Select
280063425	ACME LTD	123 123 1/2 1/2 N Main AL 1 1	004	08	Select

Application ID 004
Department ID 08

Return To Inquiry Page   Return To Menu

Exhibit 7

3.8.5 Payment Page *

The Warning Information block (not shown above but similar to that in the LADBS Permit Payments section) is an optional area that will only appear if one or more warning messages is returned. It will display pertinent information associated with the response information of the Apply Advance payment account being queried.

Label	Type	Max Size	Required	Editable	Comments
Warning	Alphanumeric	200	No	No	This will be a warning to be displayed to the user.

The Customer Information payment block will display the information associated with the customer.

Label	Type	Max Size	Required	Editable	Comments
Customer Account Number	Numeric	10	Yes	No	This will be the Customer Number returned by the Interchange.
Name	Alphanumeric	100	No	No	This will be the Display Name returned by the Interchange.
Address	Alphanumeric	150	No	No	This will be the Display Address returned by the Interchange.
Advance Payment Available	Currency	20	Yes	No	This will contain the value returned in the inquiry as the Available Amount.

Exhibit 7

Advance Payment Applied	Currency	20	Yes	Yes	This will be provided by the Cashier (as a negative value). It may not exceed the Advanced Payment Available.

The Authorized Users information block will display the information on the authorized users allowed to apply the advance payment.

Label	Type	Max Size	Required	Editable	Comments
Name	Alphanumeric	100	Yes	No	This will be returned by the Interchange.
Driver's License	Alphanumeric	25	Yes	No	This will be returned by the Interchange. It will contain only the last three characters.

A Comments field will be provided as follows:

Label	Type	Max Size	Required	Editable	Comments
Comments	Alphanumeric	80	No	Yes	This will be stored as part of the container transaction for reference in the iPayment Search tool and printed on the receipts.

3.8.6 Zero Match Page

If the Interchange is unable to successfully complete an inquiry (e.g. the host system is down or unavailable), this transaction type will not be allowed. A valid inquiry is required.

Exhibit 7

3.9   LADBS Inter Departmental Order (IDO)

3.9.1   Objectives

This involves a "charge" against an IDO to offset one or more transactions.

This transaction type will:

- Query the Interchange in real-time to determine whether or not the IDO is approved for the desired amount.
  NOTE: While iPayment is querying the Interchange in real-time, the Interchange will be relying on an overnight feed for its IDO data.
  NOTE: This is a first opportunity for the Interchange to look at the intent of the Event (i.e., IDO specifics) and determine whether or not it should be allowed or rejected.
- Support payment of one or more transactions with no other tenders (equal to the total of the transactions) and voids (same day status change for original transaction).
- Not allow partial payments (less than the total of the transactions), overpayments (greater than the total of the transactions), credits (positive transactions), waiving (not paying on one or more of the transactions) or reversals (subsequent day offsetting transactions).
- Update the Interchange in real-time.
  NOTE: This is a final opportunity for the Interchange to look at the entirety of the Event (i.e., transactions and IDO) and determine whether or not it should be allowed or rejected.

3.9.2   Use Case

The workflow for this transaction type will be as follows:

- The cashier processes one or more LADBS transactions (permits, invoices, miscellaneous fees, etc.).
- The cashier selects the IDO transaction type from the menu.
- The cashier enters the department's IDO information (iPayment autofills the requested amount with the Event total).
- iPayment performs an inquiry against the LADBS Interchange.
- iPayment displays the resulting IDO information on the payment page.
- The cashier posts the transaction in full.
- iPayment updates the LADBS Interchange.
- iPayment prints the receipt.

Exhibit 7

3.9.3 Inquiry Page

LADBS IDO Inquiry Page

Please scan the bill or manually enter one of the following search keys: Document Dept Code or Document ID or Fiscal Year or Budget Fiscal Year then press the enter key or 'Continue'.

* Document Dept Code `04`

* IDO Document ID `ID114500225098` ✕

Fiscal Year

Budget Fiscal Year

* Amount 769.00

[Continue]   [Cancel]

Event | Last | Susp.

LA DBS
DEPARTMENT OF BUILDING AND SAFETY

Active Receipt

2020356001-4

> LADBS INVOICE $769.00

Comments: test invoice comments
Invoice Number: 430040
Customer Number: 280009401
Name: MORALES MARIA C

NON COMP - GENERAL INT $479.00
NON COMP - GENERAL LATE FEE $250.00
NON COMP - GENERAL $40.00
COLLECTION FEE $0.00

Total Amount: $769.00

[Void Event]

The Inquiry Page will be configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
Document Department Code	Numeric	2	Yes	Yes	
IDO Document ID	Alphanumeric	20	Yes	Yes	
Fiscal Year	Numeric	4	No	Yes	
Budget Fiscal Year	Numeric	4	No	Yes	

Exhibit 7

Amount	Currency	15,2	Yes	No	This will be auto populated with the total amount of the transactions in the Active Receipt. LADBS will receive the value of the amount as Numerical data value in the UpdateRequest. There will be cases where the customer will want to know what the IDO balance is before the transactions are processed. This inquiry can be used for that purpose if the Interchange responds with the following error message anytime an inquiry is done with a $0 amount here: "You must post the transaction(s) before posting the IDO. The available amount for this IDO is $xxxx.xx.".

Exhibit 7

The Interchange must factor in other pending IDOs (i.e., IDOs processed that day which may not yet have been through end of day processing).

3.9.4 Payment Page *

The Warning Information block (not shown above but similar to that in the LADBS Permit Payments section) is an optional area that will only appear if one or more warning messages is returned. It will display pertinent information associated with the response information.

Label	Type	Max Size	Required	Editable	Comments
Warning	Alphanumeric	200	No	No	This will be a warning to be displayed to the user.

The IDO Information block will display the information associated with the account returned in the inquiry.

Label	Type	Max Size	Required	Editable	Comments
Document Department Code	Numeric	2	Yes	No	This will contain the value returned in the inquiry as the DeptId.
IDO Document ID	Alphanumeric	20	Yes	No	This will contain the value returned in the inquiry as the ApplicationNbr.
Available Amount	Currency	15,2	Yes	No	This will contain the value returned in the inquiry as the Available Amount. LADBS will receive the value of the amount as Numerical data value in the UpdateRequest.

Exhibit 7

| Amount Applied | Currency | 15,2 | Yes | No | This will contain the value returned in the inquiry as the Amount Applied (a negative of what was provided in the inquiry). LADBS will receive the value of the amount as Numerical data value in the UpdateRequest. |

A Comments field will be provided as follows:

Label	Type	Max Size	Required	Editable	Comments
Comments	Alphanumeric	80	Yes	Yes	Comments are required for IDOs. This will be stored as part of the container transaction for reference in the iPayment Search tool and printed on receipts.

The IDO History block will display historical information associated with the account returned in the inquiry.

Label	Type	Max Size	Required	Editable	Comments
Document Department Code	Numeric	2	Yes	No	This will contain the value returned in the inquiry as the DeptId.
IDO Document ID	Alphanumeric	20	Yes	No	This will contain the value returned in the inquiry as the ApplicationNbr.
Description	Alphanumeric	60	No	No	This will contain the value returned in the inquiry as the Description.
Amount	Currency	15,2	Yes	No	This will contain the value returned in the inquiry as the Amount. LADBS will receive the value of the amount as Numerical data value in the UpdateRequest.

Exhibit 7

3.10 Miscellaneous Interchange

3.11 Objectives

This involves a customer paying on an established receivable.

This transaction type will:

- Query the Interchange in real-time to retrieve the details on the receivable and any related receivables that the Interchange decides to return.
- Support full payments (equal to the balance) and voids (same day status change for original transaction).
- Not allow partial payments (less than the balance), overpayments (greater than the balance), disbursements (negative transactions), waiving (not paying on one or more fees with a balance) or reversals (subsequent day offsetting transactions).
- Update the Interchange in real-time.

3.11.1 Use Case

The workflow for this transaction type will be as follows:

- The cashier scans the barcode on the form or selects this transaction type from a menu on the Cashiering Screen and manually enters a search key.
- iPayment performs an inquiry against the LADBS Interchange.
- If multiple customers are returned by the inquiry (typically due to name or address inquiry), the cashier selects the desired customer and iPayment performs another inquiry.
- iPayment displays the resulting receivable information on the payment page.
- The cashier posts the transaction in full.
- The cashier processes any additional transactions (permits, invoices, miscellaneous fees, etc.).
- The cashier tenders in full with one or more tenders.
- iPayment updates the LADBS Interchange.
- iPayment prints the receipt.
- iPayment validates the transaction document(s).

3.11.2 Inquiry Page

This page is configurable based on needs and can have general layout similar to that presented for LADBS Permits and LADBS Invoices though the content will depend on the needs of the transaction type. It can also collect additional data elements as needed.

Exhibit 7

3.11.3 Payment Page

This page is configurable based on needs and can have a general layout similar to that presented for LADBS Permits and LADBS Invoices, though the content will depend on the needs of the transaction type. It can also collect additional data elements as needed.

See the Application of Payment section for additional information.

3.11.4 Zero Match Page

If the Interchange is unable to successfully complete an inquiry (e.g. the host system is down or unavailable), it can instead return a zero-match response which is currently not configured at time of the delivery of the system.

Exhibit 7

3.12 Miscellaneous Fees

3.12.1 Objectives

This involves a customer paying on a form that is presented to the cashier consisting of a detailed list of fees.

For LADBS, this is relatively low volume as compared to other Transaction Types such as Permits and Invoices. But for Other Departments, especially until they integrate to the Interchange, this may be very common. It is important to note that this approach requires iPayment configuration of the "container" Transaction Type although it then leverages the fee import for all fee information. See the Fees section for additional information.

The following are the three representative transaction types identified by LADBS and CORE. They represent all aspects of miscellaneous fee processing. LADBS provided a demonstration of them in their old cashiering system (Comcash) and CORE has provided a prototype presentation of how they'll function within iPayment.

- Residential Property Report (RPR) – This demonstrates a fixed fee, surcharges, entry of a custom data element and the optional inclusion of an additional fee.
- Licenses – This represents a manually entered fee, surcharges and entry of multiple custom data elements.
- Grading Report – This represents a manually entered fee, surcharges, entry of multiple custom data elements and the optional inclusion of additional fees.

Miscellaneous Fees transaction types will:

- Not query the Interchange.
- Support full payments (equal to the total of the fees) and voids (same day status change for original transaction).
- Not allow partial payments (less than the amount of the fees), overpayments (greater than the amount of the fees), disbursements (negative fees), reversals (subsequent day offsetting transactions) or waiving (not paying on a fee with an amount).
- Optionally update the Interchange in real-time.

3.12.2 Use Case

The workflow for these transaction types will be as follows:

- The customer presents a form of detailed fees to the Cashier.

  NOTE: The content of these forms is highly variable and generally not conducive to establishing preconfigured transaction types already containing the fee details. In many cases, the cashier really has to build it themselves based on the form.
- The cashier selects the appropriate "container" Transaction Type by entering the PLU or clicking the button on a Menu.
- The transaction type payment page will then be displayed to the cashier. It may be configured with preselected fees and/or optional fees.
- The cashier may then select optional fees, search for other fees or enter custom data elements. If a fee involved doesn't have a fixed amount, the cashier must manually enter it. As fees are added, iPayment will automatically generate any associated surcharges based on the relationships provided by the fees table.

Exhibit 7

- The cashier posts the transaction in full.
- The cashier processes any additional transactions (permits, invoices, miscellaneous fees, etc.).
- The cashier tenders in full with one or more tenders.
- iPayment updates the LADBS Interchange (if configured to do so).
- iPayment prints the receipt.
- iPayment validates the form(s) (if configured to do so).

3.12.3 Payment Page

The general approach to Miscellaneous Fees will be used to create many specialized Miscellaneous Fee transaction types such as Residential Property Report, Licenses, and Grading Report. Each transaction type that is created supports the standard transaction type setup plus aspects unique to Miscellaneous Fees. Some of the more useful aspects include the ability to specify:

- The preselected fees (those that appear on the right side of the page).
- The optional fees (those that appear on the left side of the page).
- The custom fields that are to be collected.

The following is a very manual example with no configured content in terms of preselected fees, optional fees and custom fields:

Exhibit 7

The following is a more specific example with configured content in terms of preselected fees, optional fees and custom fields:

NOTE: Please see MRF section for updated Minimum Fee Functionality at the time of Go Live.

The Fee Lookup area will include the following:

Label	Type	Max Size	Required	Editable	Comments
PLU	Alphanumeric	7	No	Yes	This will be used to lookup the fee. The format will be ##-####. A PLU can have a leading zero, (Ex. 08-2680)

Exhibit 7

Description	Alphanumeric	40	No	Yes	This will be used to look up the fee.

The Fee Matches area will include the following:

Label	Type	Max Size	Required	Editable	Comments
PLU	Alphanumeric	7	Yes	No	This will contain the PLU value associated with the matching fee.
Description	Alphanumeric	40	Yes	No	This will contain the Description value associated with the matching fee.
Quantity	Numeric	8	Yes	Yes	This will default to "1" but can be modified if needed.
Fee Amount	Currency	15,2	Yes	Varies	This, depending on the fee configuration, will contain either the Amount value associated with the matching fee or an editable field for the user entry. LADBS will receive the value of the amount as Numerical data value in the UpdateRequest.
Add	Button	N/A	N/A	N/A	This may be used to add the fee along with any associated surcharges based on the relationships provided by the fees table.

Exhibit 7

The Fees Selected payment block will display the selected fees and their associated surcharges as follows:

Label	Type	Max Size	Required	Editable	Comments
Type	Alphanumeric	12	Yes	No	This will identify the type of the line item containing either "Fee" or "Surcharge".
PLU	Alphanumeric	7	Yes	No	This will contain the PLU value associated with the selected fee.
Description	Alphanumeric	40	Yes	No	This will contain the Description value associated with the selected fee.
Amount	Currency	15,2	Yes	No	This will contain the Amount of the selected fee. LADBS will receive the value of the amount as Numerical data value in the UpdateRequest.
Trash Can	icon				Trash can icon was added for UI experience and allows for deletion of individual fees. It allows the cashier to void an item off the Active receipt before the transaction has been tendered. Please see MRF section for additional information as it was added after the approved Design Specification.

Exhibit 7

3.13 Pay in Person

Pay in Person is an existing process where customers start a payment online then complete it at a cashiering office. It's currently done for a number of LADBS payment types (not including permits).

Once both iPayment Cashiering and Business Center are in place, this will be handled through iPayment's standard Suspend and Resume functionality. But during the gap between the Cashiering go-live and the Business Center go-live, there will not be an integrated solution.

This is complicated by the fact that the process could involve multiple transactions and many different transaction types (i.e., multiple invoices and/or some combination with other activity). CORE and LADBS discussed an integration between iPayment, the Interchange and the current online payment system but determined that this was not in scope and was not feasible to implement.

As an interim solution, LADBS will handle this through a manual rebuild. When a customer presents themselves to a cashier, the cashier would obtain the information from the online system to manually rekey the transactions in iPayment Cashiering. This would be a manual and potentially time-consuming process but iPayment, as designed in this document, would fully support it. This would not require any additional configuration or planning.

Exhibit 7

4 System Interfaces

4.1 Overview

The following shows the high-level components and general interactions with respect to project specific system interfaces. It corresponds to a single instance of the iPayment deployment.
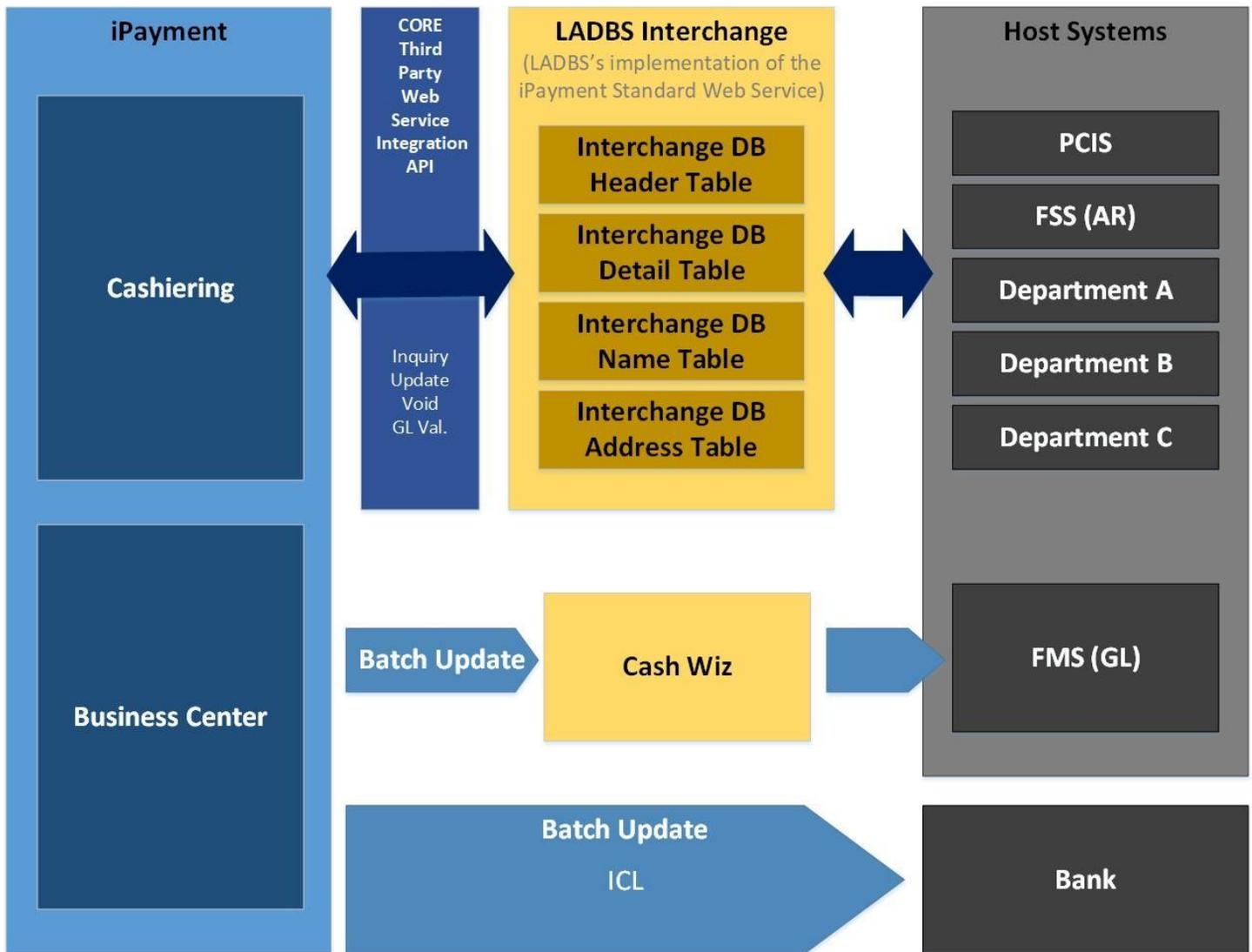
There will be separate instances of this for Test and Production.

Exhibit 7

4.2 Interchange

4.2.1 Overview

The Interchange is LADBS's implementation of the iPayment Third Party Web Service Integration API. It will serve as the intermediary between iPayment and all host system interaction except for purely GL activity. CORE has documented the expected functionality of the Interchange in the Tables section below but our only real concerns regarding the details of its integration and functionality are that it:

- Meet the standards set forth in the iPayment Third Party Web Service Integration Tutorial document.

- Maintain a consistency with the iPayment configuration as detailed in this document and as determined on an ongoing basis.

The overall components and interaction are as follows:

Exhibit 7
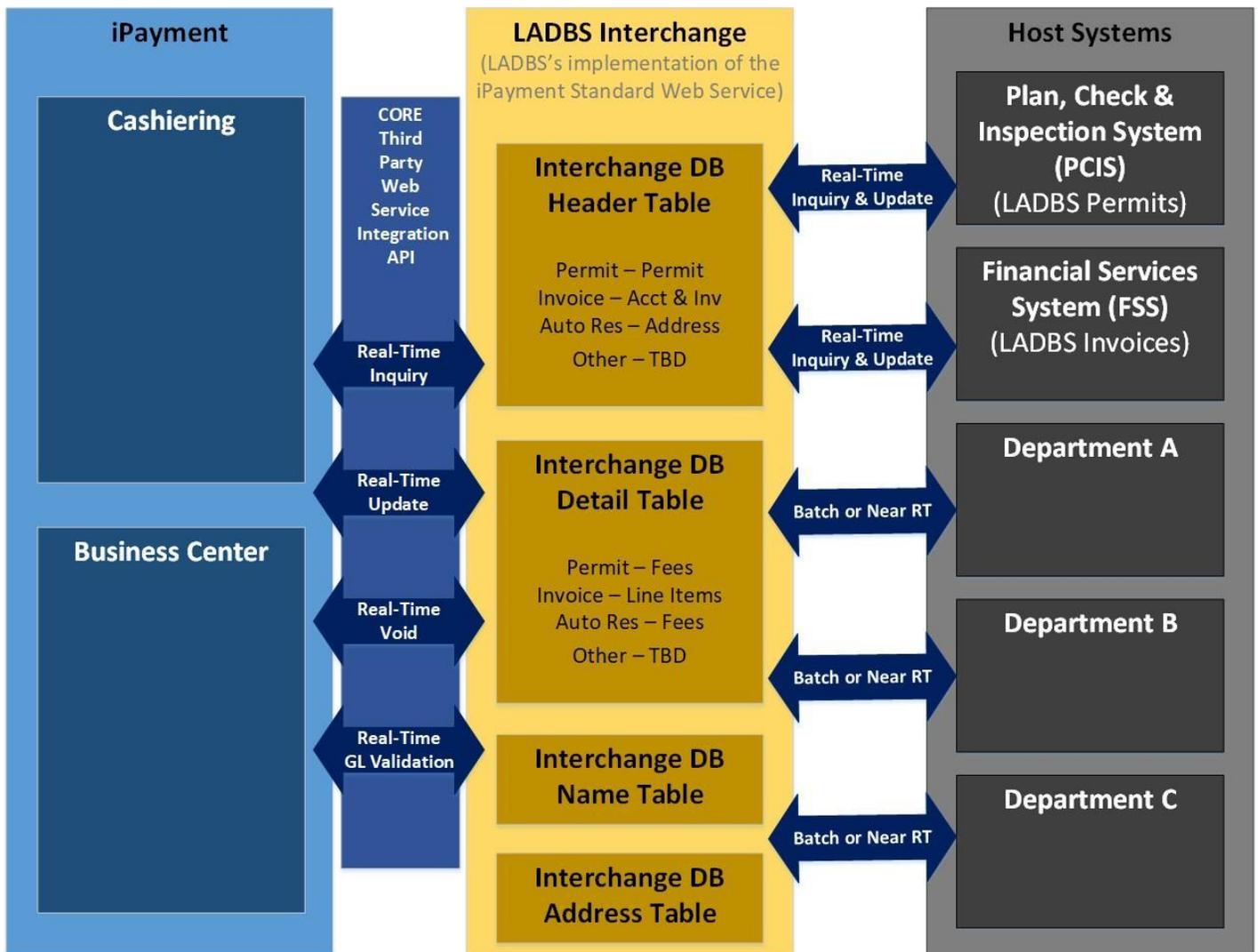
4.2.2 Implementation Approach

There's a lot of freedom and flexibility within CORE's configuration approach but it's critical that the configuration and Interchange are carefully and consistently synchronized. CORE strongly recommends the following to accomplish that:

- General

  o iPayment custom field configuration will generally be done using Tags (i.e., the names for the API's name / value pairs) that equate to the Interchange tables and columns. The format will be "[TABLE NAME]_[COLUMN NAME]" where [TABLE NAME] is the Interchange table and [COLUMN NAME] is the Interchange column that the custom field corresponds to. For example, "Header_BarCode", "Name_LName" and "Address_StrName". Interchange development and specifically SQL generation should support this.

  o iPayment custom field configuration, when it does not apply to a data element stored in the Interchange table, can use any value desired as the Tag. But these values must be carefully coordinated with the Interchange developer. For example, Business Name will not be stored in the Interchange tables, but it will be used as a query key for the Invoice Transaction Type.

- Inquiry

  o iPayment should be configured to support only appropriate inquiries. For example, barcode, name and address. It should not allow inappropriate inquiries such as InterChgID, IsBldCrd and LineItemNbr. But because the people doing the configuration and the people writing the Interchange won't always be in sync, the Interchange should protect against these and return an error message if inappropriate queries are attempted.

  o The Interchange should structure the single match inquiry response to contain a group for each DeptID / AppID / Grouping combination. This is especially vital for Other Departments which will be uploading data that the Interchange doesn't control. The group name used in the response should be a combination of the three. For example, "5001OtherDeptAR" or "6002OtherDeptCollections". Most responses will likely be restricted to one DeptID / AppID (at least initially) but if the opportunity to return other items associated with the customer arises, it may extend beyond that. And while Grouping may not play a big role for LADBS activity, it's an important opportunity for the Other Departments going forward. The initial grouping should be as follows:

    ▪ LADBS Permits – A group with one record for the permit (Header) and a group with one or more records for the fees (Detail).

      NOTE: There's no way to link permits by individual so there'll only ever be one permit per response.

    ▪ LADBS Invoices – A group with one or more records for all related invoices (Header) and a group with one or more records for the line items (Detail).

      NOTE: There is a way to link invoices by individual (Customer Number) so there may be multiple.

  o In addition to the data elements provided through the Interchange Tables, the Interchange should always return the following data elements where they can be provided:

    ▪ DisplayName – This is the full name including the first, middle and last names in a concatenated string without unnecessary spaces that can be displayed to the user.

    ▪ DisplayAddress – This is the full address including all components in a concatenated string without unnecessary spaces that can be displayed to the user.

Exhibit 7

- It's essential that the Fee Sort information be provided for any items that allow partial payment. See the Application of Payment section for additional information.

- Update

  - In the event of partial payments, only paid items will be passed back to the Interchange during the update. This will include $0 items if they're passed to iPayment.

- GL Validation

  - This will be implemented through a nightly file import, so the Interchange need not implement this aspect.

If the above expectations are not considered during the Interchange implementation, the desired functionality may not result. Mike Staley is available to support the Interchange developer(s) on the iPayment Third Party Web Service Integration. Please reach out to him as needed.

4.2.3 Interchange Tables

The following is based on CORE's initial discussions with Jake as well as subsequent discussions with LADBS. This is our understanding of the Interchange design and objectives. Ultimately based on the above implementation approach, the details are not critical to CORE. But it would be best if CORE were kept in the loop on any changes in direction, so we have the opportunity to provide input.

4.2.3.1 Interchange Header Table

This table will store higher level information on the AR items to be paid. For example, some of the initial use will be as follows:

- LADBS Permits – Permit level information.

- LADBS Invoices – Account and Invoice level information.

- Other Departments – Various approaches based on use and need.

Column Name	Data Type	Allow Nulls	Use	Notes
IntrChgId	NUMBER	NO	All	This contains the primary key generated upon inserting the record. It's the primary key for this table. This will be generated and maintained by the Interchange. It likely has no value to iPayment.

Exhibit 7

DeptId	VARCHAR2(2)	NO	All	This contains the department that the data belongs to. The initial values will be as follows:
				• 08 – Department of Building and Safety (LADBS)
				• 30 – Department of Cultural Affairs (DCA)
				• 38 – Los Angeles Fire Department (LAFD)
				• 43 – Los Angeles Housing and Community Investment Department (HCIDLA)
				• 50 – Department of Public Works - One Stop
				• 62 – Office of Finance (OOF)
				• 68 – Department of City Planning (DCP)
				• 74 - Department of Public Works - Board of Public Works (PW)
				• 78 – Department of Public Works - Bureau of Engineering (BOE)
				• 88 – Department of Recreation and Parks (RAP)
				• 94 – Department of Transportation (DOT)

Exhibit 7

AppId	VARCHAR2(3)	NO	All	This contains the host application / system that the data belongs to. The initial values will be as follows:
				
				• DeptID: 08 LADBS
				   ○ 001 – Plan Check and Inspection System (PCIS; Permits)
				   ○ 002 – Financial Services System (FSS; Invoices)
				   ○ 003 – Financial Services System (FSS; Accept Advance Payment)
				   ○ 004 – Financial Services System (FSS; Apply Advance Payment)
				   ○ 005 – Financial Services System (FSS; IDO)
				   ○ 006 – Autores
				• DeptID: 38 LAFD
				   ○ 001 – Fire Inspection Management System (FIMS)
				   ○ 002 – FMS Data Repository (FMS)
				• DeptID: 68 DCP
				   ○ 001 – Planning Case Tracking System (PCTS)
				   ○ 002 – FMS Data Repository (FMS)
				• DeptID: 74 PW
				   ○ 001 – FMS Data Repository (FMS)
				• DeptID: 78 BOE
				   ○ 001 – BOE Interchange (BOE)
				   ○ 002 – FMS Data Repository (FMS)
				• DeptID: 94 DOT
				   ○ 001 – Case Logging and Tracking System (CLATS)

ApplicationNbr	VARCHAR2(50)	NO	All	This contains the primary identifier for the item within its host system. This typically involves multiple components concatenated so alone it's often not suitable for inquiry or display to the user. It's primarily to help the host system apply payments.
BarCode	VARCHAR2(50)	YES	Only applications that have a barcode	This contains the value of the barcode on the bill. It's the primary means of initiating a transaction. See the Barcode Standards section for more information.
IsBldCrd	VARCHAR2(1)	NO	Only Permits	This contains an Is Building Card indicator for permits. If this is True, iPayment will print the Building Card as part of the payment. If False, iPayment will do nothing in relation to the printing of a building card.

Exhibit 7

IsBldPermit	BOOLEAN	NO	Only Permits	This specifies the type of building permit to print: • 1 – Use building permit report version. • 0 – Use mechanical permit report version.
NoOfPermits	NUMBER	NO	Only Permits	This contains the number of copies of the permit that iPayment is to print upon posting a payment for this item.
ReceiptRefNbr	VARCHAR2(50)	YES	All	This contains the iPayment Receipt Reference Number. It's provided in the Update Request when a payment is made. The format is "CCYYJJJSSS-EEEE" where CCYYJJJSSS is the CORE File Number and EEEE is the Event (i.e., Receipt) within the CORE File. Please note that all payments within the same receipt will share this same value. It is not necessarily unique.
RPRNbr	VARCHAR2(20)	YES	Only Autores	This will contain the iPayment Transaction Reference Number which will serve as the Residential Property Report Number for Autores payments. iPayment will pass the iPayment Transaction Reference Number as a standard field in the update request. The Interchange may reformat it then will store it in this field. iPayment will not explicitly pass this field.
BuildingCardNbr	VARCHAR2(20)	YES	Only Permits	This will contain the iPayment Transaction Reference Number which will serve as the Building Card Number for Permit payments. iPayment will pass the iPayment Transaction Reference Number as a standard field in the update request. The Interchange may reformat it then will store it in this field. iPayment will not explicitly pass this field.
Grouping	VARCHAR2(20)	YES	All but only used as desired	This contains a grouping value strictly to control grouping in the iPayment UI. It was added at CORE's request for other department use. The Interchange must group activity by this in the Inquiry Response.
CustomerNbr	VARCHAR2(50)	YES	Only Invoices & Other Departments	This contains a Customer Number that can be used to tie together an individual's or organization's activity across systems. For LADBS, it's currently only used within invoices but it's believed to have use beyond LADBS in Other Departments.
Origin	VARCHAR2(50)	YES	All	This will be generated and maintained by the Interchange based on how the data was inserted. It likely has no value to iPayment.
FeeAmt	NUMBER(15,2)	NO	All	This will be the total of all detail records associated with this item. See the corresponding field in the detail table for additional information.

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UDFTEXT1	VARCHAR2(50)	YES	Generally only Other Departments but available to all	This is a general use text field.
UDFTEXT2	VARCHAR2(50)	YES	See above	See above
UDFTEXT3	VARCHAR2(50)	YES	See above	See above
UDFTEXT4	VARCHAR2(50)	YES	See above	See above
UDFTEXT5	VARCHAR2(50)	YES	See above	See above
UDFDATE1	DATE	YES	See above	This is a general use date field.
UDFDATE2	DATE	YES	See above	See above
UDFDATE3	DATE	YES	See above	See above
UDFDATE4	DATE	YES	See above	See above
UDFDATE5	DATE	YES	See above	See above
UDFNUM1	NUMBER	YES	See above	This is a general use numeric field.
UDFNUM2	NUMBER	YES	See above	See above
UDFNUM3	NUMBER	YES	See above	See above
UDFNUM4	NUMBER	YES	See above	See above
UDFNUM5	NUMBER	YES	See above	See above
CreatedBy	VARCHAR2(20)	YES	All	This will be generated and maintained by the Interchange. It likely has no value to iPayment.
CreateDate	DATE	YES	All	See above
UpdatedBy	VARCHAR2(20)	YES	All	See above
UpdatedDate	DATE	YES	All	See above
FeeGrp	VARCHAR2(30)	YES	Only Permits	This contains permit related fee information. It may be displayed to the user in iPayment but there's little other involvement by iPayment.
TranStatus	VARCHAR2(1)	YES	All	• 'A' for Active • 'V' for Void • 'D' for Deleted. Note: LADBS does not send this value to iPayment.
PaymentDate	DATE	YES	All	The date the event is completed
CAONbr	VARCHAR2(20)	YES	Only Bonds	CAONbr is manually entered by cashier and sent through the interchange.
BondStatus	VARCHAR2(10)	YES	Only Bonds	Indicates if the bond is Due or Posted
VoidDate	DATE	YES	All	The date the event is voided.

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4.2.3.2 Interchange Detail Table

This table will store lower level information on the AR items to be paid. For example, some of the initial use will be as follows:

- LADBS Permits – Fee level information.
- LADBS Invoices – Line Item level information.

Column Name	Data Type	Allow Nulls	Use	Notes
IntrChgId	NUMBER	NO	All	This contains the primary key of the associated Header record. It's used to tie the header to the detail in a one to many relationship. It plus the next field are the primary key for this table.
				This will be generated and maintained by the Interchange. It likely has no value to iPayment.
LineItemNbr	NUMBER (10,0)	NO	All	This contains a unique value for each detail item within a header. It's part of the primary key.
				This will be generated and maintained by the Interchange. It likely has no value to iPayment.
FeeType	VARCHAR2(45)	YES	Only Permits	This contains permit related fee information. It may be displayed to the user in iPayment but there's little other involvement by iPayment.
FeeCod	VARCHAR2(15)	YES	Only Permits	This contains permit related fee information. It's an internal value and there's no reason for iPayment to have it. It likely has no value to iPayment.
FeePeriod	VARCHAR2(15)	YES	Only Permits	This contains permit related fee information. It may be displayed to the user in iPayment but there's little other involvement by iPayment.
FeeCat	VARCHAR2(30)	YES	Only Permits	This contains permit related fee information. It may be displayed to the user in iPayment but there's little other involvement by iPayment.
Dept	VARCHAR2(16)	NO	All	This contains the 1st component of the Financial Account Number. It's used to update CashWiz. See the CashWiz Batch Update and Financial Account Number sections for more information.
Fund	VARCHAR2(8)	NO	All	This contains the 2nd component of the Financial Account Number. It's used to update CashWiz. See the CashWiz Batch Update and Financial Account Number sections for more information.

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RevenueCode	VARCHAR2(8)	NO	All	This contains the 3rd component of the Financial Account Number. It's used to update CashWiz. See the CashWiz Batch Update and Financial Account Number sections for more information.
SubRevenueCode	VARCHAR2(2)	YES	All	This contains the 4th component of the Financial Account Number. It doesn't update CashWiz but it's stored for reporting. See the CashWiz Batch Update and Financial Account Number sections for more information.
BalanceSheet	VARCHAR2(4)	NO	All	This contains the 5th component of the Financial Account Number. It's used to update CashWiz. See the CashWiz Batch Update and Financial Account Number sections for more information.
Description	VARCHAR2(50)	NO	All	This contains the description of the fee.
FeeSort	NUMBER(5,2)	YES	Only Invoice & Other Departments	This contains the order of the detail item (e.g., fee or line item) within the header item (e.g., invoice). The Interchange will order the items in the response based on this. We'll also use this for application of payment. See the Application of Payment section for additional information.
PmtStatus	VARCHAR2(4)	NO	All	This contains the status of the fee with respect to payment. The initial values will be as follows: • Owed • Paid • Void This will be generated and maintained by the Interchange. It likely has no value to iPayment.
FeeAmt	NUMBER(15,2)	NO	All	This is the original amount of the fee.
AmtPaid	NUMBER(15,2)	NO	All	This is the amount of the fee that has been paid.
Balance	NUMBER(15,2)	NO	All	This is the current balance of the fee.
TransRefNbr	VARCHAR2(50)	YES	All	This contains the iPayment Transaction Reference Number. It's provided in the Update Request when a payment is made. The format is "CCYYJJJSSS-EEEE-TTTT" where CCYYJJJSSS is the CORE File Number, EEEE is the Event (i.e., Receipt) within the CORE File and TTTT is the Transaction within the Event. This will be unique for each transaction record.
UDFTEXT1	VARCHAR2(50)	YES	Generally only Other Departments but available to all	This is a general use text field.
UDFTEXT2	VARCHAR2(50)	YES	See above.	See above.
UDFTEXT3	VARCHAR2(50)	YES	See above.	See above.
UDFTEXT4	VARCHAR2(50)	YES	See above.	See above.

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AmtPaid	NUMBER(15,2)	NO	All	This will be the total of all detail records associated with this item. See the corresponding field in the detail table for additional information.
Balance	NUMBER(15,2)	NO	All	This will be the total of all detail records associated with this item. See the corresponding field in the detail table for additional information.
Warning	VARCHAR2 (200)	YES	All	This will be populated with any information to be conveyed to the cashier in an on screen warning message.
Signature Capture Indicator	VARCHAR2 (40)	YES	All	This will be populated with an iPayment Document Processing ID if payment on this particular item should require the collection of a signature. The Document Processing ID must match a Document Processing item configured within the iPayment system. The iPayment configuration will control the details of the signature capture including the message to be provided to the customer.
TranStatus	VARCHAR2(1)	YES	All	'A' for Active 'V' for Void 'D' for Deleted. Note: LADBS does not send this value to iPayment.
PLU	VARCHAR2(7)	YES	All	Price Look-Up Code. This is imported into the TG_GL_VALID_DATA table and controlled by LADBS.

4.2.3.3 Interchange Name Table

This table will store names associated with Header records. It may be limited to just one per Header record initially, but it supports the ability to have multiple.

Column Name	Data Type	Allow Nulls	Use	Notes
IntrChgId	NUMBER	NO	All	This contains the primary key of the associated Header record. It's used to tie the header to the names in a one to many relationship. It plus the next field are the primary key for this table. This will be generated and maintained by the Interchange. It likely has no value to iPayment.
LineItemNbr	NUMBER (10,0)	NO	All	This contains a unique value for each name item within a header. It's part of the primary key. This will be generated and maintained by the Interchange. It likely has no value to iPayment.
Relationship	VARCHAR2(20)	NO	All	This contains the relationship of the individual involved. It can be used to differentiate between contractors, owners, etc.
FName	VARCHAR2(50)	YES	All	This contains the first name of the individual involved.
MName	VARCHAR2(50)	YES	All	This contains the middle name of the individual involved.

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LName	VARCHAR2(50)	YES	All	This contains the last name or business name of the individual involved.
Email	VARCHAR2(75)	YES	All	This contains the email address of the individual involved.
BusinessName	VARCHAR2(80)	YES	All	This contains the business name of the individual involved.

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4.2.3.4 Interchange Address Table

This table will store addresses associated with Header records. It may be limited to just one per Header record initially, but it supports the ability to have multiple.

Column Name	Data Type	Allow Nulls	Use	Notes
IntrChgId	NUMBER	NO	All	This contains the primary key of the associated Header record. It's used to tie the header to the addresses in a one to many relationship. It plus the next field are the primary key for this table.
				This will be generated and maintained by the Interchange. It likely has no value to iPayment.
LineItemNbr	NUMBER (10,0)	NO	All	This contains a unique value for each address item within a header. It's part of the primary key.
				This will be generated and maintained by the Interchange. It will be unused by iPayment.
AddressType	VARCHAR2(20)	NO	All	This contains the type of the address involved. It can be used to differentiate between mailing address, site address, etc.
NbrRangeStart	NUMBER(5,0)	YES	This is specific to Permits but available for use by all	This is an address component specific to the LADBS Permit system. It will also be repurposed for other systems.
NbrRangeEnd	NUMBER(5,0)	YES	See above	See above.
FracRangeStart	VARCHAR2(5)	YES	See above	See above.
FracRangeEnd	VARCHAR2(5)	YES	See above	See above.
UnitRangeStart	VARCHAR2(10)	YES	See above	See above.
UnitRangeEnd	VARCHAR2(10)	YES	See above	See above.
StrDir	VARCHAR2(2)	YES	See above	See above.
StrName	VARCHAR2(40)	YES	See above	See above.
StrSuff	VARCHAR2(4)	YES	See above	See above.
StrSuffDir	VARCHAR2(5)	YES	See above	See above.
CityName	VARCHAR2(50)	YES	See above	See above.
StateCode	VARCHAR2(2)	YES	See above	See above.
ZipCode	VARCHAR2(9)	YES	See above	See above.

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4.3 **Financial System**

For reference, FSS is one of the financial systems for LADBS and FMS is the financial system for the entire city. iPayment interacts with FSS indirectly via the Interchange for AR (e.g., Invoices) and with FMS indirectly via CashWiz for GL (e.g., Miscellaneous Fees).

4.3.1 GL Validation

System Interfaces
Editing LADBS GLValidation - LADBS GL Validation

Description	LADBS GL Validation
Db Type	Sql_server
Tns	*Oracle's TNS name for the database.*
Datasource Name	*SQL Server name, e.g. '(local)' or Domain name address (DNS).* 10.8.76.101
Database Name	*Name of the database in the datasource.* LADBS_test_data
Login Name	*Username or login name* ipay_ladbs
Login Password	*Password for login* Change
External Id On Receipt	Yes ✓
External Id On Video Journal	Yes ✓
External Id Prefix	ID:
Validation Type	*Validate against iPayment database or via web service* database
Validation Si	*System interface to call for validation i.e. PB_Standard_Validate*
Ignore Segments	*Ignore these segments when performing GL validation. These should be zero-indexed integers separated by commas eg. '1,3'* 3

Hide field prompts

Copy	Update	Delete	Cancel

4.3.1.1 Overview

iPayment will validate financial accounts numbers returned by the Interchange as Comcash did. This will be accomplished by using a nightly file feed of all valid financial account combinations. iPayment Transaction Type configuration can then be set to either validate or not.

This may also be used to validate previously configured financial account numbers (i.e., Miscellaneous Fees). LADBS does not intend to allow any manual entry of financial account numbers by cashiers but if that were to be introduced in the future, this could be used to validate that entry as well.

Given the use of a nightly file feed, it is possible that new accounts will be established during the day and needed for use on that same day. If a validation fails, authorized users will still be allowed to override that and post the transaction. This feature should be used carefully to avoid exceptions in the batch update process.

4.3.1.2 File Retrieval

Exhibit 7

System Interfaces

Editing LADBS GLValidationImport - LADBS GL Validation Import

An optional longer name or description for the system.

Description	LADBS GL Validation Import —
Gl Validation Sysint	LADBS GLValidation - LADBS GL Validation ⌄
Temp File Path	E:\T4\PB_Imports\GL_Validation —
Temp File Name	GLImport.txt —
Sftp Address	sftp-test.ipayment.com —
Sftp Port	2222 —
Sftp Path	LADBS\FROM_CORE —
Sftp Filename	CORE_CASHWIZ_GL_VALIDATION.TXT —
Sftp Username	iPayment —
Sftp Password	[Change]

Hide field prompts

This file will be pulled from LADBS as follows:

Mode	Automated Job
Frequency	Nightly at 1AM PST / 4AM EST
	If a file is not provided in a given night, the previous data will continue to be used. So LADBS doesn't have to provide this nightly if accounts are not being added or dropped.
File Name	CORE_CASHWIZ_GL_VALIDATION.TXT
File Format	Fixed Length Record Text File
File Transfer Method	SFTP initiated by CORE
File Origin	LADBS using an FTP server and folder specified in the configuration.
File Destination	The iPayment Database in the active instance.

4.3.1.3 File Format

The record layout will be as follows:

Field	Length	Position	Type	Required?	Contents
Department	2	01 – 02	Alphanumeric	Yes	This will contain the 1st component of the Financial Account Number configured in iPayment.

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Fund	3	03 – 05	Alphanumeric	Yes	This will contain the 2nd component of the Financial Account Number configured in iPayment.
Revenue Code	6	06 – 11	Alphanumeric	No	This will contain the 3rd component of the Financial Account Number configured in iPayment. If not included, this field will be space filled.
Balance Sheet	4	12 – 15	Alphanumeric	No	This will contain the 5th component of the Financial Account Number configured in iPayment. If not included, this field will be space filled.

NOTE: The Sub Revenue Code of the Financial Account Number is not considered within the validation process. See the Financial Account Number section for additional information.

4.3.2 CashWiz Batch Update

4.3.2.1 Overview

LADBS financial system updates occur as the funds clear the bank. Because different tender types clear at different rates, the update of activity within a CORE File will be staggered. The flow of this update will be as follows:

- The Metro supervisor will review all CORE File and banking activity for all locations for a selected date and once satisfied, will manually initiate the iPayment batch update process for that selected date.
- iPayment will generate the appropriate batch update files of GL activity from all transaction types configured for CashWiz batch update based on the tender used to pay them and which transactions were cleared by the bank as described below (including both LADBS payments and Other Department payments) and deliver them to LADBS.
- The Metro supervisor will then manually transfer the files to CashWiz.
- Cash Wiz will process the files and update FMS.

iPayment will generate the following files:

- Cash/Check – All activity paid by Cash and Check tenders in deposits that cleared on the selected date will be in this file.
- MasterCard/Visa/Discover – All activity paid by MasterCard, Visa, and Discover tenders in deposits that cleared on the selected date will be in this file.
- Amex – All activity paid by Amex tenders in deposits that cleared on the selected date will be in this file.
  NOTE: Amex may not initially be accepted but this functionality will be in place so that it takes effect once Amex is added as a tender.
- All Tenders – All activity in the above-mentioned Cash/Check, MasterCard/Visa/Discover, and Amex files will be in this file.

Any activity paid by IDO (which is considered deferred revenue) or Apply Advance Payment (which is dealt with during

Exhibit 7

an associated invoice process) will not be included in this update. There are separate processes outside of iPayment that will handle this.

The iPayment transaction activity will be consolidated within each batch update file by Financial Account Number across all locations, users and transaction types. For example, if user A at Metro processed 100 transactions involving GL account X in their CORE File and user B at Van Nuys processed another 200 transactions involving GL account X in their CORE File, there would be one record involving GL account X containing the total of all 300 transactions (assuming they cleared on the same day). This approach reflects the current process. CORE has advised that this much consolidation (i.e. enterprise level) could complicate reconciliation but LADBS prefers this approach because it is required by the City's CashWiz process.

4.3.2.2 Timing

iPayment's batch update will be run manually each weekday morning. When initiated, iPayment will search for any CORE Files that have not yet been fully updated. Within that, iPayment will look for any deposits that have been reconciled (i.e., confirmed with the bank) on the selected date. All deposits that cleared (i.e., reconciled) on the selected date will be included in the batch update.

Once a deposit is updated, it will be noted in the system, so it isn't updated again. Once all deposits within a CORE File have been updated, the file status will be changed to Updated.

> IMPORTANT NOTE: iPayment doesn't maintain a direct relationship between transactions, tenders and deposits. However, through Banking Rules, we can determine this as long as there is no more than one deposit per tender type per user within a CORE File. So, one cash deposit, one check deposit and one credit card deposit. This is the normal process for LADBS, and really the only way they operate, so it's not really an inconvenience. But if LADBS were ever to change this process and multiple deposits are made for a tender type within a user / CORE File combination (e.g., two cash deposits for one user in one CORE File), we can still achieve the end result but the activity for each deposit won't be updated until both of those deposits are reconciled. This really only applies to physical tender types (i.e., Cash and Paper Check). LADBS has said this will not happen but it's mentioned here for informational purposes.

If for any reason a batch update file needs to be rerun at a later time, iPayment will provide a mechanism to recreate the batch update file for any previous run.

4.3.2.3 Example

The following shows a possible progression of a single shared file for a single location:

Date	Cashiering Activity	Banking Activity	Batch Update Activity
Monday	Four users contribute to a shared		

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7/16	file that results in a collection of:
	     o Cash: $10,000
	     o Check: $20,000
	     o MasterCard: $30,000
	     o Visa: $40,000
	     o Discover: $50,000
	     o Amex: $60,000
	     o IDO: $70,000
	     o Apply Advance Payment: $80,000		

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Tuesday 7/17	The supervisor verifies everything in the 7/16 shared file and marks it as balanced and closed.	The supervisor sends the 7/16 shared file's Cash deposit to the bank. iPayment's nightly process sends the ICL file to the bank containing the Check activity from the 7/16 shared file.	No activity from the 7/16 shared file is included in the CashWiz Batch Update because nothing has cleared. Prior CORE Files would likely be included however.
Wednesday 7/18		The Cash & Check bank deposits clear.	All eligible transaction activity paid by Cash & Checks within the 7/16 shared file ($30,000) is included in the CashWiz Batch Update. Prior CORE Files would likely be included as well.
Thursday 7/19		The MasterCard, Visa & Discover bank deposit clears.	All eligible transaction activity paid by MasterCard, Visa & Discover within the 7/16 shared file ($120,000) is included in the CashWiz Batch Update. Prior CORE Files would likely be included as well.
Friday 7/20		The Amex bank deposit clears.	All eligible transaction activity paid by Amex within the 7/16 shared file ($60,000) is included in the CashWiz Batch Update. Prior CORE Files would likely be included as well.

NOTE: IDO and Apply Advance Payment was not included in a batch update based on the above requirements.

4.3.2.4 File Creation

This batch update file will be generated as follows:

Mode	Manual Job by the Metro Supervisor.
Frequency	Each weekday morning for a selected date (typically the prior business day).
File Name	CORE_CASHWIZ_GL_BU_CASH_CHECK.TXT
	CORE_CASHWIZ_GL_BU_CC_MVD.TXT
	CORE_CASHWIZ_GL_BU_CC_AMEX.TXT
	CORE_CASHWIZ_GL_BU_ALL.TXT
File Format	Fixed Length Record Text File.
File Transfer Method	SFTP initiated by CORE.
File Origin	The iPayment Database in the active instance.
File Destination	LADBS using an FTP server and folder specified in the configuration.

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4.3.2.5 File Format

The following file format is based on the existing CashWiz file produced by Comcash. It contains transaction records only. There are no header or trailer records involved. The detail record layout will be as follows:

Field	Length	Position	Type	Required?	Contents
Department	2	01 – 02	Alphanumeric	Yes	This will contain the 1st component of the Financial Account Number configured in iPayment.
Fund	3	03 – 05	Alphanumeric	Yes	This will contain the 2nd component of the Financial Account Number configured in iPayment.
Revenue Code	6	06 – 11	Alphanumeric	Yes	This will contain the 3rd component of the Financial Account Number configured in iPayment. If not included, this field will be space filled.
Balance Sheet	4	12 – 15	Alphanumeric	No	This will contain the 5th component of the Financial Account Number configured in iPayment. If not included, this field will be space filled.
Amount	16	16 – 31	Numeric	Yes	This will contain the total amount of the consolidated transaction. It will be right justified with leading spaces and will contain the decimal but no commas. Payment / credits will be positive while debits / disbursements will be negative. For example: " 123456.78" or " -123456.78".
Comments	100	32 – 131	Alphanumeric	No	This will be unused by CORE. But needs to be "Space" filled

NOTE: The Sub Revenue Code of the Financial Account Number is not passed in this interface. See the Financial Account Number section for additional information.

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4.4 Wells Fargo

LADBS uses Wells Fargo for all of their cash and check banking. iPayment will provide the following functionality to support electronic check submission through a nightly automated process. This process will use the data associated with iPayment tenders to create the appropriate banking files and deliver them directly to Wells Fargo.

Client specific information that is to be included in the files will be configurable in iPayment so that adjustments can be made as necessary.

LADBS should consult with Wells Fargo to establish an approval workflow via the Wells Fargo CNOTE process that allows for verification prior to releasing the contents of each update.

4.4.1 ICL Batch Update

This will involve a check tender type available for in-person payments using CORE's iPayment Cashiering module. In this situation, the customer is paying at a physical cashiering location. The user (a cashier) will electronically scan the check using peripheral devices provided by CORE to collect the MICR content and an image of both sides of the check (NOTE: This is dependent on ensuring that the appropriate peripheral devices are included in the final order).

The ICL batch update file will be generated as follows:

Mode	This will be generated as part of the same nightly job as the CashWiz Batch Update. See the CashWiz Batch Update section for more information.
Frequency	This will be generated as part of the same nightly job as the CashWiz Batch Update. See the CashWiz Batch Update section for more information.
File Name	The filename is somewhat configurable using the following structure: [Client Short Name]_[Time Stamp]_[File Type-T for Test, P for Prod].[File Type] For example: LAUCS_180125040325_P.X937
File Format	CORE will use the standard ICL file format that CORE has previously used for other Wells Fargo clients. This is consistent with Wells Fargo's Electronic Deposit Service Reference Guide issued in March 2013 that was provided to CORE by Tony Pelaez of LADBS on 4/17/2018.
File Transfer Method	One of the secure file transfer methods supported by Wells Fargo.
File Origin	The iPayment Database in the active instance. It will pull from all CORE Files that have been balanced and closed but not yet updated to Well Fargo.
File Destination	Wells Fargo.

Exhibit 7

System Interfaces

Editing ICLBatchUpdate - ICL Batch Update LADBS

Filename Type Indicator	p

ICL File extension such as X937I or x9.

Filename Extension	x9

FTP Information.

Ftp Server	safetrans.wellsfargo.com
Ftp Port	22
Ftp Username	a8nyf6f3
Ftp Password	Change
Ftp Private Key File	E:\T4\ICL_Keys\LADBS\PrivateKey_Production.pri
Ftp Private Key Passphrase	Change
Ftp Path	/inbound/CITYOFLA_WFED_5/

Use forward slash instead of backslash in paths. Suggested.

Alt Directory Separator	Yes ∨
Ftp Method	SFTP ∨

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5 Additional Functionality

5.1 Barcode Standard

LADBS is currently in the process of converting their existing barcodes over to a new standard format. It will use the industry standard Code 39 approach and the layout will be as follows:

Component	Position	Length	Comments
Preamble	01 – 01	1	Per the Code 39 standard, this will contain a fixed character in the form of an asterisk.
Department	02 – 03	2	This will contain the two-digit department values used in the Interchange DeptID column. See that section for additional information.
Application	04 – 06	3	This will contain the three-digit application values used in the Interchange AppID column. See that section for additional information.
Data	07 – Variable	Variable	This will contain the same data used in the existing scanlines. That will remain unchanged. The other fields are simply being added around it to create the standard. CORE doesn't need to know the breakdown of this because we're simply passing the entire barcode string to the Interchange for it to perform the inquiry.
Postamble	Variable	1	Per the Code 39 standard, this will contain a fixed character in the form of an asterisk.

Upon scanning a barcode from the iPayment main menu, iPayment will parse the Department and Application fields to determine the appropriate transaction type to be used. So, if properly configured and a unique match can be made, the barcode scan will result in a payment page ready to take payment. It is essential that the combination of Department and Application uniquely correspond to a single iPayment transaction type. This is how iPayment will know which transaction type to select. If a particular department's application has multiple transaction types involved, they'd need to be addressed by generating multiple Application values to differentiate them.

In addition, if there were multiple barcode formats associated with a single iPayment transaction type, this could be handled with multiple Department / Application values which are then associated with the same transaction type. For example, a miscellaneous AR system could have one barcode on customer level bills that contains the customer number information and another barcode on invoice level bills that contains just a specific invoice reference. The two may have different overall lengths and/or different contents. Each could be mapped differently.

If any barcodes are not converted over by go-live, additional configuration and likely user steps will be required.

If a barcode cannot be read by the scanner (e.g., the scanner is broken or the image quality is poor) but the cashier can still read the text, they can alternatively key the barcode into the Scan field on the main menu page and it will be

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processed just as if it were scanned.

5.2 Fees

5.2.1 Fee Fundamentals

With the exception of Purely Financial Activity, fees and their related surcharges are the basis of all activity processed by the UCS. They are fundamental to most processing and this section details their behavior and management.

iPayment must support the ability to process zero-dollar fees including the storage of them as part of the payment, inclusion of them in the Interchange update and display of them on the customer receipt.

Fees are used in the following ways:

Method	Comments
Interchange Transaction Types	This involves Transaction Types that query the Interchange to get their fees. Examples include LADBS Permit Payments and LADBS Invoice Payments. Their fees are not preconfigured or manually generated by the user. See the User Interfaces section for additional information.
Miscellaneous Fee Transaction Types	This involves Transaction Types that rely on the cashiers to determine their fees. It leverages Miscellaneous Fee import data. No fees are received from the Interchange. See the Miscellaneous Fees section for more information.

The essential components of a fee / surcharge are:

Component	Comments
PLU	This is an internal identifier that uniquely identifies a fee / surcharge and serves as a search key. The format of this number is "##-####". For example, "01-0001" or "94-9401".
Description	This is a universal description that serves as both a search key and a display value.
Financial Account Number	This is a key component of the CashWiz Batch Update. See the Financial Account Number and CashWiz Batch Update section for additional information.
Amount	This helps determine the payment amount due and is a key component of the CashWiz Batch Update. For Interchange Transaction Types, it's returned by the Interchange. For Miscellaneous Fee Transaction Types, it's preconfigured for some and keyed by the user for others.

The role of a fee / surcharge is to:
- Display on the payment screen to support the cashier and help determine the payment amount.
- Display on the receipt so the customer knows what was paid.
- Display on the validation stamp so anyone looking at a document knows it was paid.

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- Update CashWiz so the appropriate revenue can be recorded.

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When calculating surcharges, iPayment will round at the fee level to the nearest cent. For example:
- A surcharge calculation of $99.0001 will round down to $99.00.
- A surcharge calculation of $99.50 does not need to round.
- A surcharge calculation of $99.9901 will round down to $99.99.
- A surcharge calculation of $99.9950 will round up to $100.00.
- A surcharge calculation of $99.9999 will round up to $100.00.

5.2.2 Fee Management

5.2.2.1 Overview

Miscellaneous Fees to be used for Miscellaneous Fee Transaction Types (not for Interchange Transaction Types) will be managed and maintained by LADBS in the form of a MS Excel spreadsheet. The spreadsheet will have two tabs that correspond to and contain columns as defined in the Fee / Surcharge Import File and Fee / Surcharge Relationship Import File sections below. When changes are to be made to the fee data within iPayment, the spreadsheet data will be saved as two CSV files and imported into iPayment also as described below.

iPayment will provide the ability for authorized users to:
- View import level history at a summary and detail level.
- Revert to a previous set of fee data.
- View fee level history at a detail level.

5.2.2.2 Fee Import

iPayment will provide a Miscellaneous Fee Import function within the iPayment Admin Center. Access to it will be restricted through a Security Attribute so that only authorized users will be allowed to use it. It will support import with an effective date / time for the new fees to take effect.

Each import will be a full import of all valid fees / surcharges to be used by the system. The import process will compare the existing fees to the new fees to identify the changes. Both the imported files and the identified changes will be stored as part of an audit record with the user, import date/time and effective date/time.

5.2.2.2.1 Fee / Surcharge Import File

This file contains the details associated with all fees and fee surcharges. It will contain the following fields in this order:

Component	Max Length	Comments
PLU	7	This will contain the PLU for the fee.
Window	2	This will be unused by CORE. The placement of any iPayment Transaction Types on the iPayment Menus will be done through iPayment configuration.
Short Description	40	This will be unused by CORE. This abbreviated description was used on buttons but iPayment will not be using a button-oriented approach.
Full Description	40	This will contain the Description for the fee. It will be used for display throughout the solution including on the receipt.
Fund	3	This will contain the 2nd component of the Financial Account Number for the fee.

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| Department | 2 | This will contain the 1st component of the Financial Account Number for the fee. |

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Revenue	6	This will contain the 3rd component of the Financial Account Number for the fee.
Sub Revenue	2	This will contain the 4th component of the Financial Account Number for the fee.
Balance Sheet	4	This will contain the 5th component of the Financial Account Number for the fee.
Type	40	This will be unused by CORE.
Sub Type	40	This will be unused by CORE.
Fee Amount	12	This will be populated only for fees where it will contain the amount of the fee. If empty or equal to "NULL", the user will be required to manually enter the fee amount.
Surcharge Rate	4	This will be populated only for surcharges where it will contain the percentage-based rate of the surcharge. A decimal may be used. For example, "6", "06", "006", and "0006" will be considered 6% while "6.2" and "06.2" will be considered 6.2%.
Minimum Fee Amount		This will be populated only for surcharges where it will contain the Minimum Fee Amount as indicated by the Misc Fee Import file. Please see MRF section for additional information as this was added after the approved design specification.

For example:
08-0001,1,EI RESIDENTIAL,EI RESIDENTIAL,820,08,0000,00,2173,APPLICATION TYPE,APPLICATION SUB-TYPE,,,0
08-0002,1,SCHOOL DEV RES,SCHOOL DEVELOPER RESIDENT FEE,820,08,0000,00,2174,APPLICATION TYPE,APPLICATION SUB-TYPE,,,0
08-0003,1,SCHOOL DEV PKNG,SCHOOL DEVELOPER PARKING FEE,820,08,0000,00,2175,APPLICATION TYPE,APPLICATION SUB-TYPE,,,0
08-0004,1,CASH BOND,MISCELLANEOUS CASH BONDS,820,08,0000,00,2205,APPLICATION TYPE,APPLICATION SUB-TYPE,,,0
08-0005,1,EI COMMERCIAL,EI COMMERCIAL,820,08,0000,00,2206,APPLICATION TYPE,APPLICATION SUB-TYPE,,,0
08-0006,1,SCHOOL DEV COMM,SCHOOL DEVELOPER COMMERCIAL FEE,820,08,0000,00,2207,APPLICATION TYPE,APPLICATION SUB-TYPE,,,0
08-0007,1,GRADING PERMIT,GRADING PERMIT,48R,08,3231,00,0000,APPLICATION TYPE,APPLICATION SUB-TYPE,,,0
08-0008,1,DEMO PERMIT,DEMOLITION PERMIT,48R,08,3232,00,0000,APPLICATION TYPE,APPLICATION SUB-TYPE,,,0

5.2.2.2.2 *Fee / Surcharge Relationship Import File*

This file contains the relationship between fees and fee surcharges. It will contain the following fields in this order:

Component	Max Length	Comments
Fee PLU	7	This identifies the Fee from the prior file that is being identified in the relationship.
Surcharge PLU	7	This identifies the Surcharge from the prior file that is being identified in the relationship.

For example:

01-0001,01-0018
01-0001,01-0055

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5.3 Application of Payment

This is a process used for Interchange Transaction Types that allow partial payment. The main example of this is LADBS Invoices but it could also include Interchange Miscellaneous Transaction Types. It allows payment to be made at the Header level and applied at the Detail level. It's driven by the configurable ability to edit the Pay Amount for the Header level record.

Upon the user initiating a payment at the header level (e.g., an invoice), iPayment will apply that payment to the detail level (e.g., an invoice's line items) in order based on the Fee Sort value returned in the inquiry. The item with the lowest Fee Sort value (as a numerical value) will be paid first. Then if additional funds are still available, the second will be paid. And so on. Ultimately the last item to which payment is applied may only be paid partially. The process for one header level item is unrelated to and unaffected by the process for another header level item (i.e., one invoice's application of payment does not affect another invoice's application of payment).

If for any reason there are multiple detail items for the same header item that share the same Fee Sort value, iPayment will simply apply payment to the first of the duplicates that it comes across. There should be no expectations of which is preferred in this case.

The following is a typical example. Assuming the following payment information:

- Invoice 123456789 – Balance: $1,500 and Amount Paid: $750
  - Line Item 1 with Fee Sort 1 – Balance: $100
  - Line Item 2 with Fee Sort 2 – Balance: $200
  - Line Item 3 with Fee Sort 3 – Balance: $300
  - Line Item 4 with Fee Sort 4 – Balance: $400
  - Line Item 5 with Fee Sort 5 – Balance: $500

The payment would be applied as follows:

- Line Item 1 with Fee Sort 1 – Amount Applied: $100
- Line Item 2 with Fee Sort 2 – Amount Applied: $200
- Line Item 3 with Fee Sort 3 – Amount Applied: $300
- Line Item 4 with Fee Sort 4 – Amount Applied: $150
- Line Item 5 with Fee Sort 5 – Amount Applied: Nothing

The following is an exceptional example where there are multiple items with the same sort value. Assuming the following payment information:

- Invoice 123456789 – Balance: $1,500 and Amount Paid: $750
  - Line Item 1 with Fee Sort 1 – Balance: $100
  - Line Item 2 with Fee Sort 2 – Balance: $200
  - Line Item 3 with Fee Sort 3 – Balance: $300
  - Line Item 4 with Fee Sort 3 – Balance: $400
  - Line Item 5 with Fee Sort 3 – Balance: $500

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The payment would be applied as follows:

- Line Item 1 with Fee Sort 1 – Amount Applied: $100
- Line Item 2 with Fee Sort 2 – Amount Applied: $200
- Line Item 3 with Fee Sort 3 – Amount Applied: $300
- Line Item 4 with Fee Sort 3 – Amount Applied: $150
- Line Item 5 with Fee Sort 3 – Amount Applied: Nothing

Fees Configuration
Non Consolidated Fee
- ID: LADBS_NonConsolidatedFee
- Description: Non Consolidated Fee
- Percentage Rate: 2.70
- Fixed Amount: 0.00
- Tenders:
    - MX915Credit
    - American Express
    - Discover
    - MasterCard
    - Visa
- Transaction: LADBS NonConsolidatedFee – LADBS NON CONSOLIDATED FEE
- Consolidated: No
- Override Merchant Account: Yes

Transactions Configuration
Non Consolidated Fee
- Custom Fields:
- Pages:
- Workgroups:
- Menus:
- Documents:
- System Interfaces:
- Allocations:
- Column Fields:
- Shopping List Fields:
- Receipt Fields:
- Pending Payment Keys:
- Duplicate Keys:
- Search Summary Fields Order:
- Search Detail Field Order: **gl_numbers**
- ID: **LADBS_NonConsolidatedFee**
- Description: **Credit Card Service Fee**
- Description Read Only: **Yes**
- Optional Fees:
- Pre-Selected Fees:
- Instructions:

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- Menu to Invoke:
- Description on Card:
- Icon Path (Row):
- Icon Path (Card):
- Icon Path (Icon):
- Bundles Signature Doc ID: **SIGNATUREDOC**
- Host System ID Tagname:
- Peron ID Tagname:
- Amount: **0.00**
- Read Only: **Editable (not read-only)**
- Amount Type: **currency_positive_zero_and_negative**
- Amount Label: **Amount**
- Qty: **1**
- Read Only: **Editable (not read-only)**
- Quantity Type: **Integer**
- Quantity Label: **Qty**
- Bank Rule: **LADBS CreditCradFees BankRule – LADBS Credit Card Fees**
- Primary ID:
- Show Allocation: **No**
- Tax Type:
- FSA Tax Type:
- Auto Done: No
- Auto Continue: **No**
- Is Expanded To Receipt Panel: No
- Is this transaction exclusive: **No**
- Warn Users on Stacked Items: **No**
- Is No Match an Error: **Yes**
- Show Edit/Recall Button: **No**
- Show Stamp Button: **Yes**
- Is Reversible: **Yes**
- Autodistribute Apply Column:
- Autodistribute Apply Direction: **Ascending**
- Incompatible Transactions:
- Allow Negative Event Overpayment: **Yes**
- Allow Negative Transaction Overpayment: **Yes**
- Prevent if Partial Transaction:

5.4 Document Validation

LADBS requires that paid documents be stamped with a validation that lists the fees that were paid. This must be done after the event (i.e., receipt) is fully paid. In the case that the event contains multiple "container" transactions, it may involve multiple, different validations. So, the process must be carefully controlled and conveyed to the user.

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End of Event Print Manager

	TRANSACTION	PRIMARY ID	DOCUMENT	ID	AMOUNT	SUGGESTED QUANTITY	NUMBER PROCESSED	
−	LADBS INVOICE PAYMENT	430040	Validation Stamp	2020356001-6-2	$769.00	1	0/1	Process

FIELD NAME	FIELD VALUE
* Invoice Number	430040
* Customer Number	280009401
Name	MORALES MARIA C

Previous [1] Next

Close

The iPayment system is configured at the time of this document as:

Documents > Validation Stamp > Stamp Data

""
""
""
""
"Los Angeles Department of Building and Safety"
department.name " " event.created_stamp.datetime
"User ID: " user_id
"Receipt Ref Nbr: " event.receipt_nbr
"Transaction ID: " event.receipt_nbr "-" transaction.seq_nbr
transaction.description
receipt_fields
block_stamp_data
"Amount Paid: " transaction.total

Documents > Validation Stamp Apply Advance > Stamp Data

""
""
""
""
"Los Angeles Department of Building and Safety"
department.name " " event.created_stamp.datetime
"User ID: " user_id
"Receipt Ref Nbr: " event.receipt_nbr
"Transaction ID: " event.receipt_nbr "-" transaction.seq_nbr
"Amount Applied: " transaction.total
receipt_fields

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Los Angeles Department of Building
and Safety
Metro 4th Floor 11/22/2021 11:53:42
 AM
User ID: pconnor
Receipt Ref Nbr: 2021326001-2
Transaction ID: 2021326001-2-2
LADBS PERMIT PAYMENT
Name: TEST PERMIT
Job Address: 3659 W SHANNON ROAD
Permit Number: 21041-10000-00041
Plan Check D.S.C. Surcharge $2.70
P. C. Sys. Development Surcharge $5
.40
Plan Check Subtotal Electrical $90.
00
Amount Paid: $98.10

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The limit to the "height" of these stamps is 48 lines. If a document exceeds 48 lines, a user can insert a different document for the same even to continue the validation.

The column capacity is either 35 or 42 columns depending on the print size, with between 13.5 cpi or 16. Cpi (Columns Per Inch).

iPayment will provide the ability to validate all necessary documents upon completing an event or thereafter on demand through the Search tool. The process will involve stepping the cashier through each "container" transaction within the event one by one in the order processed and printing its validation one by one. The full functionality will be as follows:

- All document validation will be printed along the right-hand edge of a document.
- The Document Processing setup for each Transaction Type will determine whether or not a validation applies and if so, how far down on the document that the validation starts to print.
- iPayment will provide a user interface that prompts the user as to which "container" transaction is being addressed. It will:
    - Display the Transaction Reference Number, Transaction Type Description, and Amount for each "container" transaction.
    - Allow the user to redo the validation for the "container" transaction.
    - Allow the user to skip the validation for the "container" transaction.
    - Allow the user to print additional copies of the validation for the "container" transaction.

Each validation will be based on its "container" transaction and will contain the following information:

- iPayment's Receipt Reference Number.
- The Description and Amount Paid for each fee / line item within the "container" transaction.
- The Total Amount Paid.
- iPayment's Workgroup ID, CORE File Number, Transaction Date & Transaction Time
- Any Custom Fields configured to be included on the receipt.

For example see Validation Stamp above.

In the event that the line items are unable to fit on the supplied paper in the device, the user is presented the option to add additional paper to continue so all the line items can be printed.

5.5 Bad Check Validation

5.5.1 Overview

LADBS requested that the following functionality be incorporated into iPayment as described below. It requires significant manual effort including the keying of name and/or address for all check tenders and the comparison of the search results to determine whether or not a match is truly present. This is a particularly challenging process given the keying, formatting and spelling issues associated with names and addresses. LADBS chose not to tie this to checking account information and an enterprise wide customer identifier is just not available.

The bad check search will be performed against a file provided by LADBS on a nightly basis. SQL "Like" functionality will

Exhibit 7

be used to help overcome spelling and formatting issues. If a match is made (i.e., returned by iPayment and confirmed by the cashier), iPayment will not allow the subsequent use of any check or credit card tender type in the Event. Only cash will be allowed. There will however be an opportunity to switch payers after a match is made. For example, if two customers come in together and the first is determined to have presented bad checks in the past, the other customer will be allowed to become the payer and if that individual is not on the bad check list, check or credit card payment would then be allowed.

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5.5.2 Search Page

Upon selecting the check tender, the following page will be presented to the user. This page will appear as follows:

PB Standard Imports

Editing BadCheck - Bad Check

Data Elements	[Edit] (7 in all) First f
	For variable length type
Delimiter	,
	Either Replace existing group data, or append to
Import Mode	Replace ▾
	Fail import if file has zero rows of data
Fail On Zero Rows	Yes ▾
	Folders must be accessible from the web server t
Method	Folder ▾
	For FTP Method
Address	
Port	
Username	
Password	[Change]
Filename	
	Local temp file for ftp download
Temp File Path	
	For Folder Method
Path	E:\T4\PB_Imports\Bad_Check\
Filename	badcheck.txt

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Bad Check Validation Search Page

First Name |
Middle Name
Last Name
Business Name
Street Number
Street Name

| Continue | | Cancel |

This page will be configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
First Name	Alphanumeric	40	No	Yes	This will correspond to the First Name field from the bad check list.

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Middle Name	Alphanumeric	40	No	Yes	This will correspond to the Middle Name field from the bad check list.
Last Name	Alphanumeric	40	No	Yes	This will correspond to the Last Name field from the bad check list.
Business Name	Alphanumeric	80	No	Yes	This will correspond to the Business Name field from the bad check list.
Street Number	Alphanumeric	20	No	Yes	This will correspond to the Street Number field from the bad check list.
Street Name	Alphanumeric	60	No	Yes	This will correspond to the Street Name field from the bad check list.

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5.5.3 Results Page

Upon initiating a bad check validation, if any matches are found, the following page will be presented to the user.

Bad Check Validation Results Page

FNAME	LNAME	* BUSINESS NAME	STREET NUMBER	STREET ADDRESS	CASH ONLY	CHOOSE
DAVID PATRICK	AKUNWAFO	AKUNWAFO DAVID PATRICK	3632	118TH	Y	Select
PATRICK E	BON	BON, PATRICK E	1006	BRAND	Y	Select
PATRICK	BOYD	BOYD, PATRICK	24018	BESSEMER	Y	Select
PATRICK	DAY	DAY PATRICK H	2524	10TH	Y	Select
PATRICK	GARNEAU	GARNEAU, PATRICK	831	BEJAY	Y	Select
PATRICK	GARRETT	GARRETT, PATRICK	11410	BURBANK	Y	Select
JOHN PATRICK	MADDOX	MADDOX JOHN PATRICK	23223	ERWIN	Y	Select
PATRICK D	MCANDREW	MCANDREW PATRICK D	15477	DAYBREAK	Y	Select
PATRICK	O'NEAL	O'NEAL PATRICK	627	OAK	Y	Select
PATRICK J	WACHS	WACHS PATRICK J	10112	WILMINGTON	Y	Select

Continue with No Match   Return To Inquiry Page

Continue   Back   Cancel

The Multi Match Page will be configured with the following custom fields:

Label	Type	Max Size	Required	Editable	Comments
FName	Alphanumeric	50	No	No	This will be the First Name field from the bad check list.
LName	Alphanumeric	50	No	No	This will be the Last Name field from the bad check list.
Business Name	Alphanumeric	80	No	No	This will be the Business Name field from the bad check list.

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Street Number	Alphanumeric	80	No	No	This will be the Street Number field from the bad check list.
Street Address	Alphanumeric	80	No	No	This will be the Street Address field from the bad check list.
Cash Only	Alphanumeric	1	No	No	This will be the Cash Only Indicator field from the bad check list. It will be information to the cashier. It will not restrict their actions.

The user has the following options:
- Press "Select" to confirm a match and proceed with the bad check restrictions.
- Press "Continue with No Match" to proceed without any restrictions.
- Press "Return to Inquiry Page" to redo the search.
- Press "Cancel" to return to the main menu of iPayment.

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5.5.4 Import

This file will be pulled from LADBS as follows:

Mode	Automated Job
Frequency	Nightly at 1AM PST / 4AM EST
	If a file is not provided in a given night, the previous data will continue to be used. So LADBS doesn't have to provide this nightly if records are not being added or dropped.
File Name	CORE_BAD_CHECK_LIST.TXT
File Format	Fixed Length Record Text File
File Transfer Method	SFTP initiated by CORE
File Origin	LADBS using an FTP server and folder specified in the configuration.
File Destination	The iPayment Database in the active instance.

5.5.4.1 File Format

The record layout will be as follows:

Field	Length	Position	Type	Required?	Contents
First Name	40	001 – 040	Alphanumeric	No	This will contain the first name of the bad check owner.
Middle Name	40	041 – 080	Alphanumeric	No	This will contain the middle name of the bad check owner.
Last Name	40	081 – 120	Alphanumeric	No	This will contain the last name of the bad check owner.
Business Name	80	121 – 200	Alphanumeric	No	This will contain the business name of the bad check owner.
Street Number	20	201 – 220	Alphanumeric	No	This will contain the street number of the bad check owner.
Street Address	60	221 – 280	Alphanumeric	No	This will contain the street address of the bad check owner.
Cash Only Indicator	1	281 – 281	Alphanumeric	No	This will contain advice to the cashier on whether or not cash is allowed. It will be the value Y or N.

Example from the Bad Check Import File:

```
EDUARDO                          ALCARAZ          123 AUTO REPAIR                    17700
ROSCOE                    Y
```

Exhibit 7

5.6 **Active Directory Integration**

5.6.1 Standard Functionality *

iPayment provides a standard integration to the City's Active Directory in Azure for the purpose of authenticating users as they log into the iPayment application. Users must still be established in iPayment through the iPayment configuration module as this determines their security profile and as a result, privileges within the system. But when Active Directory is used, the native iPayment password verification is skipped in favor of Active Directory. The solution requires that the iPayment User ID and Active Directory User ID be the same value.

iPayment's Active Directory integration involves a simple verification of the user's name and password against the City's Active Directory. In addition, it can be configured to make sure that the user is a member of a specific Active Directory group.

iPayment's Active Directory integration will only work against an Active Directory store. It will not verify against ADAM (Active Directory Application Mode) / AD LDS (Lightweight Directory Services) or local Security Account Manager (SAM).

The channel security used between IIS and Active Directory defaults to the "NEGOTIATE | SIGNED | SEALED" wrapper for Kerberos and NTLM. SSL / certificate security will not be supported.

5.6.2 Intended Use

LADBS has chosen to use CORE's Active Directory functionality to authenticate users against the City Active Directory with the initial go-live. They will use the City Employee ID, which is now used in Active Directory, as the iPayment User ID. It will involve a single Active Directory instance for the entire City (LADBS and other departments), and it will be hosted in the cloud (Azure). CORE will connect directly to it. This one instance will be used for both the primary mode (running at Metro) and the secondary mode (running at the CORE Data Center).

LADBS has opted against allowing iPayment to store user passwords for offline use. iPayment will only be accessible by SSO when the City Active Directory instance can be reached. However, the option for traditional sign-in is available where the user's account and user password are created/stored in iPayment. The account is managed/maintained by an authorized iPayment system administrator. Given the cloud based solution this should be very reliable but if for any reason it cannot be accessed, iPayment, while actually up and running, will display an error message upon signon indicating that the user could not be authenticated.

See the Universal Cashiering System Architecture section for additional information.

Exhibit 7

5.7 **Standard Product Use**

5.7.1 Bank Deposit Reconciliation *

LADBS will use iPayment's standard Bank Deposit Reconciliation functionality.

This module relies on uniquely serialized deposit slips and industry standard, bank provided BAI files.

See the iPayment Administrator's Manual for additional information.

NOTE: Bank Reconciliation Automatch is dependent on the Deposit Slip Number returned in the BAI

5.8 **Standard Product Adjustments**

5.8.1 Suspend & Recall

iPayment's standard Suspend & Recall will be modified for LADBS so that Recall can only be used for activity Suspended within the same business day.

It is important to note that if an Event were to be suspended, a fee update were to be performed, and then the Event were to be recalled, the fees within the Suspended / Recalled Event would not be updated with the new fees. This is a very unlikely scenario given that LADBS stated they would not do fee updates during the business day, but it is possible. It becomes an increased possibility once the Business Center is live and Pay in Person takes effect.

5.8.2 Electronic Signature Upon Voiding

iPayment's standard electronic signature capture process will be modified to be required during iPayment's standard Void Reason process.

Void Signature:

Exhibit 7

First screen:

Search | Scan — Event Tools | Auto-receipt on | Reset Peripherals | Open Drawer | Hide Cart | Admin Center | Balance | Close | Log Out

Event | Last | Susp.

Date: 12/21/2020 14:52:26
User: pconnor
Search Criteria
Source: All
Reference Number:
Primary ID :
Text :
Transaction Type : All
Tender Type : All
Amount :
Amount :
User : All
Workgroup : All
Date Type: Effective Date
Event Status: All

iPayment Reference Number:
2020356001-8
Effective Date 12/21/2020
Workgroup Metro 4th Floor
User pconnor

TRANSACTIONS
LADBS INVOICE $769.00
2020356001-8-1
Date/time 12/21/2020 2:52:05 PM
LADBS INVOICE PAYMENT $769.00
Invoice Number: 430040

I authorize voiding of receipt 2020356001-8 for the amount of 769.00.

[signature: Pat]

Clear | OK | Cancel

PAYMENT
Cash

REFERENCE NUMBER | POSTED ON
View | 2020356001-2 | 12/21/2020 11:31:44 AM
View | 2020356001-3 | 12/21/2020 11:48:52 AM
View | 2020356001-4 | 12/21/2020 12:02:44 PM
View | 2020356001-5 | 12/21/2020 12:17:53 PM
View | 2020356001-6 | 12/21/2020 1:26:37 PM
View | 2020356001-1 | 12/21/2020 1:37:19 PM
View | 2020356001-7 | 12/21/2020 2:18:53 PM
View | 2020356001-8 | 12/21/2020 2:52:15 PM

CORE Business Technologies
CITY LA DBS
DEPARTMENT OF BUILDING AND SAFETY
201 N. Figueroa St., 4th Floor
Los Angeles, CA 90012

Receipt

Your Reference Number:
2020356001-8
12/21/2020 2:52:05 PM
pconnor

TRANSACTIONS
LADBS INVOICE $769.00
2020356001-8-1
Invoice Number: 430040
Customer Number: 280009401
Name: MORALES MARIA C

NON COMP - GENERAL INT $479.00
NON COMP - GENERAL LATE FEE $250.00
NON COMP - GENERAL $40.00
COLLECTION FEE $0.00
Total Amount: $769.00

PAYMENT
Cash $769.00

Reprint

Exit | Back | Reverse | Void | Reprint

Powered by CORE Business Technologies
Patrick Connor - CORE - Metro 4th Floor - [2020356001] - pconnor

Void Reason:

Search | Scan — Event Tools | Auto-receipt on | Reset Peripherals | Open Drawer | Hide Cart | Admin Center | Balance | Close | Log Out

Event | Last | Susp.

Date: 12/21/2020 14:52:26
User: pconnor
Search Criteria
Source: All
Reference Number:
Primary ID :
Text :
Transaction Type : All
Tender Type : All
Amount :
Amount :
User : All
Workgroup : All
Date Type: Effective Date
Event Status: All

iPayment Reference Number:
2020356001-8
Effective Date 12/21/2020
Workgroup Metro 4th Floor
User pconnor

TRANSACTIONS
LADBS INVOICE $769.00
2020356001-8-1
Date/time 12/21/2020 2:52:05 PM
Display Image:
2020356001-8-1-0-TRAN | Document form icon
LADBS INVOICE PAYMENT $769.00
Invoice Number: 430040
Customer Number: 280009401
Name:

Please select a void reason then continue:

Cashier Error
Constituent changed their mind
Supervisor Decision
Other

Continue | Cancel

PAYMENT
Cash

REFERENCE NUMBER | POSTED ON
View | 2020356001-2 | 12/21/2020 11:31:44 AM
View | 2020356001-3 | 12/21/2020 11:48:52 AM
View | 2020356001-4 | 12/21/2020 12:02:44 PM
View | 2020356001-5 | 12/21/2020 12:17:53 PM
View | 2020356001-6 | 12/21/2020 1:26:37 PM
View | 2020356001-1 | 12/21/2020 1:37:19 PM
View | 2020356001-7 | 12/21/2020 2:18:53 PM
View | 2020356001-8 | 12/21/2020 2:52:15 PM

CORE Business Technologies
CITY LA DBS
DEPARTMENT OF BUILDING AND SAFETY
201 N. Figueroa St., 4th Floor
Los Angeles, CA 90012

Receipt

Your Reference Number:
2020356001-8
12/21/2020 2:52:05 PM
pconnor

TRANSACTIONS
LADBS INVOICE $769.00
2020356001-8-1
Invoice Number: 430040
Customer Number: 280009401
Name: MORALES MARIA C

NON COMP - GENERAL INT $479.00
NON COMP - GENERAL LATE FEE $250.00
NON COMP - GENERAL $40.00
COLLECTION FEE $0.00
Total Amount: $769.00

PAYMENT
Cash $769.00

Reprint

Exit | Back | Reverse | Void | Reprint

Powered by CORE Business Technologies
Patrick Connor - CORE - Metro 4th Floor - [2020356001] - pconnor

Exhibit 7

6 Configuration

iPayment is a highly configurable application in which a user, typically an Administrator, may utilize the iPayment Configuration module to make changes to the application that affect its User Interface and Settings. CORE will do the initial system configuration and will then train LADBS administrators so that they can take over the process. Below are the Configuration Settings with which the iPayment solution will be set up at initial delivery.

6.1 Financial Account Number

The Financial Account Number will be configured with the following format:

Data Element	Data Type	Max Length	Data Type	Comments
Department	Alphanumeric	2	Required	This is the 1st component. Just for reference, the values are as follows: ● 08 – LADBS which includes LADBS Enterprise Fund, LADBS General Fund, LADBS Repair and Demolition, LADBS 08-820-0000-0000, LAUSD, State of CA EQ, State of CA Bldg Std Commission Surcharge. ● 30 – Dept of Cultural Affairs. ● 38 – Fire Dept. ● 39 – Office of Finance (OOF) ● 50 – Dept of Public Works One Stop. ● 68 – Dept of Planning. ● 78 – Dept of Public Works / Bureau of Engineering. ● 88 – Dept of Rec and Parks.
Fund	Alphanumeric	3	Required	This is the 2nd component.
Revenue Code	Alphanumeric	6	Optional	This is the 3rd component.
Sub Revenue Code	Alphanumeric	2	Optional	This is the 4th component. This component is not used in the current cashiering solution and is not included in the CashWiz batch update but LADBS decided there is value to storing it for reporting. And it may increase in usage over time.
Balance Sheet	Alphanumeric	4	Optional	This is the 5th component.

It's very important that we define the financial account number components very carefully and accurately from the start. Changes to the position, order, number or length of the components after production begins is a complicated process.

Exhibit 7

The formatting and display within iPayment will be each component separated by a delimiter. It will be something like this:

Department|Fund|Revenue Code|Sub Revenue Code|Balance Sheet

For example:

01|002|000003|04|0005

6.2 Workgroups

The following workgroups will be configured:

Workgroup ID	Workgroup Name	Comments
601	Metro 4th Floor	Merchant Account for Visa/MC: 8030796786
		Merchant Account for Service Fee: 8030796844
611	Metro Lobby	Merchant Account for Visa/MC: 8030796786
		Merchant Account for Service Fee: 8030796844
602	Van Nuys	Merchant Account for Visa/MC: 8030826211
		Merchant Account for Service Fee: 8030835329
603	West Los Angeles	Merchant Account for Visa/MC: 8030826302
		Merchant Account for Service Fee: 8030835386
604	San Pedro	Merchant Account for Visa/MC: 8030826245
		Merchant Account for Service Fee: 8030835287
610	South Los Angeles	Merchant Account for Visa/MC: 8030826351
		Merchant Account for Service Fee: 8030835352

The merchant accounts should be discussed with Elavon to see if they need to be changed.

6.3 User & Security Profiles

LADBS has compiled and provided a preliminary list of users including User ID, Name, Security Profile and Workgroups. They'll continue to build and refine that list. CORE will be requesting an updated listing prior to the testing stages.

The following security profiles will be configured initially:

Security Profile Name	Comments
Accounting Reports	This will include research capabilities such as search and reporting. Cannot void a completed event.
Accounting Staff	This will include research capabilities such as search and reporting. Cannot void a completed event.

Exhibit 7

Administrator All Powerful	Used exclusively by CORE employees, this will include all security attributes to support payment processing, voiding & access to other users files, etc.
Administrator Supervisor	Has permission of Supervisor and System Administrator.
Basic Cashier	This will include basic security attributes to support payment processing but not supervisor level privileges such as voiding.
CORE Administrator	Used exclusively by CORE employees, this will include most of security attributes to support payment processing, voiding but has some limitations.
Inactive	This will mark a user as inactive. For use when an employee leaves the city as the user shouldn't be deleted as they have files & historical audits to keep track of. It'll keep user from re-gaining access and will allow the city to still do historical lookups.
Manager	This will include advanced security attributes to support payment processing as well as management responsibilities.
Other Departments	This will include basic security attributes to support payment processing but not limit the users to their own Department's transactions & reports.
Read Only	This will include research capabilities such as search and reporting but not the ability to process payments.
Supervisor	This will include advanced security attributes to support payment processing as well as management responsibilities.
System Administrator	This will include configuration but not the ability to process payments.

Exhibit 7

Security profiles may be added or modified at any time. The details regarding the Security Attributes involved will be refined during the configuration and testing stages.

6.4 Tenders

The following Tenders will be configured:

Tender	Comments
Cash Tender Types	
Cash	If a single iPayment Event (i.e., receipt) involves $10,000 cash or more (strictly cash, not money order or anything else), iPayment will display a pop-up message (similar to that used for change) instructing the cashier to provide the customer with an IRS form.
Check Tender Types	
ICL Check	All types of check tenders are processed under one check tender type. This includes personal checks, money orders, bank checks, traveler's checks, etc.
	These will be electronically converted and delivered to the bank in an ICL file. See the ICL Batch Update section for additional information.
	See the Bad Check Validation section for information on that process.
Paper Check	This is available for any checks that cannot be electronically converted and will instead be presented as paper.
	See the Bad Check Validation section for information on that process.
Credit Cared Tender Types	
Visa	This will use CORE's Managed Services Credit Card Gateway.
	There will be credit card fees for both Cashiering and the Business Center. The breakdown will be displayed to the customer. Within Cashiering, it will be on the credit card peripheral device and the customer will need to accept using a dual swipe of their card. Within the Business Center, it will be on their screen. There will be one receipt but separate charges for the base and the fee. Each will go to its own merchant account. See the Workgroup section for additional information.
MasterCard	See above.
Discover	See above.
American Express	See above.
Manual Visa	This is available for any credit cards that were already processed through another source such as a dedicated terminal.
Manual MasterCard	See above.
Manual Discover	See above.
Manual American Express	See above.

Exhibit 7

A few additional comments on tenders:
- Each tender will be configured with an Email Address field that can be used to generate an email receipt.
- Amex may be added in the future.
- LADBS does not accept PIN based debit (only debit cards with a card brand logo which are processed as credit).
- Advanced Payments (payment made for application to later items) and IDOs (Interdepartmental Orders) will be done as Transaction Types.
- Credit Slips (paper-based credits resulting from an excess tender) and Fee Waivers (the ability for a cashier to waive a permit fee) will no longer be used.

6.5 Bank Accounts & Bank Rules

LADBS currently uses Wells Fargo for all banking. They've issued an RFP to change their banking services, but they don't expect any changes to be made until Spring 2019. It's critical that this change be considered both now and as we progress toward go-live. A change of banks affects many areas including ICL Batch Update and Bank Deposit Reconciliation. If the banking practices described below change, the impact is even more significant.

The following Bank Accounts will be configured:

Bank Account	Comments
Metro Deposit Account	This is used for all tenders for this location. This will actually be configured as multiple bank accounts to force separate deposits: ● Metro Deposit Account – Cash ● Metro Deposit Account – Check ● Metro Deposit Account – Credit Card
Van Nuys Deposit Account	This is used for all tenders for this location. This will actually be configured as multiple bank accounts to force separate deposits: ● Van Nuys Deposit Account – Cash ● Van Nuys Deposit Account – Check ● Van Nuys Deposit Account – Credit Card
West LA Deposit Account	This is used for all tenders for this location. This will actually be configured as multiple bank accounts to force separate deposits: ● West LA Deposit Account – Cash ● West LA Deposit Account – Check ● West LA Deposit Account – Credit Card
San Pedro Deposit Account	This is used for all tenders for this location. This will actually be configured as multiple bank accounts to force separate deposits: ● San Pedro Deposit Account – Cash ● San Pedro Deposit Account – Check ● San Pedro Deposit Account – Credit Card

Exhibit 7

South LA Deposit Account	This is used for all tenders for this location.
	This will actually be configured as multiple bank accounts to force separate deposits:
	● South LA Deposit Account – Cash
	● South LA Deposit Account – Check
	● South LA Deposit Account – Credit Card

The following Bank Rules will be configured:

Bank Rule	Comments
Metro Banking	This will be assigned to all Cashiering Transaction Types.
	Tenders will be deposited as follows:
	● Cash will go to Metro Deposit Account – Cash.
	● Check and Paper Check will go to Metro Deposit Account – Check.
	● Visa, MasterCard, Discover & Amex will go to Metro Deposit Account – Credit Card.
Van Nuys Banking	This will be overridden for all Transaction Types at the Van Nuys Workgroup.
	Tenders will be deposited as follows:
	● Cash will go to Van Nuys Deposit Account – Cash.
	● Check and Paper Check will go to Van Nuys Deposit Account – Check.
	● Visa, MasterCard, Discover & Amex will go to Van Nuys Deposit Account – Credit Card.
West LA Banking	This will be overridden for all Transaction Types at the West LA Workgroup.
	Tenders will be deposited as follows:
	● Cash will go to West LA Deposit Account – Cash.
	● Check and Paper Check will go to West LA Deposit Account – Check.
	● Visa, MasterCard, Discover & Amex will go to West LA Deposit Account – Credit Card.
San Pedro Banking	This will be overridden for all Transaction Types at the San Pedro Workgroup.
	Tenders will be deposited as follows:
	● Cash will go to San Pedro Deposit Account – Cash.
	● Check and Paper Check will go to San Pedro Deposit Account – Check.
	● Visa, MasterCard, Discover & Amex will go to San Pedro Deposit Account – Credit Card.
South LA Banking	This will be overridden for all Transaction Types at the South LA Workgroup.
	Tenders will be deposited as follows:
	● Cash will go to South LA Deposit Account – Cash.
	● Check and Paper Check will go to South LA Deposit Account – Check.
	● Visa, MasterCard ,Discover & Amex will go to South LA Deposit Account – Credit Card.

Exhibit 7

6.6 System Interfaces

The following System Interfaces must be configured:

Description	Comments
Interchange Inquiry	This will be a real-time interface against the standard web service.
Interchange Update	This will be a real-time interface against the standard web service. It includes both updates and voids.
GL Validation	This will be an automated overnight import with a secure file transfer.
CashWiz Batch Update	This will be an automated overnight batch job with a secure file transfer.
Bad Check Validation	This will be an automated overnight import with a secure file transfer.

The following are also system interfaces but may or may not be configured using the iPayment system interface configuration:

- Fee Import
- Bank Deposit Reconciliation File Import
- Permit Printing
- Building Card Printing
- ICL Batch Update

6.7 ICL Check

Editing ICL Doc – ICL Check Configuration Setting: Print Data Back Field Setting

Exhibit 7

"FOR DEPOSIT ONLY"
"PAY TO THE ORDER OF WELLS FARGO"
"City of LA Building and Safety"
"#" workgroup.id "-" workgroup.name
workgroup.checking_account_number
current_datetime
event.receipt_nbr
"$" tender.total

Exhibit 7

7 Functional & Technical Traceability Matrix Assessment

7.1 Functional Traceability Matrix Assessment

Item	Active Players	Comments
1.1.01	iPayment Configuration Interchange	iPayment configuration will generate the desired inquiry pages with their data elements mapped to the Interchange database layout. The Interchange will then utilize those data elements to perform the desired record search. See all Inquiry Page sections (3.3.4, 3.4.3, 3.6.3, 3.7.3, 3.8.3, 3.9.3), the iPayment User Guide (section 6 Search), and the iPayment Configuration Guide (section 13 Custom Fields) for additional information.
1.1.02	iPayment Configuration Interchange	iPayment configuration will generate the desired payment pages with their data elements mapped to the Interchange database layout. The Interchange will then return those data elements so that they are appropriately displayed to the user. See all Payment Page sections (3.3.6, 3.3.7, 3.4.5, 3.5.3, 3.6.5, 3.7.5, 3.8.4, 3.9.5, 3.10.3), all Multi-Entity Match Page sections (3.3.5, 3.4.4, 3.6.4, 3.7.4, 3.9.4), the iPayment User Guide (section 6 Search), and the iPayment Configuration Guide (section 13 Custom Fields) for additional information.
1.1.03	iPayment Configuration Peripheral Devices	iPayment supports the desired barcodes but depends on peripheral devices that also support them. The initial plan is to use the existing LADBS devices which do not support QR codes. iPayment configuration will be used to parse and direct the data. See the Barcode Standard Section (5.1) and the iPayment Configuration Guide (sections 12.4 Barcode Scanning and 12.5 Barcodes) for additional information.
1.1.04	Interchange	iPayment will interact with the Interchange for inquiry, update and void purposes via CORE's iPayment Third Party Web Service Integration API. See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.
1.1.05	Interchange	The City does not have a customer account that links all activity for an individual across systems within the City. There is some limited ability for this such as within LADBS invoice payments. iPayment does provide the Interchange with the ability to return different system data and different types of information. While this won't be used initially; it is available for future consideration. See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.

Exhibit 7

1.1.06	iPayment Configuration	iPayment provides support for tenders through its configuration and base product functionality. Credit Memos & Fee Waivers will no longer be supported. Paypal will be addressed in the Business Center design. Mobile Payments will be processed as credit cards. Advanced / Pre-Payments & Interdepartmental Orders will be processed as transactions.
	iPayment Product	See the User Interfaces (3) and Tenders sections (6.4) and the iPayment Configuration Guide (section 14 Tenders) for additional information.

Exhibit 7

1.1.07	iPayment Configuration iPayment Product	The PLU will be used for both Transaction Type and Fee selection. For Transaction Type selection, iPayment Transaction Types will be configured with the PLU as the Transaction Type ID so that in addition to selection from the menu, users can simply key the PLU to access the transaction type. For Fee selection, the manual fee process will support a PLU lookup. See the Miscellaneous Fees (3.10) and Fees (5.2) sections for additional information.
1.1.08	iPayment eWallet	iPayment's eWallet module utilizes Verifone services to securely store credit card information for future use. Only a token is stored within iPayment. See the future CORE Draft Project Specification for the Business Center document for additional information.
1.1.09	iPayment Product	iPayment's base product supports the ability to pay multiple items within the same event (i.e., receipt) then tender them with one or more common tenders. This can be done within the same payment page if the Interchange returns multiple items or through multiple transaction types if selecting them individually. See the iPayment User Guide (section 5 Transactions) for additional information.
1.1.10	Interchange	The Interchange will determine the available amount as part of the inquiry and will apply the payment amount to update the balance as part of the update. See the LADBS Interdepartmental Order (3.8), Interchange (4.2), and Apply Advance Payments (3.7) sections for additional information.
1.1.11	iPayment Project Interchange	The Interchange will return information regarding the availability of funds in these cases and iPayment will then enforce that the limits are not exceeded. See the LADBS Apply Advance Payment (3.7), LADBS Interdepartmental Order (3.8) and Interchange sections (4.2).
1.1.12	iPayment Product iPayment Configuration	iPayment's base product provides extensive receipting functionality with a significant amount of configuration control. It will support the selective inclusion of Interchange data elements returned in the inquiry on an as needed basis. See the iPayment User Guide (section 7 Receipts) and Configuration Guide (section 19.1 Transaction Edit Fields) for additional information.
1.1.13	iPayment Product	See response for 1.1.12.
1.1.14	iPayment Product iPayment Project	iPayment's base product allows the configuration of financial account numbers as part of the transaction type setup so that they can be stored as part of the subsequent payment transactions. The iPayment project will also support the return of those financial accounts as part of the Interchange. The iPayment project will also provide a batch update that passes those values with the appropriate amounts to the financial system. See the Financial Account Number (6.1), Interchange (4.2) and CashWiz Batch Update (4.3.2) sections for additional information.

Exhibit 7

1.1.15	iPayment Product Interchange	iPayment supports the ability to void transactions (same day / before end of day close) and reverse transactions (subsequent day / after end of day close). LADBS has decided to support the void process in the Interchange but not the reversal process.
		See the User Interfaces (3) and Interchange (4.2) sections and the iPayment User Guide (sections 4 Event Tools and 10 Void) and Administrator Guide (section 3 Search) for additional information.
1.1.16	iPayment Product Interchange	iPayment's interaction with city systems will be done through the Interchange. Upon completing an event, iPayment will pass all standard and configured data elements to the interchange for both transaction and tenders. Sensitive information such as credit card numbers will not be included.
		See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.
1.1.17	N/A	During the initial onsite discussion and subsequent response discussions, it was decided by LADBS that this functionality is not feasible.
1.1.18	N/A	See the future CORE Draft Project Specification for the Business Center document for additional information.
1.1.19	iPayment Product	iPayment's base product provides the ability to suspend transaction activity prior to tendering and to later recall that activity for completion.
		See the Suspend & Recall section (5.8.1) and the iPayment User Guide (section 11.3 Suspend / Recall Transaction) for additional information.
1.1.20	See response for 1.1.19.	See response for 1.1.19.
1.1.21	iPayment Product	As noted in the Additional Vendor Comments, iPayment's base product does not support changes to suspended arguments during the recall. This could be addressed through a modification but that would involve an additional cost and the necessary design discussions.
1.1.22	See response for 1.1.19.	See response for 1.1.19.
1.1.22.1	See response for 1.1.19.	See response for 1.1.19.
1.1.23	N/A	See the future CORE Draft Project Specification for the Business Center document for additional information.
1.1.24	iPayment Product	iPayment is a web-based application that does not depend on the physical location of the user except for peripheral use and where restricted by LADBS.
		See the iPayment User Guide (section 1 Start of Day) for additional information.
1.1.25	iPayment Product	iPayment's Search module allows authorized users to research transaction activity and reprint receipts as needed.
		See the iPayment Administrator Guide (section 3 Search) for additional information.

Exhibit 7

1.1.26	iPayment Project	Our design discussions have resulted in the decision not to support cashier fee waiving. iPayment will process and display $0 fees (total and/or fee line items) on the receipt if this is what is returned by the Interchange, or what is entered by the Cashier.
		See the User Interfaces section (3) for additional information.

Exhibit 7

1.1.27	iPayment Product iPayment Configuration	iPayment will support the ability to add, modify and drop fee amounts and other related behaviors. See the Fees section (5.2) and the iPayment Configuration Guide (section 19 Transactions) for additional information.
1.1.28	iPayment Product	iPayment support the ability to assess fees on tenders such as credit cards. See the Tenders section (6.4) and the future CORE Draft Project Specification for the Business Center document for additional information.
1.1.29	iPayment Product	iPayment supports this through standard base functionality. See the Fees sections (5.2) and the iPayment User Guide (sections 5 Transaction and 9 Tender) for additional information.
1.1.30	iPayment Product	iPayment supports the application of multiple tenders for one or more transactions processed within the same event. See the iPayment User Guide (section 9 Tender) for additional information.
1.1.31	iPayment Product Peripheral Devices Interchange	iPayment collects an electronic signature during standard processes (such as credit card) and can be configured to collect it for other needs. In addition, the Interchange integration will support the ability for LADBS to initiate a signature capture for a specific item by returning the Document ID value for the configure signature capture item in iPayment. See the Interchange section (4.2) and iPayment User Guide (section 8 Peripherals) for additional information.
1.1.32	N/A	During the requirements validation discussions, it was decided by LADBS that this functionality was not desired.
1.1.33	N/A	During the requirements validation discussions, it was decided by LADBS that this functionality was not desired.
1.1.34	iPayment Product	iPayment supports the ability to void transactions up until the CORE File is balanced and closed. See the iPayment User Guide (sections 4 Event Tools and 10 Void) and Administrator Guide (section 3 Search) for additional information.
1.1.35	iPayment Configuration	iPayment will support the ability to add, modify and drop fees (including surcharges) involving flat fees or percentage-based calculations. See the Fees section (5.2) and the iPayment Configuration Guide (section 19 Transactions) for additional information.
1.1.36	iPayment Product	iPayment will display and store all fees involved in a transaction whether they're returned by the Interchange or preconfigured as part of the transaction type. See the Payment Page sections (3.3.6, 3.3.7, 3.4.5, 3.5.3, 3.6.5, 3.7.5, 3.8.4, 3.9.5, 3.10.3) for additional information.
1.1.37	iPayment Product	iPayment will support the ability to make partial payments for all transaction types for which that is allowed. For example, permits will not allow this. See the User Interfaces section (3) for additional information.
1.1.38	iPayment Product	iPayment will provide this notification to the user. See the Tenders section (6.4) for additional information.

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1.1.39	Interchange	The Interchange will determine the available amount as part of the inquiry and may return any supporting information for display to the user including balance or history.
		See the LADBS Interdepartmental Order (3.8) and Interchange (4.2) sections for additional information.
1.1.40	N/A	CORE's response indicated that this functionality will not be provided.
1.1.41	Interchange	The Interchange has the opportunity to review all updates and then decide whether or not to accept the payment. If an update includes an item that has been previously paid, it can return an error message to the user. Please note that this only applies to Interchange activity and not Miscellaneous Fees due to the fact that the latter does not have a unique identifier (e.g., Account Number, Permit Number, etc.) to determine that there's a duplicate.
		See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.
1.2.01	See response for 1.1.34.	See response for 1.1.34.
1.2.02	iPayment Product	iPayment will only display the void button for a transaction, tender or event if the user is authorized to void and the item is eligible to be voided. In addition, the Interchange has the opportunity to deny a void request if it determines that any portion of the event is not eligible for voiding.
		See the Interchange section (4.2) and iPayment User Guide (sections 4 Event Tools and 10 Void) and Administrator Guide (section 3 Search) for additional information.
1.2.03	iPayment Product	iPayment supports the ability to void transactions or tenders individually during the event (i.e., prior to issuing the receipt). iPayment only support voiding at the entire event level once the receipt has been issued. Reversals however support the ability to address only part of an event.
		See the iPayment User Guide (sections 4 Event Tools and 10 Void) and Administrator Guide (section 3 Search) for additional information.
1.2.04	iPayment Product	CORE noted this as a future deliverable, but it has since been added as a standard product feature. iPayment allows the user to select a preconfigured reason and enter a comment for a void or reversal.
		See the iPayment User Guide (sections 4 Event Tools and 10 Void) for additional information.
1.2.05	iPayment Product	iPayment's Search module allows authorized users to research transaction activity including both voided and non-voided activity. Custom fields (i.e., data elements) to be used in the search process must be preconfigured as such.
		See the iPayment Administrator Guide (section 3 Search) for additional information.
1.2.06	iPayment Product	iPayment supports supervisor override but as noted in the contract response, not through a workflow process. CORE may introduce additional product functionality in the future.
		See the iPayment User Guide (section 14 Supervisor Override) for additional information.

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1.2.07	iPayment Product	iPayment supports the ability for supervisors and other authorized users to void any transactions including "real-time" transactions. Those voids will then be passed to the Interchange, so it has the opportunity to verify the request and make the necessary host system updates. See the Interchange section (4.2) and the iPayment User Guide (sections 4 Event Tools and 10 Void) and Administrator Guide (section 3 Search) for additional information.
1.2.08	iPayment Product	Upon voiding a transaction, tender or event, iPayment marks the original record(s) as voided and maintains all previous data while adding void related information such as who did the void and when it was done. Reversals (typically done after the original activity is closed and balanced) are different in that the original activity remains unchanged but new offsetting activity is instead introduced. Both the original and new activity do contain links to each other. LADBS has chosen to use voids but not reversals. See the iPayment User Guide (sections 4 Event Tools and 10 Void) and Administrator Guide (section 3 Search) for additional information.
1.2.09	iPayment Product	Upon voiding a tender or event that involves online credit card activity, iPayment will automatically void that credit card transaction by performing the appropriate activity against the merchant provider. See the iPayment User Guide (sections 4 Event Tools and 10 Void) and Administrator Guide (section 3 Search) for additional information.
1.2.10	iPayment Product	As noted in our response, printing a void receipt is currently supported. Emailing of the receipt has been established. See the iPayment User Guide (sections 4 Event Tools and 10 Void) and Administrator Guide (section 3 Search) for additional information.
1.2.11	Interchange	iPayment interacts with all host systems through the Interchange. Through the update and void calls, the Interchange has the opportunity to update the status of a host transaction as needed. See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.
1.2.12	iPayment Product	iPayment provides authorized users with the ability to search and report on void activity as needed. See the iPayment User Guide (sections 4 Event Tools) and Administrator Guide (section 3 Search) for additional information.
1.2.13	iPayment Product	iPayment will provide this functionality as a standard base feature. See the Electronic Signature Upon Voiding section (5.8.2) for additional information.
1.2.14	Interchange	The Interchange has the opportunity to review all void attempts prior to completion to either allow them to continue or to reject them with a specified error message. All transaction types that require some consideration of timing should be updated through the Interchange so it has the opportunity to determine whether or not they should be allowed. See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.

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1.2.15	See response for 1.2.14.	See response for 1.2.14.
1.3.01	iPayment Product	The iPayment Active Receipt (i.e., shopping cart) displays a preview of the receipt as it's being built. The ability to print receipts automatically is configurable and the ability to reprint receipts on demand is available if additional copies are needed. See the iPayment User (sections 5 Transactions and 7 Receipts) and Administrator (section 3 Search) Guides for additional information.
1.3.02	iPayment Product	iPayment offers the ability to collect an email address as part of the payment process so that an email receipt can be provided. This can be configured selectively for tender types as needed. See the Tenders section (6.4) and iPayment User Guide (section 9.5 Email Address) for additional information.
1.3.03	iPayment Product	iPayment displays the specified information and more on the standard receipt. And beyond the standard aspects, there are configurable aspects including which data elements to include as well as a customizable header and trailer. See the iPayment User Guide (section 7 Receipts) for additional information.
1.3.04	iPayment Product	iPayment's Search tool allows all authorized users in all locations to research iPayment transaction activity from all locations and reprint receipts as needed. While this does provide the ability to search for payments made in both Cashiering and the Business Center, it does not support searching for payments made outside of iPayment. See the iPayment User (section 4 Event Tools) and Administrator (section 3 Search) Guides for additional information.
1.3.05	iPayment Product	iPayment supports the ability to automatically print a single receipt. Beyond that it provides the ability for a user to manually request an additional receipt. This can be repeated as needed. See the iPayment User Guide (sections 4 Event Tools and 7 Receipts) and Administrator's Manual (section 3 Search) for additional information.
1.3.06	iPayment Product	iPayment marks all duplicate receipts with the appropriate language at the top of the duplicate receipt. So that section can't be eliminated without compromising the integrity of the receipt as a whole. See the iPayment User Guide (sections 4 Event Tools and 7 Receipts) and Administrator's Manual (section 3 Search) for additional information.
2.1.01	iPayment Product iPayment Project	iPayment supports the configuration of business rules such as the amount of the fee, whether the fee is editable and whether the fee is optional. In addition, in the case of partial payments, iPayment will apply payment in the order indicated by the Interchange. See the Fees (5.2) and Application of Payment (5.3) sections for additional information.

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2.1.02	iPayment Configuration iPayment Product	iPayment provides a very powerful and flexible configuration tool that can be used to control business rules and much more. But this should be restricted to a limited number of system administrators that coordinate closely and know the entire system. It would be very easy to make a change that meets your needs but adversely impacts other areas. The application of payment solution that we jointly designed is code based however so it cannot be altered through configuration.
		See the Fees (5.2) and Application of Payment (5.3) sections and the iPayment Configuration Guide (section 19 Transactions) for additional information.
2.1.03	iPayment Configuration	iPayment Configuration displays all existing configuration to authorized users who've logged into the system.
		See the Fees section (5.2) and the iPayment Configuration Guide (section 19 Transactions) for additional information.
2.1.04	iPayment Configuration iPayment Project	LADBS will manage, modify and maintain their fees in a MS Excel spreadsheet. iPayment will support a CSV import of that data with the ability to effective date it. iPayment will provide the ability to view both import and fee information and history. It's important to note that this applies only to Miscellaneous Fees transaction types as the Interchange transaction types will receive their fees from the Interchange.
		See the Fees section (5.2) and the iPayment Configuration Guide (section 19 Transactions) for additional information.
2.1.05	iPayment Configuration	As noted above, LADBS will manage, modify and maintain their fees in a MS Excel spreadsheet. As a result, they're responsible for managing the information associated with the fees such as the type of fee change and fee calculation.
		See the Fees section (5.2) for additional information.
2.1.06	See response for 2.1.02.	See response for 2.1.02.
2.1.07	See response for 2.1.04.	See response for 2.1.04.
2.1.08	N/A	This item was deleted from the matrix.
2.1.09	See response for 2.1.04.	See response for 2.1.04.
2.1.10	See response for 2.1.04.	See response for 2.1.04.
		See the Suspend & Recall section (5.8.1) for additional information.
2.1.11	See response for 2.1.04.	See response for 2.1.04.
2.2.01	iPayment Product	During our matrix review, we interpreted "workload" to mean the work performed by a cashier. The balancing area (reached by pressing the balance button) displays detailed information about all tenders collected.
		See the iPayment User Guide (section 12 Balance) for additional information.
2.2.02	iPayment Product	Please see the Business Intelligence Plan and Reports deliverable for additional information.

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2.2.03	iPayment Product	iPayment Configuration supports the ability to specify a max cash level so that upon reaching it, the cashier is notified that their cash drawer exceeds the maximum allowed amount.
		See the iPayment Configuration Guide (section 9 Workgroups) for additional information.
2.2.04	iPayment Product	iPayment's standard Management Report provides both detail and summary information on files, transactions, tenders and deposits.
		See the iPayment Administrator Guide (section 5.8 Management Report) for additional information.
2.2.05	iPayment Product	iPayment's standard reports provide the ability to generate the desired reporting output in a CSV format that can then be manipulated within MS Excel for filtering and sorting the data.
		See the iPayment Administrator Guide (section 6 Filtering, Sorting and Exporting Results) for additional information.
2.2.06	iPayment Product	iPayment's Search module allows authorized users to research transaction activity as needed.
		See the iPayment User Guide (sections 4 Event Tools) and Administrator's Manual (section 3 Search) for additional information.
2.2.07	iPayment Product Peripheral Devices	a is handled by the device integration and base product requirement that all events are fully tendered.
		b is addressed by the base product and requires peripheral device use (as noted in the Initial Vendor Comments).
		c and d are not supported (as noted in the Initial Vendor Comments).
		e is addressed by the ability to add custom fields to the various payment screens.
		f would require a void or reversal.
		See the User Interface section (3) and iPayment User Guide (section 8 Peripherals) for additional information.
2.2.08	iPayment Product	During requirements validation, it was decided by LADBS that this functionality was not necessary.
2.2.09	Interchange	All voids and reversal (if allowed) will be passed to the Interchange so that the necessary host system adjustments can be made.
		See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.
2.2.10	iPayment Product	Advance Payments and Overpayments will be processed as transaction types so that any overpayment can be recorded, passed to the Interchange (optional) and updated the Cash Wiz.
		See the Overpayments (3.1.3.1), User Interfaces (3), Interchange (4.2) and CashWiz Batch Update (4.3.2) sections for additional information.

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2.2.11	iPayment Product Interchange	Credit Memos are no longer going to be used but Advance Payments or true overpayments can certainly be handled by either generating an email receipt or by initiating the appropriate messaging or activity within the Interchange.
		See the Overpayments (3.1.3.1), Accept Advance Payment (3.6) and Interchange (4.2) sections, the iPayment Third Party Web Service Integration API document and the iPayment User Guide (section 9.5 Email Address) for additional information.
2.2.12	N/A	Credit Memos will no longer be allowed.
2.2.13	iPayment Product	Please see the Business Intelligence Plan and Reports deliverable for additional information.
2.3.01	iPayment Product	iPayment provides standard balancing tools both for individual files (cashier level only) or shared files (cashier and supervisor level).
		See the iPayment User Guide (section 12 Balance) for additional information.
2.3.02	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.
2.3.03	iPayment Product	iPayment's standard reporting provides some of this functionality. Beyond that, CSV outputs can be utilized within MS Excel to provide additional sorting and filtering.
		See the iPayment Administrator Guide (section 5 Reports) and the Business Intelligence Plan and Reports deliverable for additional information.
2.3.04	See response for 2.3.02.	See response for 2.3.02.
2.3.05	iPayment Product	iPayment's standard reports cover voids and reversals. CORE recommended the use of money counters to detect counterfeit bills instead of manually collecting bill serial numbers. It was agreed that credit slips would no longer be used.
		See the iPayment Administrator Guide (section 5 Reports) and the upcoming Business Intelligence Plan and Reports deliverable for additional information.
2.3.06	iPayment Product	iPayment's standard reports do not support the entry of comments but as noted in our response, a CSV output could be leveraged to accomplish this in another tool such as MS Excel.
		See the iPayment Administrator Guide (sections 5 Reports and 6 Filtering, Sorting and Exporting Results) and the Business Intelligence Plan and Reports deliverable for additional information.
2.3.07	N/A	This item was deleted from the matrix.
2.3.08	iPayment Product	iPayment's standard reports all support the ability to print.
		See the iPayment Administrator Guide (sections 5 Report) and the Business Intelligence Plan and Reports deliverable for additional information.
2.3.09	iPayment Product	Please see the Business Intelligence Plan and Reports deliverable.

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2.3.10	iPayment Product	iPayment's standard end of day balancing includes the ability to generate a deposit slip with the requested information and more. LADBS should be using serialized deposit slips (i.e., each with a unique MICR encoded number) to support the Bank Reconciliation process.
		See the iPayment User Guide (section 12 Balance) and iPayment Administrator's Manual (Deposit Reconciliation) for additional information.
2.3.11	N/A	This item was deleted from the matrix.
2.3.12	iPayment Product	iPayment's standard flow involves opening a new, empty CORE File, declaring the starting float, processing payments and collecting tenders, returning the starting float, making the necessary deposits and closing an empty, balanced file. Any exceptions are displayed on the Management Report.
		See the Start of Day / End of Day section (3.2) and the iPayment User Guide (sections 1 Start of Day, 12 Balance and 13 Cash Float and Vault) for additional information.
2.3.13	iPayment Product	As noted above, iPayment's standard flow involves opening a new, empty CORE File. The Management Report will show any completed CORE Files that do not fully balance (i.e., over or short).
		See the Start of Day / End of Day section (3.2) and the iPayment Administrator Guide (sections 8 File Management and 5.8 Management Report) for additional information.
2.3.14	iPayment Product	All authorized users have the ability to view reports as needed but as noted in our response, e-signature is not supported.
		See the iPayment Administrator Guide (section 5 Reports) for additional information.
2.3.15	iPayment Product	iPayment's standard reports support the ability to run reports at a workgroup level resulting in a comprehensive look at the financials for a given location.
		See the iPayment Administrator Guide (section 5 Reports; especially 5.8 Management Report) for additional information.
2.3.16	iPayment Product	Our matrix discussion resulted in the agreement that cashiers would not have any details regarding a discrepancy due to the use of blind balancing.
		See the Start of Day / End of Day section (3.2) and the iPayment User Guide (section 12.8 Blind Balancing) for additional information.
2.3.17	iPayment Product	The use of iPayment's blind balancing feature requires that all overages and shortages be resolved by a supervisor prior to marking the CORE File as balanced and closed. Real-time updates through the Interchange will of course occur prior to this resolution but the CashWiz Batch Update will not take place until the file is properly balanced and closed.
		See the Start of Day / End of Day section (3.2), the iPayment User Guide (section 12 Balance), and the iPayment Administrator Guide (section 12 Deposit Reconciliation) for additional information.

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2.3.18	iPayment Product Interchange	iPayment requires that an event be fully balanced (i.e., transactions offset by tenders) before it can be completed. So, any discrepancies must be accounted for. For example, shortage and overage transaction types can be used to either accept the difference or to identify the individual involved for refund or collection. Once an event is fully balanced, it's sent to the Interchange before a receipt is issued. If the Interchange identifies any concerns, it can reject the update and require the user to make some correction.
		See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.
2.3.19	iPayment Product	iPayment provides integrated, real-time credit / debit card processing and batch electronic check processing. This is fully automated and driven by the system based on setup and configuration. As a side note, real-time check verification is available but as discussed, there's very little justification of the costs involved.
		See the Wells Fargo (4.4) and Tenders (6.4) sections and the iPayment User Guide (section 9 Tender) for additional information.
2.3.20	iPayment Product iPayment Configuration	iPayment's credit card tender types and their associated banking rules will be configured such that they are grouped according to the reconciliation and banking that occurs. This will need to be coordinated with the processor in terms of settlement and banking. iPayment's end of day balancing will facilitate the creation of iPayment's expected deposits and iPayment's Bank Reconciliation will verify them against the bank's actual deposits.
		See the Tenders section (6.4), the iPayment User Guide (section 9.3 Credit Card and 12 Balance) and the iPayment Administrator Guide (section 12 Deposit Reconciliation) for additional information.
2.3.21	iPayment Product iPayment Configuration	To expand on the previous response, all of iPayment's tender types and their associated banking rules will be configured such that they are grouped according to the reconciliation and banking that needs to occur. This must be coordinated with your processor and bank. iPayment's end of day balancing flow will then facilitate the deposit creation process to meet the desired objectives.
		See the End of Day (3.2.2) and Tenders (6.4) sections and the iPayment User Guide (section 12.4 How to Balance Credit Card) for additional information.
2.3.22	iPayment Product	This will be addressed in the Business Intelligence Plan and Reports deliverable.
2.3.23	iPayment Product Peripheral Devices	iPayment will leverage peripheral devices that image the check and read the MICR to create our standard Well Fargo ICL file on a nightly basis.
		See the Wells Fargo section (4.4) for additional information.
2.4.01	iPayment Product	iPayment will provide increased automation in the reconciliation process through its Bank Reconciliation and batch update modules. The goal is to reconcile the majority of the activity automatically and then simply work the exceptions manually.
		See the CashWiz Batch Update (4.3.2) section and the iPayment Administrator Guide (section 12 Deposit Reconciliation) for additional information.
2.4.02	iPayment Product	This will be addressed in the Business Intelligence Plan and Reports deliverable.
2.4.03	N/A	This item was deleted from the matrix.

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2.4.04	iPayment Project	iPayment will use the financial account information returned by the Interchange and preconfigured into iPayment to generate a batch update to CashWiz that reflects the transaction activity performed within the system. See the CashWiz Batch Update section (4.3.2) for additional information.
3.1.01	iPayment Product Interchange	This will be addressed in the upcoming Draft Project Specification for the Business Center deliverable.
3.1.02	N/A	This item was deleted from the matrix.
3.1.03	N/A	This item was deleted from the matrix.
3.1.04	Interchange	There are various levels involved in this item. From a city-wide perspective, there is no universal customer account that can pull together all activity across the various systems. From a system perspective, some systems (such as permits) cannot link an individual across all items while other systems (such as invoice) can. The Interchange will provide responses that are as comprehensive as possible. See the User Interfaces (3) and Interchange (4.2) sections for additional information.
3.1.05	N/A	This item was deleted from the matrix.
3.1.06	N/A	This item was deleted from the matrix.
3.1.07	N/A	This item was deleted from the matrix.
3.1.08	N/A	This item was deleted from the matrix.
3.1.09	N/A	There is no 3.1.09 in the matrix. It was either dropped or missed.
3.1.10	iPayment Product	This will be addressed in the upcoming Draft Project Specification for the Business Center deliverable.
3.2.01	N/A	This item was deleted from the matrix.
3.2.02	N/A	This item was deleted from the matrix.
3.2.03	N/A	This item was deleted from the matrix.
3.2.04	Interchange	For all transaction types involving inquiry, the Interchange will return the appropriate customer and fee information. The Interchange is in full control over the content that is returned. See the User Interfaces (3) and Interchange (4.2) sections for additional information.
3.2.05	iPayment Product	This requirements have been covered several times above from varying perspectives. iPayment's Search module allows authorized users to research historical transaction activity. See the iPayment Administrator Guide (section 3 Search) for additional information.

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3.2.06	iPayment Product Interchange	Historical data (transactions, communications, etc.) exists in both the host systems and iPayment. With respect to historical data in the host systems, iPayment provides the ability to search by address using any breakdown of components for optimal accuracy and it allows the Interchange to return any type of activity to be displayed to the user. The initial design does not provide that data in the response, but it is certainly an option going forward. With respect to historical data in iPayment, address searches can be done in the Search tool but they're essentially text searches so it's critical that the formatting of the address in the search be consistent with the formatting of the address in the initial Interchange response so that accurate matches can be made.
		See the User Interfaces (3) and Interchange (4.2) sections for additional information.
3.2.07	iPayment Product Interchange	iPayment supports the ability to attach documents and images to a transaction at the time of payment. These documents and images are then indicated within the Search tool allowing authorized users to drill in and view the document or image itself. During the initial response discussions, it was decided by LADBS that if documents residing outside of iPayment needed to be viewed the user, they would access them within the appropriate host system or repository.
		See the User Interfaces (3) and Interchange (4.2) sections and the iPayment Administrator Guide (section 3 Search) for additional information.
3.2.08	N/A	This item was deleted from the matrix.
3.2.09	iPayment Product	iPayment's Search module allows authorized users to print the resulting matches and reprint the resulting receipts.
		See the iPayment Administrator Guide (section 3 Search) for additional information.
3.2.10	N/A	This item was deleted from the matrix.
3.2.11	iPayment Configuration Interchange	For all transaction types involving inquiry, the Interchange can return URLs as part of the response data. iPayment can then present those links in the context of the payment information so that authorized users may then click on those links to access related information in other systems. While this is an option, it was not implemented.
		See the Interchange section (4.2), the iPayment Third Party Web Service Integration API document and the iPayment Configuration Guide (13 Custom Fields) for additional information.
3.2.12	N/A	This item was deleted from the matrix.
3.2.13	N/A	This item was deleted from the matrix.
3.2.14	N/A	This item was deleted from the matrix.
3.2.15	iPayment Product	iPayment will populate customer and fee information based on barcode reads and Interchange inquiry responses. This will limit the manual activity required to initiate payment when a bill is presented. The response does not apply to miscellaneous fee transaction types.
		See the Barcode Standard (5.1), User Interfaces (3) and Interchange (4.2) sections for additional information.

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3.2.16	iPayment Product Peripheral Devices	iPayment supports the capture of digital signatures for credit card processing and other functions such as customer acceptance and acknowledgement. This depends on the presence of the appropriate, iPayment approved peripheral devices.
		See the iPayment User (section 8 Peripherals) and Configuration (section 12 Documents) Guides for additional information.
3.2.17	N/A	This item was deleted from the matrix.
3.2.18	N/A	This item was deleted from the matrix.
3.2.19	N/A	This item was deleted from the matrix.
3.2.20	N/A	This item was deleted from the matrix.
3.2.21	N/A	This item was deleted from the matrix.
4.1.01	iPayment Product iPayment Configuration	This can be accomplished by creating two security profiles: Inactive and City Controller. Inactive would not allow any activity in the system. City Controller would allow only view access based on the objectives of their work. Any city controller users can be established in the system and set as Inactive until needed. They can then temporarily be set to City Controller so they can perform their duties then moved back to Inactive when they're done.
		See the iPayment User (section 1 Start of Day) and Configuration (section 10 Security Profiles) Guides for additional information.
4.1.02	N/A	This is addressed in the Business Intelligence Plan and Reports deliverable.
4.1.03	iPayment Product Interchange	During the payment process, iPayment provides the user with the ability to view detailed account information as returned by the Interchange on the item to be paid. After the payment process, iPayment's Search module allows the user to view all transaction information including standard data elements (such as cashier, date/time, etc.) and project specific data elements (such as permit number, invoice number, etc.).
		See the User Interfaces section (3) and iPayment User (section 4 Event Tools) and Administrator (section 3 Search) Guides for additional information.
4.1.04	See response for 4.1.03.	See response for 4.1.03.
4.1.05	N/A	This item was deleted from the matrix.
4.1.06	iPayment Product	iPayment's evolution has been heavily influenced by the needs of auditors. iPayment stores extensive standard data elements as part of all transactions including User ID (which ties to Username), Transaction Date/Time, Workgroup ID and much more. iPayment also has the ability to store all desired project specific data elements including comments and much more.
		See the User Interfaces section (3) and iPayment User (section 4 Event Tools), Administrator (sections 3 Search and 9 Activity Log) and Configuration (section 13 Custom Fields) Guides for additional information.
4.1.07	N/A	This item was deleted from the matrix.
5.1.01	N/A	This item was deleted from the matrix.
5.1.02	N/A	This will be addressed in the upcoming Draft Project Specification for the Business Center deliverable.

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5.1.03	N/A	This item was deleted from the matrix.

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5.1.04	iPayment Product iPayment Configuration	With respect to transaction type configuration, the iPayment Configuration tool allows the system administrator to specify whether each field is required or optional. With respect to standard functionality, iPayment itself controls whether fields are required or optional. In either case, the iPayment product ensures that all required fields are filled prior to moving on. If they are not and the user attempts to proceed, an error message will be displayed instructing the user to correct the situation. See the System Interfaces section (4) and the iPayment Configuration Guide (section 13 Custom Fields) for additional information.
5.1.05	See response for 5.1.04.	See response for 5.1.04.
5.1.06	N/A	This item was deleted from the matrix.
5.1.07	iPayment Product iPayment Configuration	User management will be spread across two systems: iPayment and Active Directory. The two will be linked through the use of a common User ID. Certain information will reside within iPayment including their name, security profile (i.e., their rights and privileges), associated department, and locations where they can work. Other information will reside within Active Directory including their department / bureau and any additional information associated with them. See the Active Directory Integration section (5.6) and the iPayment Administrator (section 7 Password Management) and Configuration (sections 10 Security Profiles and 11 Users) Guides for additional information.
5.1.08	iPayment Product	As noted in the Initial Vendor Comments and above comments, contact is required to initiate the reactivation process. See the iPayment Administrator Guide (section 7 Password Management) for additional information.
5.1.09	iPayment Product	With respect to payments made by credit card, iPayment is carefully built and certified to use credit card data in a safe and secure manner. In processing credit card payments, no sensitive card data is stored within the iPayment database. Tokens are stored and used for subsequent voids, returns and research. With respect to storing credit cards for future payment, the eWallet will be addressed in the upcoming Draft Project Specification for the Business Center deliverable. See the PA-DSS Implementation Guide for additional information.
5.1.10	iPayment Product	iPayment stores all customer acceptance data in the form of signatures or other indicators. That information can then be viewed using the iPayment Search module. See the iPayment User (sections 8.1 Signature Capture Device and 9.3 Credit Card) and Administrator (section 3 Search) Guides for additional information.

Exhibit 7

5.1.11	iPayment Product iPayment Configuration	iPayment provides an optional integration to a client's Active Directory for the purposes of user authentication. In this case, users must still be established within iPayment for the purposes of defining their role but their authentication, especially the password verification, will be done against the Active Directory instance. See the Active Directory Integration section (5.6) and the iPayment Configuration Guide (sections 10 Security Profiles and 11 Users) for additional information.
5.1.12	N/A	This item was deleted from the matrix.
5.2.01	iPayment Product	iPayment's Active Directory integration will accept the user's ID and password which will then be used to authenticate the user in the Active Directory system. If found and the password is correct, they'll be allowed into the system. If the user is not found or the password is invalid, they will not be allowed in the system. See the Active Directory Integration section (5.6) for additional information.
5.2.02	iPayment Product	While iPayment will authenticate users through Active Directory, they must still have a user established within the iPayment system. The primary purpose for this is to define their rights within the system using Security Profiles and Attributes. An unlimited number of Security Profiles can be created for the various roles by assigning the appropriate Security Attributes. Typical categories include Cashier, Supervisor and Administrator. But it can be more granular such as Temp Cashier, Cashier Level 1, Cashier Level 2, Senior Cashier, etc. See the Active Directory Integration section (5.6) and the iPayment Configuration Guide (sections 10 Security Profiles and 11 Users) for additional information.
5.2.03	See response for 5.2.02.	See response for 5.2.02.
5.2.04	iPayment Product	While the matrix comments indicate that this will be provided as a future feature, it likely isn't applicable to this project. Password verification will be done against Active Directory so all password activation and maintenance will be managed there. See the Active Directory Integration section (5.6) for additional information.
5.2.05	iPayment Product	iPayment allows authorized users to reactivate user accounts for a variety of reasons such as inactivity. Given the use of Active Directory, password related situations that normally lead to locked accounts will not apply here. See the iPayment Administrator Guide (section 7 Password Management) for additional information.
5.2.06	iPayment Product	iPayment allows authorized users to deactivate user accounts for a variety of reasons such as being on leave, being reassigned or being terminated. This is done by leaving the user in place but changing their Security Profile to Inactive. See the iPayment Configuration (section 10 Security Profiles and 11 Users) Guides for additional information.
5.2.07	N/A	This item was deleted from the matrix.
5.3.01	iPayment Product	iPayment supports the ability to start with temporary passwords that the user must change upon initial logon. But with the use of Active Directory, iPayment passwords will not be used. Their regular user ID and password will. So, this no longer applies. See the Active Directory Integration section (5.6) and the iPayment User Guide (section 1 Start of Day) for additional information.

Exhibit 7

5.3.02	N/A	This item was deleted from the matrix.
5.3.03	N/A	This item was deleted from the matrix.
5.3.04	N/A	This item was deleted from the matrix.
5.3.05	N/A	This item was deleted from the matrix.
5.3.06	iPayment Product	As noted in the matrix, iPayment user guides are provided with the system. A configurable help area is also available within the application which can be customized to contain links to external sources. See the iPayment User, Administrator and Configuration Guides for additional information.
5.3.07	N/A	This item was deleted from the matrix.
5.3.08	iPayment Product	iPayment requires the use of complex passwords that meet PCI standards. But with the use of Active Directory, iPayment passwords will not be used. Their regular user ID and password will. So, this no longer applies. See the Active Directory Integration section (5.6) and the iPayment Configuration Guide (section 11 Users) for additional information.
5.4.01	iPayment Configuration	As noted in the matrix response, iPayment does not allow users to modify their profiles directly. Profiles are more about rights and privileges than preferences. Only authorized users (typically system administrators) can do this. See the iPayment Configuration Guide (section 10 Security Profiles) for additional information.
5.4.02	iPayment Configuration	The User configuration area allows the assignment of a pre-established profile. The Security Profile configuration area allows the creation of profiles by assigning Security Attributes. It displays one list containing the attributes already assigned to the profile and another list containing the attributes not assigned to the profile. See the iPayment Configuration Guide (sections 10 Security Profiles and 11.1 User Field Descriptions) for additional information.
5.4.03	N/A	This item was deleted from the matrix.
5.4.04	iPayment Configuration	The response to 5.4.02 explains the general process. With that, all iPayment user configuration is updated and displayed in real-time. See the iPayment Configuration Guide (section 10 Security Profiles) for additional information.
5.4.05	N/A	This item was deleted from the matrix.
5.5.01	iPayment Configuration	The iPayment configuration module provides non-technical users with the ability to view and modify the configuration of the system. This includes transaction types, tender types, menus, workgroups, users and much more. See the iPayment Configuration Guide for additional information.
5.5.02	iPayment Configuration	The iPayment configuration module displays only the Configurable Items that are applicable to the logged in user based on their credentials. Any Configurable Items that are not applicable to them are simply not visible. See the iPayment Configuration Guide for additional information.
5.5.03	N/A	This item was deleted from the matrix.

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5.5.04	iPayment Configuration	iPayment's configuration module is structured logically so that the user can select the aspect that they want to view or modify and then drill into that aspect to see the existing configuration as a whole, a specific existing item or a blank area where they can add a new item.
		See the iPayment Configuration Guide for additional information.
5.5.05	iPayment Configuration	iPayment's configuration module allows all authorized users with the ability to view and modify existing configuration or to add new configuration.
		See the iPayment Configuration Guide for additional information.
5.5.06	iPayment Configuration	iPayment's configuration module records a history of all changes noting the user, scope, date and time.
		See the iPayment Administrator (section 9 Activity Log) and Configuration (section 22 Committing Changes) Guides for additional information.
5.5.07	iPayment Configuration	Some iPayment configuration features provide inline testing capabilities so that their behavior can be confirmed immediately. Any signification iPayment configuration should be done first through the test system then through the production system to ensure that proper testing can be performed prior to hitting production. Exceptions would include the addition of users and other minimal risk activities.
		See the iPayment Configuration Guide for additional information.
5.5.08	iPayment Configuration	iPayment configuration can be unassigned on either a temporary or permanent basis to eliminate its impact. Configuration can also be dropped entirely to remove it from the system.
		See the iPayment Configuration Guide for additional information.
5.5.09	iPayment Configuration	As noted in the matrix response, general configuration cannot be reverted, but it can be reactivated (especially if simply unassigned as noted above) or reintroduced. Fees can be reverted to past fee imports.
		See the Fees section (5.2) and iPayment Configuration Guide for additional information.
5.5.10	See response for 5.5.06.	See response for 5.5.06.
5.5.11	N/A	This item was deleted from the matrix.
5.5.12	iPayment Configuration	iPayment configuration is typically immediate however CORE will provide the ability to make fee changes effective as specified by the user making the changes.
		See the Fees section (5.2) and iPayment Configuration Guide for additional information.
5.5.13	N/A	This item was deleted from the matrix.
5.6.01	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.
5.6.02	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.
5.6.03	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.
5.6.04	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.

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5.6.05	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.
5.6.06	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.
5.6.07	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.
5.6.08	iPayment Product	This is addressed in the Business Intelligence Plan and Reports deliverable.

Exhibit 7

7.2 Technical Traceability Matrix Assessment

Item	Active Players	Comments
1	iPayment Product	iPayment provides a real-time connections to the database for all authorized users for the purposes of posting payments, researching past activity or performing other system functions.
2	iPayment Product	iPayment is a web-based solution built using Microsoft technologies with a focus on performance, appearance, consistency and security. It undergoes rigorous PCI and PADSS certifications on a regular basis and serves many clients both large and small in the areas of municipal government, health care, higher education and more.
3	iPayment Product	Per the contract, CORE has committed to a guarantee of 99.5%. See the contract for additional information.
4	iPayment Product	MS IE v11 or higher is required for Cashiering with peripheral device use and is recommended for Cashiering use even without peripherals. See the Hardware Requirements section (2.4.4) for additional information.
5	iPayment Product	iPayment supports both Windows 7 & 10. In addition, CORE continues to work with new OS release as they become available. See the Hardware Requirements section (2.4.4) for additional information.
6	iPayment Product	iPayment is a web-based solution allowing for a light workstation installation and a focus on the web server. For back office and non-payment workstations that don't use peripheral devices, there may be no workstation installation requirements. For front line workstations, there is a client component that drives the peripheral devices.
7	iPayment Product	iPayment is a highly configurable system with the ability to configure Transaction Types including the creation of Custom Fields. Whether a field is standard or custom, all are clearly identified and consistently displayed. In addition, fields that are required are marked as such so the user is well aware prior to attempting to continue through the page. See the iPayment Configuration Guide (section 13 Custom Fields) for additional information.
8	iPayment Product	iPayment includes extensive built in prompting and direction (both standard and configurable). It also provides the ability to embed links with access to help and instructional documentation.
9	iPayment Product	See above.
10	iPayment Product	iPayment's Business Center, which is often utilized on a wide variety of devices and screen sizes, provides a Responsive UI that adjusts the display according to the screen size. iPayment's Cashiering module, which is generally used from traditional PCs, is optimized for regular sized monitors. See the User Interfaces section (3) and User and Administrator Guides for additional information.
11	N/A	This item was deleted from the matrix.

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12	iPayment Product Peripheral Devices	iPayment supports the capture of digital signatures for credit card processing and other functions such as customer acceptance and acknowledgement. This depends on the presence of the appropriate, iPayment approved peripheral devices. See the iPayment User (sections 8.1 Signature Capture Device and 9.3 Credit Card) and Configuration (section 12 Documents) Guides for additional information.
13	iPayment Product	iPayment supports the ability to attach documents located on the cashier's workstation (or an area accessible to it) to transactions. They may then be viewed as needed from the Search tool. The City will not be scanning and attaching documents at this time.
14	N/A	This item was deleted from the matrix.
15	iPayment Product	There are a number of standard and custom ways that LADBS can access iPayment data. With respect to the project, iPayment is providing custom solutions for batch update and standard integration through the Interchange. With respect to the base product, reports can be used to obtain data in CSV formats and the deployed iPayment reporting database instance can be used to harvest data through a wide variety of industry standard tools that support MS SQL Server.
16	iPayment Product	As noted in the matrix, iPayment provides web-based payments natively. Integration to the others could be provided if there are third party systems with APIs that can be leveraged by iPayment or the Interchange. See the Interchange section (4.2) and the iPayment Third Party Web Service Integration API document for additional information.
17	iPayment Product	iPayment's Merchant Services Gateway (Verifone's Payware product) supports the ability to connect to a wide variety of merchant services providers including Elavon which you use. CORE will provide connections in both the test and production environments.
18	iPayment Product Interchange	LADBS has chosen to implement the Interchange using iPayment's standard web service. As a result, iPayment will talk to the Interchange and the Interchange will talk to all host systems. See the System Interfaces section (4) and the iPayment Third Party Web Service Integration API document for additional information.
19	iPayment Product	iPayment was built using Microsoft technologies including its underlying database which is MS SQL Server. We occasionally integrate to Oracle and other databases based on client needs but most of our work is done in MS SQL Server.
20	iPayment Product	MS SQL Server is an industry standard, feature rich solution with plenty of third-party product options. It supports SQL and more.
21	See above.	See above.

Exhibit 7

22	iPayment Product	MS SQL Server provides role-based security access which can be used for the iPayment application itself as well as administrators, third party tools and any other entities that interact with the database. iPayment as a whole will utilize a single user account for the entire application. Within iPayment, each user has an individual account so user activities can be tracked accordingly.
		See the Configuration Guide (sections 5 Configuration Database, 6 Transaction Database and 11 Users) for additional information.
23	iPayment Product	iPayment provides a secure Admin Center with a comprehensive UI for system level functions such as setup, user management and configuration as well as other administrator features such as research and reporting.
		See the iPayment Administrator and Configuration Guides for additional information.
24	iPayment Product	CORE's iPayment datacenter is a 24x7 operations utilized by numerous organizations that operate on a 24x7 basis for both online payments and cashiering operations. Maintenance windows will be established and scheduled on an as needed basis and will work within the contractual uptime commitments made by CORE.
25	N/A	This item was deleted from the matrix.
26	iPayment Configuration	iPayment's configuration module provides a comprehensive tool for setup and management of the system ranging from users and workgroups to transaction types and tender types and much more. CORE understands the dynamic nature of our client base and strives to ensure that most needs can be met by configuration (as opposed to programming).
		See the iPayment Configuration Guide for additional information.
27	iPayment Product	iPayment's Activity Log tracks activity within the system and provides authorized users with the ability to select and view specific activity based on date, user, activity and more.
		See the iPayment Administrator's Manual (section 9 Activity Log) for additional information.
28	iPayment Product	iPayment's use of MS SQL Server as the database allows a wide variety of both native and third-party tools for reporting purposes. And the reporting instance to be located at Metro provides a foundation for LADBS use without impacting production payment processing.
		See the iPayment Administrator's Manual (section 5 Reports) for additional information.
29	iPayment Product	iPayment's database, as noted previously, supports the ability for standard reports (saving as a CSV), custom reports and other third-party tools to query iPayment data and then store and or manipulate it as needed.
		See the iPayment Administrator's Manual (sections 3 Search and 5 Reports) for additional information.
30	N/A	This is addressed in the Business Intelligence Plan and Reports deliverable.
31	N/A	This is addressed in the Business Intelligence Plan and Reports deliverable.

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32	N/A	This is addressed in the Business Intelligence Plan and Reports deliverable.
33	iPayment Product Peripheral Devices	iPayment supports the use of various readers (bar code, QR code, OCR, etc.) for a variety of purposes. They can either be preconfigured with a preamble / postamble so that iPayment can handle them more dynamically or they can be used more generally to scan data into the cursor location. This depends on having the appropriate, iPayment supported peripheral devices. See the Barcode Standard section (5.1) and the User Guide (section 8 Peripherals) for more information.
34	iPayment Product iPayment Project	iPayment will support the ability to manage and view fee data including the revenue accounts associated with them. See the Fees section (5.2) for additional information.
35	See above.	See above.
36	iPayment Product Peripheral Devices	CORE provided credit card devices which are integrated into the iPayment Cashiering module will be used to communicate with CORE's Managed Payment Gateway and subsequently LADBS's card processor. See the User Guide (section 8 Peripherals) for additional information.
37	N/A	This will be addressed in the upcoming Draft Project Specification for the Business Center deliverable.
38	iPayment Product	iPayment regularly undergoes both PCI and PADSS certifications and as a result, is updated as needed to meet the expanding requirements. LADBS must take the necessary steps to verify and certify their local iPayment deployment. See the PA-DSS Implementation Guide for additional information.
39	iPayment Product	During our matrix discussions, it was not felt that HIPAA regulations came into play here but as LADBS expands to more and more departments, this should be carefully considered.
40	N/A	This will be addressed in the upcoming Draft Project Specification for the Business Center deliverable.
41	iPayment Product	CORE's Managed Payment Gateway is integrated into iPayment such that any iPayment voids that involve credit card tenders will automatically initiate the appropriate activity through the card processor. It will not need to be a separate thought or a separate process.
42	iPayment Product	CORE's existing client base exceeds this requirement and nothing within the project specifics here lead us to believe we wouldn't well exceed this expectation.
43	See above.	See above.
44	iPayment Product iPayment Project	iPayment has the ability to apply partial payments over the course of multiple line items based on a prioritization plan. See the Application of Payment section (5.3) for additional information.
45	iPayment Product	iPayment supports the use of Active Directory for Cashiering user authentication. This does not apply to the Business Center. See the Active Directory Integration section (5.6) for additional information.

Exhibit 7

46	iPayment Product	iPayment both provides its own APIs and has the ability to utilize APIs provided by others. iPayment's own APIs provide the ability for clients to manage integration to other systems (as with the Interchange) and for other applications to launch iPayment as a part of their process. iPayment's use of third-party APIs allows it to make inquiry and update requests to host systems.
		See the Interchange section (4.2) and iPayment Third Party Web Service Integration Tutorial for additional information.
47	iPayment Product	iPayment satisfies this requirement at the product level.
48	iPayment Product iPayment Project	The iPayment deployment plan created for this project provides redundancy in order to minimize downtime that results from connectivity issues or system availability.
		See the Universal Cashiering System Architecture section (2.4.5) for additional information.
49	iPayment Product Peripheral Devices	iPayment supports a variety of payment processing peripheral (e.g., receipt printers, bar code scanners, credit card devices, etc.) and standard devices (e.g., network printers, etc.).
		See the Peripherals section (2.4.4.4) and the contract for additional information.
50	iPayment Product iPayment Project	iPayment prints both standard items (, etc.) and project specific items (, etc.).
		See the Document Validation (5.4) and Permit Document Printing (3.3.9.2) sections and the iPayment User Guide (section 7 Receipts) for additional information.
51	iPayment Product	iPayment was built based on the understanding that client use and needs evolve and expand over time. The application is both highly configurable and highly customizable. It is expected that the needs will change over time and both the base application and project design are prepared for that.
		See the Configuration Guide for additional information.
52	iPayment Product iPayment Project	iPayment's MS SQL Server based database will rely on native MS SQL Server tools to: ● Replicate the contents of the active instance to the passive instance at any given time. ● Replicate the Metro primary instance to the Metro reporting instance. Additional details will be shared during development.
		See the Universal Cashiering System Architecture section (2.4.5) for additional information.
53	See above.	See above.
54	iPayment Product	CORE's datacenter is in the process of transitioning from MS Windows Server 2008 & 2012 to MS Windows Server 2016 which will be used for this implementation. The driving force to move forward is often security and PCI requirements though functionality often plays a role as well. It will be important for both the CORE instance and the Metro instance to be consistent due to the replication and switchover involved.
		See the Hardware Requirements section (2.4.4) for additional information.

Exhibit 7

55	iPayment Product	CORE's datacenter is in the process of transitioning from MS SQL Server 2008 & 2012 to MS SQL Server 2016 which will be used for this implementation. The driving force to move forward is often security and PCI requirements though functionality often plays a role as well. It will be important for both the CORE instance and the Metro instance to be consistent due to the replication and switchover involved.
		See the Hardware Requirements section (2.4.4) for additional information.
56	iPayment Product	During the matrix review, there was no knowledge of the need to pass sensitive card to any city system. iPayment will provide all credit card processing and the city system interfaces will be limited to LA transaction data.
		See the Interchange section (4.2) and iPayment Third Party Web Service Integration Tutorial for additional information.
57	iPayment Project	iPayment will be utilizing the information obtained through the Interchange to generate transactions and print the appropriate city documents as well as our standard receipt.
		See the Permit Document Printing (3.3.9.2) and Document Validation (5.4) sections for additional information.
58	iPayment Project	iPayment has the ability to utilize a dedicated receipt printer or operate exclusively using a standard network printer. The document validation however will require the use of a dedicated receipt printer. The receipt can be printed using either of the two while the specialized city documents (e.g., permits and building cards) will require a network printer.
		See the Permit Document Printing (3.3.9.2) and Document Validation (5.4) sections and the iPayment User Guide (section 7 Receipts) for additional information.

Exhibit 7

8 Approval Agreement

CORE's standard Approval Agreement is replaced by the City's "Invoice Review and Approval Form".

Exhibit 7

9 MRFs

Exhibit 7

9.1 MRF: Change Display for Fees in UI for Interchange Transaction Types

[CORE]

REQUEST FORM

Date:	02/26/2019
Customer Name:	LADBS
Requested By:	Jeanne Ly / George Forte
Request Type:	Enhancement
Request Description:	Change to the Way Fees are Displayed in the UI for Interchange Transaction Types
Cost:	No Charge / No Adjustment Hours

Detailed Description:

Jeanne Ly and others requested a change to the original design regarding the presentation of invoices and invoice fees within the LADBS Invoice transaction type. They asked that the invoice fees be displayed only as payment is applied to the invoices.

The above request was considered as part of the product level enhancements needed to present and connect the header information (i.e. permits, invoices, etc.) and detail information (i.e. fees) for all Interchange transaction types. After carefully considering the functional requirements and necessary resulting data, CORE has decided to combine the two sections into one multi-level display. The original presentation was always meant to be a starting point and was in need of improvement. CORE is making product level changes to accommodate this. This will apply to all Interchange transaction types including LADBS Permit, LADBS Invoice, and Miscellaneous Interchange (Other Departments).

The main section will primarily display header level information. It will allow the user to view detail level information as needed by drilling down into a header item. Upon selecting an individual header level item for payment, it will be opened so the user can see the detail level information. The detail level information will include the application of payment. See the screen sample on the following page.

The Interchange will have item level control over whether or not a header level item is selected by default and opened by default. For LADBS Permit transactions, LADBS Invoice transactions queried by invoice, and Miscellaneous Interchange transactions, LADBS is planning to return only one header level item and make it selected and opened by default. For Invoice transactions queried by something other than invoice, LADBS may return one or multiple header level items and will make them unselected and closed by default. The LADBS Interchange will control this.

Comments:

This change will impact the data exchanges between iPayment and the Interchange. Once this is approved by LADBS, CORE will provide documentation on the new request and response formats.

Once this is approved by LADBS, the new functionality will be incorporated into the upcoming CORE Final Project Specification document.

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Initial_____

Exhibit 7

LADBS Invoice Payment Page

Customer Number: 130099783 - MORRISON ROBERT W
1544 W CROSBY PL LOS ANGELES CA 90026

Invoice Information			BALANCE DUE $18,886.90		PAY AMOUNT: $2,600.00
	Balance		Pay Amount		Pay 20
130v15	$2,600.00		$650.00		
	COLLECTION FEE	$2,000.03	$0.00	$2,000.00	$2,000.00
	1QC REPAIR & DEMOLITION	$600.03	$0.00	$600.00	$600.00
130916	$2,640.00				
131012	$764.94				
131013	$764.94				
132504	$11,708.00				
132506	$368.02				

Comments

Modification Approval:

Tony Pelaez _Sr. Management Analyst II_	_Signature_	2/26/2019 _Date_
Gregory Wilcox _Director of Systems_	_Signature_	2/26/2019 _Date_
Steve Ongele _Deputy Superintendent of Building I_	_Signature_	2/26/19 _Date_
Jennifer Baños _Deputy Superintendent of Building I_	_Signature_	2/26/19 _Date_
Jeff Saucier _Vice President & General Manager_	_Signature_	3/7/19 _Date_
George J. Forte _Director of Software Development_	_Signature_	3/7/19 _Date_

Exhibit 7

9.2 MRF: ADRS Permit's Payment Block

CORE

REQUEST FORM

Date:	06/24/2019
Customer Name:	LADBS
Requested By:	Rebecca Ariosa
Request Type:	Enhancement
Request Description:	Changes to the LADBS Permit's Bond Information Payment Block
Cost:	No Charge / 3 Adjustment Hours

Detailed Description:

LADBS has requested the following changes to the LADBS Permit transaction type's Bond Information payment block:

- A new Bond Status field will be added.

- A new CAO Number field will be added.

- The Bond Information payment block will now be used for both outstanding and previously paid bonds.

See the following pages for details on each.

Comments:

These changes will impact the data exchange between iPayment and the Interchange. Once this is approved by LADBS:

- CORE will provide support on the required adjustment to the permit inquiry response.

- The new functionality will be incorporated into the upcoming CORE Final Project Specification document.

And just as a reminder, the Update call to the Interchange is done at an event level (i.e. receipt). It will include all transactions and tenders in the event. There are no individual updates for each transaction.

Initial_____

Exhibit 7
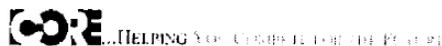
The selectors for the Permit Information Payment Block will remain as editable. The Interchange may default fill them but the user may then change them to include or omit payment of the permit.

LADBS will modify the Interchange as follows:

o   The new CAO Number will be returned in a Permit inquiry as described above.
o   The Bond selector status will be returned in a Permit inquiry as described above.
o   The Permit selector status may be returned in a Permit inquiry as described above.

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Initial_____

Exhibit 7

When there's an outstanding Bond involved with Surety, the Permit Inquiry Page will be as follows:

Event Tools   Reset Reapberpit   Annen sph...   ...   .

LACBS Permit Inquiry Page

Please scan the bill or manually enter one of the following search keys Permit Number or APN then press the enter key or 'Continue'.

Permit Number   1193010000000004F

- OR -

APN

- OR -

First Name
Middle Name
Last Name
Email

- OR -

Number Range Start
Fraction Range Start
Unit Range Start
Street Direction
Street Name
Street Suffix
Street Suffix Direction

City Name
State Code

The host system returned the following failure:

(Error code: 500)

⚠ ERROR: This will display whatever error message LADBS decides to send.

Back   Cancel

Powered by CORE Business Technologies   George Force - CORE - Metro 4th Floor - [2019164001] - pconnor

Exhibit 7

When there's a posted Bond involved with Surety, the Permit Payment Page will be as follows:

| | Search | | Scan | Messages Event Tools Auto-receipt on Reset Peripherals Open Drawer | Admin Center | Balance | Close | Log Out |

LADBS Permit Payment Page

Permit Number: 190301000000004F -

∨ Permit Information   BALANCE DUE: **$14,439.56**   PAY AMOUNT: **$14,439.56**

DETAILS	* PERMIT NUMBER	NAME	JOB ADDRESS	BALANCE	PAY AMOUNT	* PAY ALL ☑
+	19030-10000-00004	George Forte	2224 2224 Pawtucket Ave	$14,439.56	$14,439.56	☑

Comments |

∨ Posted Bond Information   BALANCE DUE: **$0.00**   PAY AMOUNT: **$0.00**

DETAILS	* BOND NUMBER	* BOND STATUS	* CAO NUMBER	BALANCE	PAY AMOUNT	* PAY ALL ☐
–	12979	Posted	123456789012345	$0.00	$0.00	☐

	OWNER	DESCRIPTION	ORIG AMOUNT	PREV PAID	BALANCE	PAY AMT
		Surety	$500.00	$500.00	$0.00	$0.00

| Continue | | Back | | Cancel |

Initial_____

Exhibit 7

Modification Approval:

Tony Pelaez
Sr. Management Analyst II   Signature   Date 6/20/2019

Gregory Wilcox
Director of Systems   Signature   Date 6/24/2019

Steve Ongele
Deputy Superintendent of Building I   Signature   Date 6/20/19

Jennifer Baños
Deputy Superintendent of Building I   Signature   Date 6/24/19

Jeff Saucier
Vice President & General Manager   Signature   Date 6/25/19

George J. Forte
Director of Software Development   Signature   Date 6/25/19

Exhibit 7

9.3 MRF: Apply Advance Payment Changes

CORE

REQUEST FORM

Date:	**07/17/2019**
Customer Name:	**LADBS**
Requested By:	**Rebecca Ariosa**
Request Type:	**Enhancement**
Request Description:	**Changes to the LADBS Apply Advance Payment Transaction Type**
Cost:	**No Charge / No Adjustment Hours**

Detailed Description:

LADBS would like to change the Apply Advance Payment functionality. Specifically, they want to default the payment amount for the Apply Advanced Payment to the lesser of the available amount and the event total. This can be addressed through a combination of iPayment configuration changes and Interchange code changes. See the following page for details.

Please keep in mind that any transaction payment requirements (e.g. Permits must be paid in full while Invoices may be partially paid) have nothing to do with Applying Advance Payment and everything to do with those specific transaction types. Any language regarding Apply Advance Payment being able to make partial payments really just applies to the event total (not any individual transactions).

Comments:

These changes will impact the data exchange between iPayment and the Interchange. Once this is approved by LADBS:

- o   CORE will make the necessary configuration changes.

- o   CORE will provide support on the required Interchange changes.

- o   The new functionality will be incorporated into the upcoming CORE Final Project Specification document.

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Prior State

As background, the Apply Advanced Payment transaction type, as designed in the draft spec, essentially behaves as follows:

- This tender-like transaction type may be used to "pay" the event total in full or partially.
- The event total is <u>NOT</u> passed to the Interchange as part of the inquiry.
- The available amount is shown on the payment page.
- The payment amount is <u>NOT</u> provided by the Interchange and is editable (i.e. can be changed by the user).

Modifications

This modification will be accomplished as follows:

- CORE will add the event total to the inquiry page of the Apply Advanced Payment transaction type so it's provided to the Interchange.
- The Interchange will handle the logic and return the default value for the payment amount field in the inquiry response.

Future State

Going forward, the Apply Advanced Payment transaction type, will essentially behave as follows (with the changes shown in bold):

- This tender-like transaction type may be used to "pay" the event total in full or partially.
- The event total **is passed** to the Interchange as part of the inquiry.
- The available amount is shown on the payment page.
- The payment amount **is provided** by the Interchange and is editable (i.e. can be changed by the user).

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Modification Approval:

Tony Pelaez		H	7/19/2019
Sr. Management Analyst II	*Signature*		*Date*
Gregory Wilcox			7/23/2019
Director of Systems	*Signature*		*Date*
Steve Ongele			7/22/19
Deputy Superintendent of Building I	*Signature*		*Date*
Jennifer Baños			7/24/19
Deputy Superintendent of Building I	*Signature*		*Date*
Jeff Saucier			
Vice President & General Manager	*Signature*		*Date*
George J. Forte			
Director of Software Development	*Signature*		*Date*

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Exhibit 7

9.4 MRF: Overpayments

CORE

REQUEST FORM

Date:	11/1/2019
Customer Name:	**LADBS**
Requested By:	**Tony Pelaez**
Request Type:	**Enhancement**
Request Description:	**Customer Overpayment Payable**
Cost:	**$0**
Estimated Schedule Impact:	**16 Business Days**

Detailed Description:

LADBS has requested that further enhancements be included for customer overpayments.

- Upon tendering check, where the amount is larger than the current active receipt transaction amount due, the system will present the user with the following Yes/No message:

<The amount tender is $ (Calculated over amount) currently over the current transaction amount of $ (transaction amount). Would you like to apply a Customer Overpayment Payable to this transaction?>

No, the user is brought back to the tender screen, and no changes have been made.

Yes, the system accepts the tender and adds a line item to the active receipt for the overpayment called "Customer Overpayment Payable", and the correct tender amount is applied to the associated GL for Overpayments (to Fund 48R, Balance Sheet Account 2038).

- Overpayments will only be applied to Checks.
- Cash will continue to provide change to the customer with no over payment option.
- Credit Card will continue to work as designed and will provide a warning error message stating that the amount cannot be accepted as it is over the transaction amount.
- Overpayment are allowed for all transaction types but not at transaction level. The system will not allow an over payment to be applied to a transaction. Once the transaction is added to the receipt, then tendered with a check, it is at here where an overpayment can be applied. Since overpayments are applied at the event level the interchange must be able to handle the following scenarios:
  - For transactions with only one LADBS invoice, the overpayment shall be applied as a payment to that invoice.
  - For transactions with more than one LADBS invoice, where all invoices share the same customer account number, the overpayment shall be applied as a payment to the invoice with the greatest original balance (the balance prior to any payments).
  - For transactions with more than one LADBS invoice, where all invoices do not share the same customer account number, the overpayment shall be applied as a payment to the invoice with the largest original balance, and therefore appear as a credit to the customer account to which that invoice is associated.
  - Overpayments for transactions which include both LADBS invoices and other transaction types shall follow the same rules described above to apply the overpayment to an invoice based on the number of LADBS invoices included in the transaction.
  - If a transaction with an overpayment is voided by iPayment, the interchange shall ensure that the transaction is also reversed (including any amount of overpayment) in the authoritative host system such as FSS or PCIS.

CORE THE FUTURE

Initial

Exhibit 7

- Voided transactions after tender will void the entire event and send the appropriate information to the interchange.
- Events that contain Advance Payments and IDO will continue to function as outlined in the design specification.
- In the case the system is offline, all transactions are created using Miscellaneous Fees transaction type and overpayments are applied as mentioned above. This is with exception of invoices. In the case of an invoice cashiers will build the invoice manually and LADBS will pull the invoices via a report to update the invoice system. They will also be able pull the corresponding overpayments. iPayment will facilitate that by auto generating a different transaction type if LADBS is offline. That way LADBS will be able to report on both invoices and overages done offline.

See section 3.1.3.1 of the CORE Draft Project Specification Cashier for additional information.

Comments:

This change applies only to Overpayment transaction types as defined in section 3.1.3.1 of the CORE Draft Project Specification Cashier.

The new functionality will be incorporated into the upcoming CORE Final Project Specification document.

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Modification Approval:

Tony Pelaez
_____
Sr. Management Analyst II   _Signature_   11/8/2019
                                              Date

Gregory Wilcox
_____
Director of Systems   _Signature_   11/18/2019
                                         Date

Ana Mae Yutan
_____
Acting Chief, Resource Management Bureau   _Signature_   11/15/19
                                                             Date

Jennifer Baños
_____
Deputy Superintendent of Building I   _Signature_   11/18/19
                                                        Date

Pierre Dupuis
_____
VP of Sales   _Signature_   11/26/19
                                 Date

Initial _____

Exhibit 7
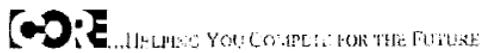
9.5 MRF: Minimum Fee

CORE

MODIFICATION REQUEST FORM

DATE:	12/16/2019
CUSTOMER NAME:	LADBS
REQUESTED BY:	TONY PELAEZ
REQUEST TYPE:	ENHANCEMENT
REQUEST DESCRIPTION:	MINIMUM FEE
COST:	$22,500
ADJUSTMENT HOURS:	0
SCHEDULE DAYS INCREASE:	35 DAYS

1 DETAILED DESCRIPTION

SUMMARY

LADBS has requested changes to the Miscellaneous Fees functionality to support minimum fees, editing of fee amounts, and a rolled-up display of PLUs and surcharges so that each PLU/surcharge shows up only once. In order to structure the cashier's workflow, we will be introducing a simplified workflow. A cashier will be able to add any number of PLUs, until they are ready to make any adjustments. Once ready, the cashier will click a Calculate button to calculate the minimum fees. At this point, the fees will now be editable for manual adjustment. After the Calculate button is pressed, no additional PLUs can be added to the transaction until the fees have been posted or cancelled.

CURRENT FUNCTIONALITY

The current functionality does not support minimum fees, manual editing of the fees, or rolled-up display of PLUs and surcharges. Display of fees follows a parent-child relationship (PLU to surcharges).

PROPOSED FUNCTIONALITY

The following changes will be implemented:

1. A change to the import file and processing code that will include the minimum fee for each item.
2. Display of fees (PLUs/Surcharges) will roll up in the middle panel so that each PLU/surcharge shows up only once with the total amount of that fee displayed. PLUs will be displayed in sorted, numerical order, from lowest to highest.
3. A control will be implemented so that the Active Receipt can be hidden or displayed using a smooth slide-over behavior. The default behavior will be closed. We advise that the default be to close the Active Receipt panel so that the cashier has a larger display without the need for horizontal scrolling. (Note: Not shown in Figures 1-5 below).

Exhibit 7

4. The new workflow will be:
   a. Choose the Miscellaneous Fees (Fee Lookup) transaction.
   b. Add one or more PLUs from the Optional fees or from the Search Fees. While the fees are displayed in the middle panel, they will not be editable; however, line-item delete (trashcan icon) will be available to remove the line item prior to calculating the fees.
   c. Click the Calculate button. The minimum fees will now be calculated and displayed and a subtotal display will be presented. All fees will now be editable for manual adjustment, and the subtotal will recalculate to reflect any manual adjustments. The left hand panel will no longer allow fees to be added to the middle panel. If the cashier needs to add more fees, they will need to continue or cancel the current set of fees, and re-start from Step "a". The Calculate button will be replaced with a Continue button.
   d. The cashier can enter any manual adjustment to the fee amounts.
   e. The cashier clicks Continue to add the fees to the Active Receipt or Cancel.
   f. Repeat from Step "a" for additional transactions.
5. A Calculate button will replace the Continue button in the middle panel (see Figure 1) before minimum fees have been applied.
6. The Fee Lookup panel will be locked or disabled once the Calculate button has been clicked and will remain locked or disabled until the current list of working fees/surcharges has been posted or cancelled (see Figure 3).
7. Since the parent-child relationship is no longer being used in the display, only line-item deletes will be allowed of fees or surcharges.

SCREENSHOTS

The following screenshots are meant to be illustrative and don't capture all of the actual design.

Figure 1: Initial View

Exhibit 7

Figure 2: After Adding a PLU

Figure 3: After Clicking the Calculate Button

Exhibit 7
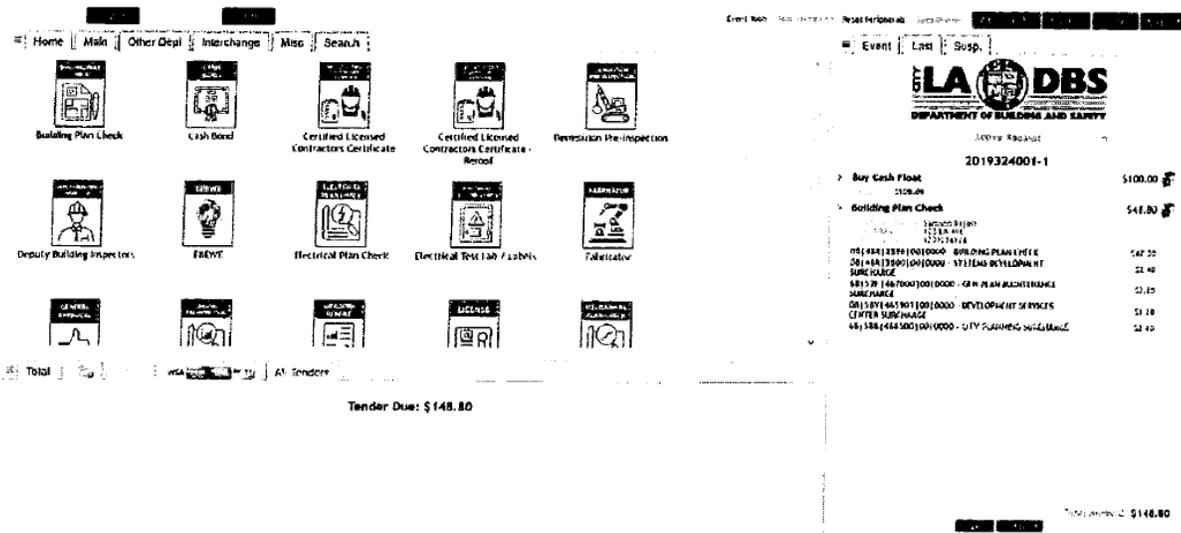
Figure 4: After Clicking the Continue Button
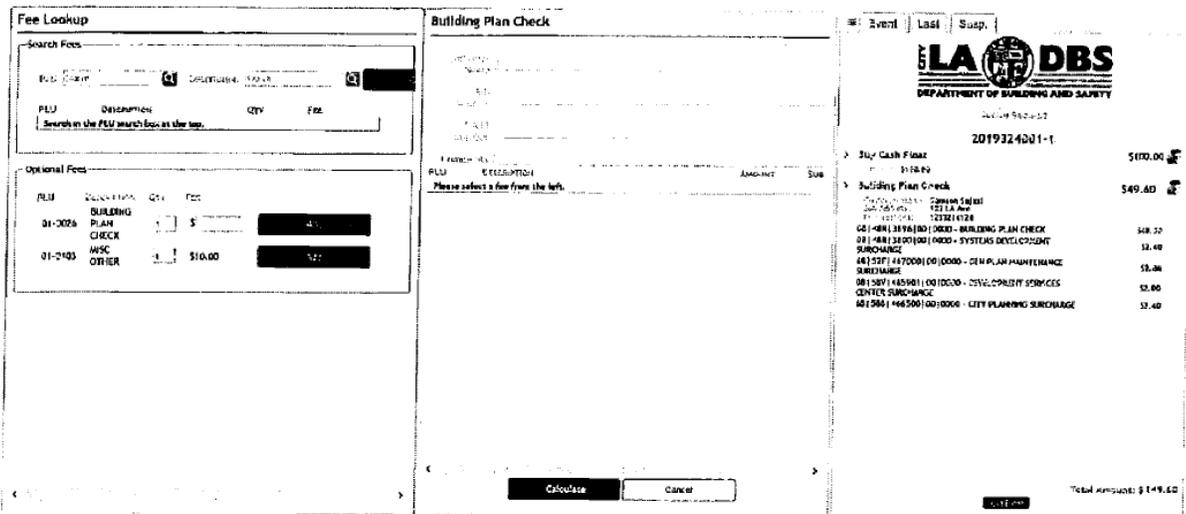
Figure 5: Adding Another Miscellaneous Fee (Ex: Building Plan Check)

Exhibit 7

USE CASES

The following use cases are from LADBS.

1.1.1 Grading Report Application 1

1. Customer Presents Grading Report Application.
2. Cashier clicks on the Grading Report, Misc Fee transaction button.
3. Cashier enters PLU # 01-0036 for Grading Report in the amount of $181.50.
   The transaction shows the following:

GRADING REPORT	$181.50
SYSTEMS DEV SURCH	$10.89
GEN PLAN MAINT SURCH	$12.71
DEV SERV CENTER SURCH	$5.45
CITY PLAN SURCH	$10.89
SUB TOTAL:	**$221.44**

4. Cashier enters PLU # 01-0019 for Expedite Fee/Plan Approval in the amount of $90.75.
   The transaction shows the following:

GRADING REPORT	$181.50
SYSTEMS DEV SURCH	$16.34
GEN PLAN MAINT SURCH	$19.06
DEV SERV CENTER SURCH	$8.17
CITY PLAN SURCH	$16.34
PLAN APPROVAL FEE	$90.75
SUB TOTAL:	**$332.16**

5. Cashier enters PLU # 01-0103 for $10 Misc Fee.
   The transaction shows the following:

GRADING REPORT	$181.50
SYSTEMS DEV SURCH	$16.34
GEN PLAN MAINT SURCH	$19.06
DEV SERV CENTER SURCH	$8.17
CITY PLAN SURCH	$16.34
PLAN APPROVAL FEE	$90.75
MISCELLANEOUS	$10.00
SUB TOTAL:	**$342.16**

6. Cashier enters PCIS Number, Job Address, Owner's Name, Grading Section Log Number.
7. Cashier adds transaction to the Active Receipt.

Exhibit 7

1.1.2   Grading Report with Grading Pre-Inspection Waiver

1. Customer presents Grading Report Application with a Grading Pre-Inspection Waiver.
2. Cashier clicks on the Grading Report, Misc Fee transaction button.
3. Cashier enters PLU # 01-0036 for Grading Report in the amount of $726.00.
   The transaction shows the following:

GRADING REPORT	$726.00
SYSTEMS DEV SURCH	$43.56
GEN PLAN MAINT SURCH	$50.82
DEV SERV CENTER SURCH	$21.78
CITY PLAN SURCH	$43.56
SUB TOTAL:	**$885.72**

4. Cashier enters PLU # 01-0019 for Expedite Fee/Plan Approval in the amount of $363.00.
   The transaction shows the following:

GRADING REPORT	$726.00
SYSTEMS DEV SURCH	$65.34
GEN PLAN MAINT SURCH	$76.23
DEV SERV CENTER SURCH	$32.67
CITY PLAN SURCH	$65.34
PLAN APPROVAL FEE	$363.00
SUB TOTAL:	**$1328.58**

5. Cashier enters PLU # 01-0103 for $10 Misc Fee.
   The transaction shows the following:

GRADING REPORT	$726.00
SYSTEMS DEV SURCH	$65.34
GEN PLAN MAINT SURCH	$76.23
DEV SERV CENTER SURCH	$32.67
CITY PLAN SURCH	$65.34
PLAN APPROVAL FEE	$363.00
MISCELLANEOUS	$10.00
SUB TOTAL:	**$1338.58**

6. Cashier enters PCIS Number, Job Address, Owner's Name, Grading Section Log Number.
7. Cashier adds transaction to the Active Receipt.
8. Cashier clicks on the Grading Pre Inspection, Misc Fee transaction button.
9. Cashier enters PLU # 01-0035 for Grading Pre Inspection in the amount of $60.50.
   The transaction shows the following:

GRADING REPORT	$60.50
SYSTEMS DEV SURCH	$3.63
GEN PLAN MAINT SURCH	$4.24
DEV SERV CENTER SURCH	$1.82

Exhibit 7

CITY PLAN SURCH	$3.63
SUB TOTAL:	**$73.82**

10. Cashier enters Customer Name, Job Address, PCIS Number.
11. Cashier adds the transaction to the Active Receipt.
12. The Active Receipt total should show two (2) transactions each with their own list of surcharges with a grand total of $1412.40.

1.1.3   Electrical Test Lab Labels

1. Customer requests 2 Electrical Test Lab (ETL) labels.
2. Cashier clicks on the Electrical Test Lab/Labels transaction button.
3. Cashier enters PLU # 01-0084 for Electrical Test Lab in the amount of $0.30. The transaction shows the following:

ELECTRICAL TEST LAB	$0.30
SYSTEMS DEV SURCH	$0.02
DEV SERV CENTER SURCH	$0.01
SUB TOTAL:	**$0.33**

4. The cashier clicks on calculate. The amounts are changed to the following:

ELECTRICAL TEST LAB	$0.30
SYSTEMS DEV SURCH	$1.00
DEV SERV CENTER SURCH	$1.00
SUB TOTAL:	**$2.30**

5. The cashier enters the application number, applicant's / company name, and comments.
6. Cashier adds the transaction to the Active Receipt.
7. The Active Receipt total shows $2.30.

1.1.4   Invoice with Prior Transaction 1

1. Customer presents invoice 538065. This invoice has been partially paid but has an outstanding balance of $10.00 for PLU 01-0061. The System Development Surcharge was previously paid.
2. Cashier clicks on the LADBS PLUs transaction button.
3. Cashier enters PLU # 01-0061 for Auto Repair AIM in the amount of $10.00. The transaction shows the following:

AUTO REPAIR AIM	$10.00
SYSTEMS DEV SURCH	$0.60
SUB TOTAL:	**$10.60**

4. The cashier clicks on calculate. The amounts are changed to the following:

Exhibit 7

AUTO REPAIR AIM	$10.00
SYSTEMS DEV SURCH	$1.00
SUB TOTAL:	**$11.00**

5. The cashier then deletes the System Development Surcharge because it was previously paid. The transaction shows the following:

| AUTO REPAIR AIM | $10.00 |
| **SUB TOTAL:** | **$10.00** |

6. The cashier enters a comment with the invoice number and adds the transaction to the Active Receipt.
7. The Active Receipt total is $10.00.

1.1.5 Invoice with Prior Transaction 2

1. Customer presents invoice 438065. This invoice has been partially paid but has an outstanding balance of $50.00 for PLU 01-0061 and $0.50 for PLU 01-0018. The invoice had previously been partially paid.
2. Cashier clicks on the LADBS PLUs transaction button.
3. Cashier enters PLU # 01-0061 for Auto Repair AIM in the amount of $50.00.
   The transaction shows the following:

AUTO REPAIR AIM	$50.00
SYSTEMS DEV SURCH	$3.00
SUB TOTAL:	**$53.00**

4. The cashier clicks on calculate. The amounts are changed to the following:

AUTO REPAIR AIM	$50.00
SYSTEMS DEV SURCH	$3.00
SUB TOTAL:	**$53.00**

5. The cashier then edits the System Development Surcharge to reflect the current outstanding amount. The transaction shows the following:

AUTO REPAIR AIM	$50.00
SYSTEMS DEV SURCH	$0.50
SUB TOTAL:	**$50.50**

6. The cashier enters a comment with the invoice number and adds the transaction to the Active Receipt.
7. The Active Receipt total is $50.50.

Exhibit 7

2 APPROVAL

TONY PELAEZ
SR. MANAGEMENT   SIGNATURE   12/16/2019
ANALYST II   DATE

GREGORY WILCOX   12/17/2019
DIRECTOR OF SYSTEMS   SIGNATURE   DATE

ANA MAE YUTAN   12/17/2019
DEPUTY SUPERINTENDENT   SIGNATURE   DATE
OF BUILDING I

JENNIFER BAÑOS   12/17/19
DEPUTY SUPERINTENDENT   SIGNATURE   DATE
OF BUILDING I
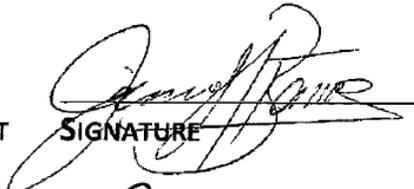
PIERRE DUPIUS   12/19/19
VP OF SALES   SIGNATURE   DATE
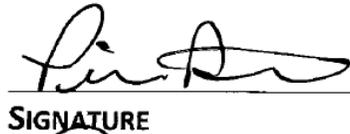
UTTAM NARSU   12/19/19
VP OF DEVELOPMENT   SIGNATURE   DATE

Exhibit 7
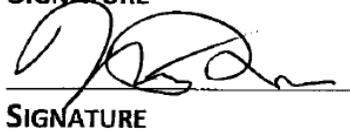
10 Data Flow Diagram
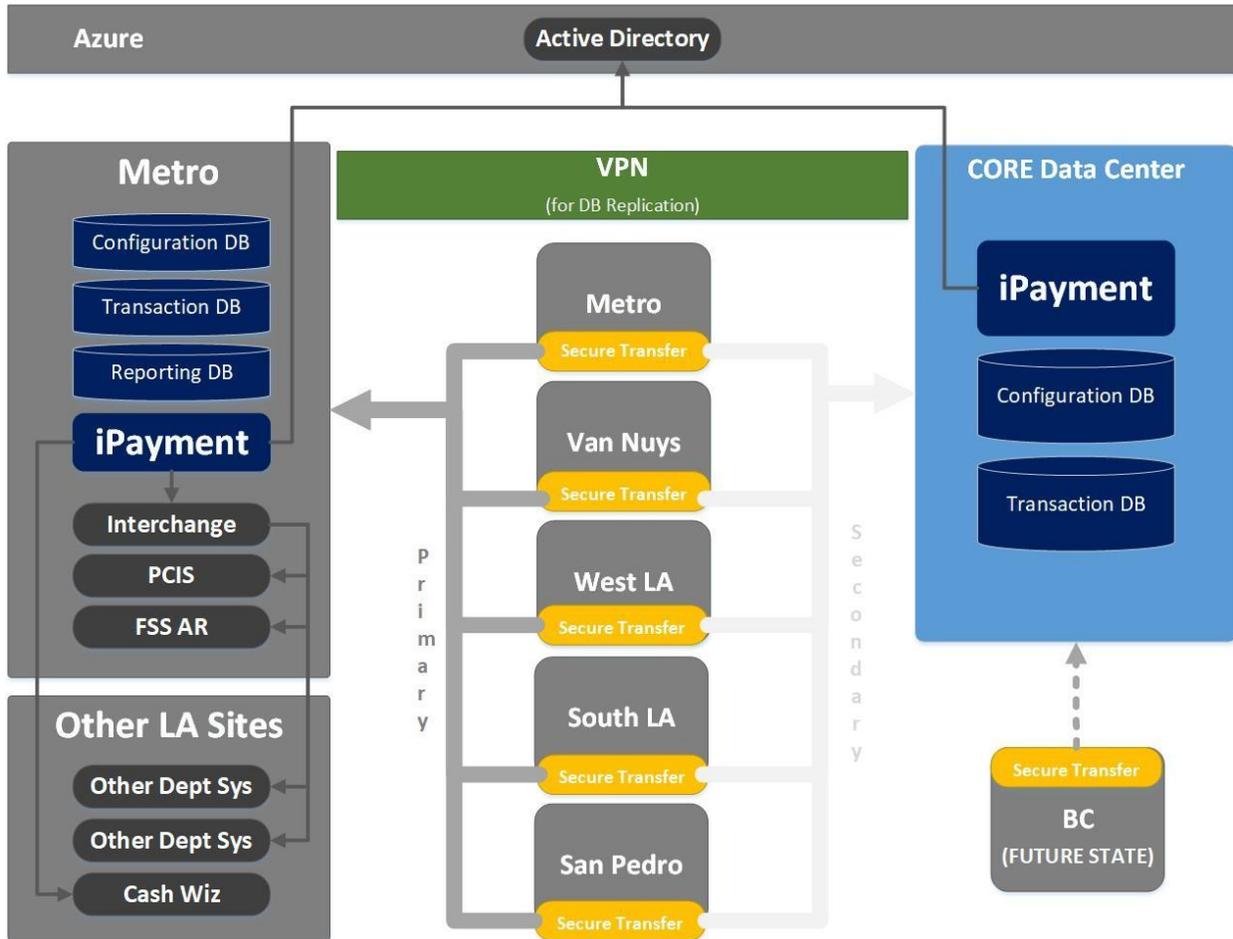
11 Model/Architecture Diagram

Exhibit 7

VPN / MPLS (Optional)

DB Replication
Interchange / Web Services

CORE Data Center

Configuration DB
Transaction DB
SERVERNAME.ipayment.com
IP

DB Mirror

Interchange Web Services

iPayment

Cashiering
DR Server

SERVERNAME.ipayment.com
IP

iPayment
SecureTransfer Server
SERVERNAME.ipayment.com
IP

Internet

CORE
Secondary

Authentication

San Pedro

South LA

West LA

Van Nuys

Metro

Ladbs.ci.la.ca.us

Primary

Authentication

Microsoft Azure
Active Directory

DB Mirror

LA

Configuration DB
Transaction DB
SERVERNAME.UCS.ci.la.ca.us
IP

iPayment

Cashiering Server

SERVERNAME.UCS.ci.la.ca.us
IP

iPayment
SecureTransfer Server
SERVERNAME.UCS.ci.la.ca.us
IP

Reporting DB*
SERVERNAME.UCS.ci.la.ca.us
IP

* Recommended location where
reporting appl. server resides

MS SQL Transactional
Replication

Interchange Web Services

Interchange
Server

SERVERNAME.UCS.ci.la.ca.us
IP

Exhibit 7

12 iPayment Data Dictionary

Workgroup	In the simplest terms, an iPayment Workgroup is a payment location. But in a larger sense, Workgroups are established to represent physical, logical, and virtual payment areas. For example, web-based payments are processed through their own Workgroup and sometimes a physical location may be divided into multiple Workgroups. Those working within a Workgroup are typically managed by the same supervisor and contribute to the same accounting unit. The Workgroup provides control and boundary to their configuration and their work. A subsequent section will provide more information on identifying and defining your Workgroups.
User	iPayment Users are established to represent each person that will be working within the system as well as their role within the system. This includes cashiers, supervisors, administrators, and more.
Security Profile & Security Attribute	iPayment Security Profiles are a collection of iPayment Security Attributes that define the rights and privileges that a particular type of user is granted. A virtually unlimited number of Security Profiles can be established. There is a finite set of Security Attributes to choose from.
CORE File	A CORE File is a logical grouping of payments. Traditionally it's one user's or one Workgroup's payment activity for the day. A CORE File is typically opened in the morning, used throughout the day and closed and balanced at the end of the day. An Individual CORE File is one reserved for individual use. A Shared CORE File is one available for the entire Workgroup. Each User's work is still marked as theirs and is separate from an auditing and balancing perspective.
CORE Event	A CORE Event is a set of one or more transactions paid by one or more tenders. It's equivalent to a receipt.
Transaction Type	Transaction Types are established for each of the items that you take payment on. Examples include: ● Government: Property Taxes, Permits, Licenses, Parking Tickets, and Water/Sewer. ● Healthcare: Co-Pays, Payment on Account, Outstanding Receivables, and Prepayments. ● Higher Education: Tuition Payments, Parking Fees, and Deposits. ● General: Miscellaneous AR and Miscellaneous GL.

Exhibit 7

Tender Type	Tender Types are established for each type of tender that you accept. Examples include: • Cash • Check: Check, Personal Check, Business Check, Bank Check, Certified Check, Travelers Check, eCheck, Money Order, Paper Check, and ACH. • Credit Card: MasterCard, Visa, American Express, and Discover. • Debit Card: MasterCard Debit, Visa Debit, American Express Debit, Discover Debit, and PIN Debit. • Other: Wire, Previous Deposit, and Coupon.
Custom Fields	Custom Fields are defined data elements that can be established and added to one or more Transaction Types or Tender Types. Custom Fields have a variety of attributes such as type (numeric, alphanumeric, date, etc.), length, and required/optional.
Active Receipt	The active receipt is the onscreen representation of the current active CORE Event for the user and is the equivalent of a Shopping Cart.
Block Transaction Type (BTT)	An actual payment that resides within a Payment Block. Each Payment Block within a CTT is associated with a particular BTT. There may be multiple payments within a Payment Block and multiple Payment Blocks within a CTT.
Container Transaction Type (CTT)	A framework that binds one or more Information Blocks, one or more Payment Blocks, and their common custom fields. A CTT has no dollar amount associated with it. It's just a logical grouping.
End of Event Print Manager	A process that allow transaction documents to be processed after an event has been completed. A user can print a record of the event for archiving during this process if needed.
Peripherals	An external device outside of the iPayment system that provides input and/or output with the system. Examples are Printers, Credit Card Devices, and Scanners.
Balance	A process in iPayment where a user performs actions to reconcile the active file in an attempt to ensure that the file's revenues are equal to the total expenses. The process is where cashiers perform their cash draw reconciliation. Cash drops can also be accomplished using this feature.
Suspend	A process in iPayment that allows a user to retain an active CORE event without processing so that another CORE event can be processed. The user can in the future during the same session, recall the CORE event so that it can be completed or voided.
Void	Invalidating a transaction or the entire event prior to a CORE File being closed. Depending on when the Void occurs, before or after tendering, will determined if funds are returned to the customer.
Reversal	Invalidating a transaction or the entire event after a CORE File is closed.

Exhibit 7

Security Items

Following are the various security items available to be assigned to users along with the ID number, description and recommended prerequisite security items.

ID	Item	Description	Recommended Prerequisite Security Items
100	Can void active events	Allows the user to void an active event open (in progress) in iPayment. Voiding an active event will cause the user to cancel any transactions being processed at the moment.	110, 130, 131, 290, 990, 991
101	Suspends current list	Allows the user to suspend the list of items in an active event in iPayment. Suspending a list of items in an active event will halt any activity towards a transaction and allow the user to recall the event when a customer has decided to proceed with a transaction.	104, 110, 130, 131, 290, 990, 991
102	Can process negative amounts	Allows the user to enter negative amounts in an editable item amount field.	110, 130, 131, 990, 991
103	Can process zero-dollar transactions	Allows the user to add an item with a $0.00 amount field.	110, 130, 131, 990, 991
104	Can recall suspended receipts	Allows the user to recall a suspended event or receipt. Recalling a suspended event will allow the user to make a suspended event active again, and a transaction can continue to be processed.	101, 130, 131, 290, 990, 991
105	Can recall any user's suspended receipts	Allows the user to recall an event that another user has suspended. The user will be able to make the suspended event active again and continue to process the transaction.	101, 134, 135, 290, 990, 991
110	Can process tenders	Allows the user to process tenders to complete an event. The user will be able to accept payment methods from the customer to complete a transaction.	130, 131, 134, 135, 990, 991,
122	Can void completed events	Allows the user to void a completed event in Event Tools that has already been processed and possibly paid for.	130, 131, 134, 135, 290, 990, 991
124	Can void individual transactions from current events	Allows the user to void individual items on a receipt. Voiding individual items from an active receipt will "delete" the item from the order and will not be processed by the customer upon purchase.	130, 131, 134, 135, 990, 991
125	Can void tenders	Allows the user to void a tender added towards a transaction in an event. Voiding a tender towards a transaction will cancel a form of payment before the complete transaction has been processed.	100, 110, 130, 131, 290

Exhibit 7

126	Can void active current events belonging to other users	Allows the user to void open events belonging to other users.	100, 125, 134, 135, 990, 991
130	Can create individual files	Allows the user to create an individual file to begin processing transactions with customers and will become the owner of the file.	990, 991
131	Can create shared files	Allows the user to create a shared file for processing transactions with customers, but other users will also be able to access the shared file and be able to process transactions with customers as well.	990, 991
134	Can access other users' individual files	Allows the user to access an individual file belonging to another user to process transactions with customers.	900, 991
135	Can access other users' shared files	Allows the user to access a shared file of another user in order to process transactions with customers.	990, 991
136	Can only create first active shared file for the Workgroup	Only allows the user to create the first active shared file of a Workgroup. After creating this first shared file within a Workgroup, the user will no longer be able to create any more files within the same Workgroup.	134, 135, 990, 991
137	Can create file owned by? other users in login Workgroup	Allows the user to create a file for (owned) by another user in a Workgroup. When creating a new file, the user will be able to select another user as the owner of the file.	134, 135, 990, 991
138	Can create and access the vault items	Allows the user to create a cash float distribution and to access the vault items	130, 131, 134, 135, 990, 991
139	Can access vault files created by users in the same workgroup through the Cash Float	Allows the user to access vault files created by other users in the same Workgroup within the Cash Float.	130, 131, 134, 135, 990, 991
150	Can open/modify balanced files	Allows the user to open/modify balanced files from within the Admin Center to change the status of any closed or unbalanced file.	130, 131, 134, 135, 139, 990, 991
151	Modify the effective date and description of a CORE file	Allows the user to change the effective date and description of a CORE file from within Admin Center.	130, 131, 134, 135, 138, 990, 991
152	Can reset updated CORE file to balanced	Allows the user to change the status of an existing CORE file to balance from within Admin Center.	130, 131, 134, 135, 280, 295, 990, 991
155	Can mark CORE file from active to locked	Allows the user to change the status of an existing CORE file from "active" to "locked" from within Admin Center.	130, 131, 134, 135, 280, 295, 990, 991

Exhibit 7

156	Can mark CORE file from balanced to accepted	Allows the user to change the status of an existing CORE file from "balanced" to "accepted" from within Admin Center.	130, 131, 134, 135, 280, 295, 990, 991
160	View a balanced CORE file report	Allows the user to view a balanced CORE file report from within Admin Center.	134, 135, 280, 290, 295
161	Can create deposits	Allows the user to create deposits when balancing a CORE file.	130, 131, 134, 135, 290, 990, 991
162	Can make reversals	Allows the user to make a reversal of an already completed event. A reversal is necessary to refund a customer when a transaction has already been completed and processed.	130, 131, 134, 135, 170, 280, 290, 990, 991
163	Can void deposits	Allows the user to void, or cancel, a deposit when balancing a CORE file.	130, 131, 134, 135, 170, 280, 290, 990, 991
166	Blind balancing cash	Sets the user to Blind Balancing so that the user is unable to see the total money accounted for a file. If the user in unable to see the total money accounted for, then the user must count all cash, check, and credit deposits made by customers in order to successfully balance a file.	170
167	Can consolidate deposits	Allows the user to consolidate multiple deposits into one deposit, rather than having multiple deposits when balancing a CORE file.	170
168	Can view deposits	Allows the user to view deposits already made towards balancing a CORE file.	170
170	Can balance CORE files	Allows the user to balance and close CORE files.	130, 131, 134, 135, 280, 290, 990, 991
171	Can manually enter cash total in Create Deposit	Allows the user to manually enter a cash total when balancing a file, instead of counting the number of bills and coins and entering the quantity of bills and coins that are there.	130, 131, 134, 135, 168, 170, 280, 290, 990, 991
172	Can manually enter check total in Create Deposit	Allows the user to manually enter a check total when balancing a file, instead of counting the checks and manually entering the quantity of checks with their values.	130, 131, 134, 135, 168, 170, 280, 290, 990, 991
181	Can add a tender before a transaction	Allows the user to add a tender before adding an item towards a transaction.	110, 130, 131, 134, 135, 990, 991
192	Can override a GL validation	Allows the user to add a GL# item without having the GL# validated in order to process.	110, 130, 131, 134, 135, 990, 991

Exhibit 7

193	Allow any manual entry of GL account numbers	Allows the user to manually input the GL# rather than scanning a document.	110, 130, 131, 192, 990, 991
271	Can run Transaction Type Reports	Allows the user to run Transaction Type Reports in Admin Center. Transaction Type Reports show the number of transactions for individual items were processed (ex: 15 Handbooks, 10 Parking Permits…) and the profits made from those transactions.	280, 290, 295
272	Can run Financial Account Reports	Allows the user to run Financial Account Reports in Admin Center. The Financial Account report provides detail and/or summary information sorted by Financial Account (GL Number Account).	280, 290, 295
273	Can run Tender Type Reports	Allows the user to run Tender Type Reports in Admin Center. Tender Type Reports show the different tender types that were used, with the number of times the tender had been used, and the total profits that were made by those tenders.	280, 290, 295
274	Can run System Interfaces Reports	Allows the user to run System Interfaces Reports in Admin Center. The System Interfaces report provides information based on System Interface type. The System Interfaces Reports also show the user any error or completion messages that may have showed when processing an event.	280, 290, 295
275	Can run Management Reports	Allows the user to run Management Reports in Admin Center. Management reports provide Transaction File summary information on an individual (by owner/creator) or consolidated basis.	280, 290, 295
276	Can run Bank Deposit Reports	Allows the user to run Bank Deposit Reports in Admin Center. The Bank Deposit report provides bank deposit summary and/or detail information	280, 290, 295
277	Can run Tender Allocation Reports	Allows the user to run Tender Allocation Reports in Admin Center. Tender Allocation reports provide details on how tenders are allocated to transactions.	280, 290, 295
278	Can run Credit Card Settlement Reports	Allows the user to run Credit Card Settlement Reports in Admin Center. The Credit Card Settlement report provides a summary and/or detailed information on credit cards processed through iPayment.	280, 290, 295
280	Can use report module	Allows the user to access the report module from within Admin Center in order to generate any of the following reports: Transaction Type, Financial Account, Tender Type, System Interfaces, Management, Bank Deposit, Tender Allocation, Credit Card Settlement, and/or Bank Reconciliation Report.	280, 290, 295
281	Can run any saved report	Allows the user to run (view) any saved report from within Admin Center that had been previously created.	280, 282, 290, 295
282	Can save reports	Allows the user to save any report from within Admin Center that the user had created (or run) previously.	280, 282, 290, 295

Exhibit 7

290	Can use search module	Allows the user to use the search module in Admin Center and the Event Tools in the iPayment application. The user will be able to look up completed events in both the Admin Center and will be able to access Event Tools in iPayment. Accessing Event Tools in the iPayment application will also allow the user to void completed events, as well as reverse completed events, and print multiple copies of receipts for a completed event.	104, 105, 122, 134, 135, 162, 295, 990, 991
292	Can use File Management module	Allows the user to use the File Management module from within Admin Center. The user will be able to manage the processing cycle of a file. The user will be able to: - **Lock** a file to prevent additional payment activity from being entered - **Modify** a file to change the Effective Date or Description - **Balance** a file to record deposit activity **Accept** a file to acknowledge that you are receiving deposits.	290, 295
294	Can access change password module and reset locked users	Allows the user to access the Change Password module from within Admin Center and to reset locked users to an unlocked state so that the user may access his or her account again.	295, 999
295	Can access admin center	Allows the user to access Admin Center. Access to the Admin Center will allow the user to also access parts of it such as the Report Generator, Batch Update, Print Receipt, Password Management, File Management, Activity Log, and Search modules.	290, 990, 991
296	Can use Batch Update module	Allows the user to use the Batch Update module from within Admin Center. The Batch Update screen enables the user to select the files that the user would like to include in the Batch Update process.	295, 990, 991
299	Allow access to ALL workgroups in Admin Center Password Management	Allows the user to access ALL workgroups in Password Management from within Admin Center. The user is not limited to being able to access the passwords of users from only a select workgroup. The user will also be able to change a password for another user, reset a locked user, or force a user to change their password.	290, 295, 990, 991
300	Allow access to ALL workgroups in Admin Center Batch Update	Allows the user to access ALL workgroups in Batch Update module from within Admin Center. The user will be able to access all files from all workgroups to include in the Batch Update process and will not be limited to one.	290, 295, 990, 991
301	View Activity Log	Allows the user to view the Activity Log from within Admin Center. The user will be able to view iPayment activity by user and date.	290, 295, 990, 991

Exhibit 7

302	Allow access to ALL workgroups in Cashiering Cash Float	Allows the user to access ALL workgroups in Cashiering Cash Float. When creating a cash float, usually opened by creating a new file, the user will be able to access all of the workgroups to distribute cash to and from.	290, 295, 990, 991
303	Allow access to ALL workgroups in Admin Center Report Generator	Allows the user to access ALL workgroups in Report Generator module from within Admin Center. The user will be able generate reports with data across all workgroups.	290, 295, 990, 991
304	Allow access to ALL workgroups in Admin Center File Management	Allows the user to access ALL workgroups in File Management from within Admin Center. The user will be able to access the events from all workgroups when using the File Management module.	290, 295, 990, 991
307	Allow access to user's assigned workgroups in cashiering cash float	Allows the user to own workgroups in Cashiering Cash Float. The Cashiering Cash Float enables the user to track money that is distributed from and returned to the vault and distributed to users and files. These Distributions and Returns actions typically occur at the beginning and end of the processing day.	290, 295, 990, 991
308	Allow access to special configuration actions such as Delete All	Allows the user to access to special configuration actions such as "Delete All"	130, 131, 295, 990, 991
309	Do not process auto-receipt on ZERO amount transaction	Does not allow processing of "Auto-Receipt On" for a user with a ZERO amount transaction. When a user processes a transaction with a total of $0.00, a receipt will not automatically process.	110, 130, 131, 990, 991
310	Can open cash drawer on demand	Allows the user to open cash drawer on demand from within the iPayment application with the click of an onscreen button.	110, 130, 131, 990, 991
311	Allow access to special configuration actions such as Delete	Allows the user to access special configuration actions such as "Delete"	130, 131, 295, 990, 991
312	User can access Database modules in Configuration	Allows the user to access Database modules in Configuration application. The user will be able to view the Database information that is being used for their version of the iPayment application.	290, 999
313	User can access General Information module in Configuration	Allows the user to access General Information module in Configuration application. The user will be able to access General configuration methods and information such as: License, CASL Client, Sources, Misc, Bank Deposit Recon, and Data Retention.	290, 999

Exhibit 7

314	User can access GL number formats module in Configuration	Allows the user to access GL number formats module in Configuration application. The user will be able to add, delete, or modify GL Number formats by editing GL number segments necessary to process a transaction.	290, 999
315	User can access Workgroups module in Configuration	Allows the user to access Workgroups module, in Configuration application, to create, delete, or edit a workgroup to be accessed within the iPayment application.	290, 999
316	User can access Security Profiles module in Configuration	Allows the user to access Security Profiles module, in Configuration application, to create, delete, or edit security profiles for users. Depending on the type of Security Profile a user has, the user may or may not be able to access certain parts of the application. Security Profiles may be edited by adding or removing Security Items which allows users these actions.	290, 999
317	User can access Users module in Configuration	Allows the user to access Users module, in Configuration application, to create, delete, or edit users. The user can edit Users by configuring which Security Profile they may own, which workgroups they may access, and change their password if necessary.	290, 999
318	User can access Documents module in Configuration	Allows the user to access the Documents module, in the Configuration application, to configure which documents are processed within the iPayment application via peripherals, such as barcodes, identification cards, checks, etc.	290, 999
319	User can access Field Value Lists module in Configuration	Allows the user to access Field Value Lists module within Config to create, edit, and delete values within form lists in the iPayment application (ex: drop-down menus, radio buttons…).	290, 999
320	User can access Custom Fields module in Configuration	Allows the user to access Custom Fields module within Config to create, edit, and delete any Custom Fields visible in the iPayment application. Custom Fields are fields a user can see where they need to input information to process a transaction (ex: Name, Address, State, Zip Code, Student ID, Mileage, etc.)	290, 999
321	User can access Tenders module in Configuration	Allows the user to access the Tenders module within Config to add, edit, or delete the tenders visible in iPayment, and to adjust any information required to process that transaction.	290, 999
322	User can access Bank Accounts module in Configuration	Allows the user to access Bank Accounts module within Config to adjust the client's own Bank Accounts that it utilizes.	290, 999

Exhibit 7

323	User can access Bank Rules module in Configuration	Allows the user to access the Bank Rules module in Configuration. This is where you specify the bank that accepts deposits for a particular type of tender.	290, 999
324	User can access System Interfaces module in Configuration	Allows the user to access System Interfaces within Config to adjust how information is processed through iPayment	290, 999
325	User can access Allocations Groups module in Configuration	Allows the user to access Allocations Groups module within Config	290, 999
326	User can access Transactions module in Configuration	Allows the user to access Transactions module within Config to create, edit, and delete items to be available for customer transactions	290, 999
327	User can access Taxes module in Configuration	Allows the user to access Taxes module within Config to create, edit, or delete taxes imposed on selected (transaction) items in iPayment	290, 999
328	User can access Menus module in Configuration	Allows the user to access Menus module within Config to create, edit, or delete menus (visible items tabs) in iPayment	290, 999
329	User can access all modules in Configuration	Allows the user to access all of the modules within Config, including the following: Database, General Information, GL Number Formats, Security Profiles, Users, Documents, Field Value Lists, Custom Fields, Tenders, Bank Accounts, Bank Rules, System Interfaces, Allocations Groups, Transactions, Taxes, and Menus modules.	999
330	User can access Administrative Tasks in Configuration	Allows the user to access Administrative Tasks within Config: Reporting a bug within Config, Reporting a bug within Project Baseline User Interaction Transaction, Reload Config, and to Log Out	295, 999
331	Can use File Import module	Allows the user to use the File Import module within Config in order to upload information onto the IPayment database (ex: customer information for use within the application…) by allowing the user to take a Comma Delimited File or a Fixed Length File and use it to generate payment activity in iPayment. These files hold the records necessary for the customer to access the application to use towards making a payment.	999
332	Can update expired license	Allows the user to update an expired license for an iPayment application. When the iPayment license is soon to expire, the user may use this to update the license so that it will not expire.	999

Exhibit 7

333	Can run Credit Card Tracker Reports	Allows the user to run Credit Card Tracker reports within Admin Center. The Credit Card Tracker keeps track of the status of any credit card that was processed in a transaction. It provides detailed information about activity from iPayment to the Credit Card Gateway.	280, 290, 295
334	Can use Bank Deposit Reconciliation module	Allows the user to use the Bank Deposit Reconciliation module in Admin Center. The Bank Deposit Reconciliation module enables the user to review and reconcile bank deposits with the corresponding iPayment expected deposits.	295
335	Can run Bank Deposit Reconciliation reports	Allows the user to run Bank Deposit Reconciliation reports in Admin Center. Bank Deposit Reconciliation reports provide details on individual Reconciliations.	295
336	Can process deposit transfer transactions	Allows the user to process deposit transfer transactions.	110, 130, 131, 990, 991
337	Can process deposit transfer transactions between workgroups	Allows the user to process deposit transfer transactions between workgroups.	130, 131, 134, 135, 161, 990, 991
338	Do not show blind balance warning on deposit creation	Does not show a blind balancing warning on deposit creation to a user	110, 130, 131, 161, 990, 991
400	Add HTML Editor	Gives a user access to the HTML Editor to edit the HTML in an iPayment application. This may be useful for editing the color layout used within the application as well as any images that would be shown on the layout (ex: company logos, etc.)	130, 131, 990, 991, 999
401	Un-Block MICR visibility	Un-Blocks MICR visibility for a user so that the user can see the MICR.	130, 131, 990, 991
402	Recall button visible in Active Report	Makes the "Recall' button visible in an Active Report to a user.	130, 131, 990, 991
409	User can create, modify, or delete formulas in Configuration	Allows the user to create, modify, or delete formulas in Config. These formulas will be used to calculate the amount for an item in the background (such a calculate the total amount to be paid for a car rental while considering *the number of miles driven*, *the amount to be paid per mile driven*, and *a fee that must be paid for the service*).	999
431		Can void or reverse Epic Payment	
432		Can suspend Epic Payment	
433		Can recall Epic Payment	

Exhibit 7

990	Can use Business Center	Allows the user to use the Business Center application. The Business Center application is the application used by customers when they are making their own payments.	
991	Can use Cashiering	Allows the user to use the Cashiering application. The Cashiering application is the application used by company cashiers to process a transaction for a customer who may call in to make a payment.	
999	Can use Config	Allows the user access to Config application. The Config application, often left accessible for administrators, is home to the modules that are responsible for customizing the iPayment application, as well as holds information and files necessary to make the iPayment application run correctly. The user will also be able to add a new user or edit user information.	

Exhibit 7

13 Use Cases

As per the requirement of the DED for the Final Project Specification, CORE has identified the following use cases that have been used to identify "typical" workflows used by LADBS.

CORE iPayment Cashiering Use Case

Use Case ID:	A-001
Preconditions:	Access to Configuration
Success End Conditions:	Access Configuration
Failed End Conditions:	Cannot Access Configuration
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	
1. User logs into iPayment Configuration. 2. System confirms the user has access to Configuration. 3. The system displays the Configuration modules available.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-00
Preconditions:	Access to Configuration and Configuration Modules
Success End Conditions:	Access Configuration Modules
Failed End Conditions:	Cannot Access Configuration Modules
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	
1. User logs into iPayment Configuration. 2. System confirms the user has access to Configuration. 3. The system displays the Configuration modules available. 4. User access modules needed.	
Extensions:	
1. Performing Configuration Changes	
Sub-Variations:	
1. N/A	
Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-003
Preconditions:	Access to Configuration and Configuration Modules and Ability to Make Changes
Success End Conditions:	Perform Configuration Changes
Failed End Conditions:	Cannot Perform Configuration Changes
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	
1. User logs into iPayment Configuration. 2. System confirms the user has access to Configuration. 3. The system displays the Configuration modules available. 4. User accesses modules needed. 5. The user accesses an item or creates a new item in a module. 6. User makes changes to the item. 7. The user commits changes to the system. 8. The system stores the changes to the database. 9. The user logs off.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-004
Preconditions:	Access to the Admin Center Module
Success End Conditions:	Access the Admin Center Module
Failed End Conditions:	Cannot Access the Admin Center Module
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	
1. User logs into iPayment Admin Center. 2. System confirms the user has access to Admin Center based on the user's security profile. 3. The user is presented with the administration menus based on security privileges set in configuration.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-005
Preconditions:	Access to the Admin Center Module and Reports Module
Success End Conditions:	Generate Report(s)
Failed End Conditions:	Cannot Generate Report(s)
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	

1. User logs into iPayment Admin Center.
2. System confirms the user has access to Admin Center based on the user's security profile.
3. The user is presented with the administration menus based on security privileges set in configuration.
4. The user will select the report generator.
5. The user will be present with a list reports based on security privileges set in configuration.
6. The user will use the system to query the iPayment database.
7. The report will generate.

Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-006
Preconditions:	Access to the Admin Center Module and .CSV Reports
Success End Conditions:	Generate .CSV Report(s)
Failed End Conditions:	Cannot Generate .CSV Report(s)
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	

1. User logs into iPayment Admin Center.
2. System confirms the user has access to Admin Center based on the user's security profile.
3. The user is presented with the administration menus based on security privileges set in configuration.
4. The user will select the report generator.
5. The user will be present with a list reports based on security privileges set in configuration.
6. The user will use the system to query the iPayment database.
7. The system will generate the .CSV file and download through the user's internet browser.

Extensions:	

1. Print Report
2. View Report

Sub-Variations:	

1. N/A

Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-007
Preconditions:	Access to the Admin Center Module and .CSV Reports
Success End Conditions:	Generate .CSV Report(s)
Failed End Conditions:	Cannot Generate .CSV Report(s)
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	

1. User logs into iPayment Admin Center.
2. System confirms the user has access to Admin Center based on the user's security profile.
3. The user is presented with the administration menus based on security privileges set in configuration.
4. The user will select the report generator.
5. The user will be present with a list reports based on security privileges set in configuration.
6. The user will use the system to query the iPayment database.
7. The system will generate the .CSV file and download through the user's internet browser.

Extensions:	

1. Print Report
2. View Report

Sub-Variations:	

1. N/A

Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-008
Preconditions:	Access to the Admin Center and File Management and Balance & Close a File
Success End Conditions:	Balance & Close a File
Failed End Conditions:	Cannot Balance & Close a File
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	
1. The user accesses Admin Center's File Management. 2. The user is presented a list of files to access based on their security profile. 3. User accesses a file. 4. The user is presented with the balancing and deposit screen. 5. The user will consolidate any deposits that are needed. 6. The user will balance and close the file. 7. The system closes the file in the back end and changes the file status.	
Extensions:	
1. N/A	
Sub-Variations:	
1. Overage/Shortage	
Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-009
Preconditions:	Access to the Admin Center and File Management and Accept a File
Success End Conditions:	Accept a File
Failed End Conditions:	Cannot Accept a File
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	
1. The user accesses Admin Center's File Management. 2. The user is presented a list of files to access based on their security profile. 3. The user selects a file from the listing. 4. The user uses the system to accept the file. 5. The system will change the file status.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-010
Preconditions:	Access to the Admin Center and Batch Update and running a batch update with a balanced file
Success End Conditions:	Batch Update a File - Manual
Failed End Conditions:	Cannot Batch Update a File
Primary Actor:	Managers/Supervisors/Admins
Trigger:	None
Main Success Scenario:	
1. The user logs into Admin Center. 2. User accesses the Batch Update module. 3. The user is presented with the list of CORE files. 4. The user uses the system to run the batch update on the selected files. 5. The system sends the information to the other vender systems.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	As Needed
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	A-011
Preconditions:	Nightly Jobs configured and balanced CORE files
Success End Conditions:	Batch Update a File - Automatic
Failed End Conditions:	Cannot Batch Update a File
Primary Actor:	Managers/Supervisors/Admins
Trigger:	Scheduled Time
Main Success Scenario:	
1. Automatic Job starts the update processes. 2. The system sends the information to the other vender systems through the web services.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	Daily
Secondary Actors:	N/A

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-001
Preconditions:	Access to Workgroup and Cash Buy
Success End Conditions:	Create a File and Buy Cash
Failed End Conditions:	Cannot Create a file or Buy Cash
Primary Actor:	Cashier
Trigger:	None
Main Success Scenario:	

1. User logs onto iPayment
2. User is prompted to select or is automatically assigned to a workgroup.
3. User can select an existing file or create a new file.
4. User is prompted or allowed to buy cash for their drawer.
5. User finishes event by accepting the cash buy.
6. Receipt is printed.

Extensions:	
N/A	
Sub-Variations:	
N/A	
Frequency:	Daily
Secondary Actors:	Managers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	LADBSC-002
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Invoice Paid – Full Amount
Failed End Conditions:	Cannot Pay Invoice
Primary Actor:	Cashier
Trigger:	Customer Presents Invoice
Main Success Scenario:	

1. User utilizes the system to query other vendor system based on identification requirements for the invoice or Bar codes the information into the system if enabled.
2. Other vendor system is queried through web service.
3. User is presented a match to the invoice query and amount due.
4. The user accepts tender payment to the invoice in full.
5. Receipt is printed.

Extensions:	

1. Over Payments
2. Advance Payments
3. Additional Invoices

Sub-Variations:	

1. Other Vendor System Not Available
2. Apply Advance Payments
3. Partial Payments
4. Bad Check
5. Tender Payment Rejected
6. IDO

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-003
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Check identified as Cannot Pay and Not Allowed
Failed End Conditions:	Check Allowed
Primary Actor:	Cashier
Trigger:	Customer Presents Invoice
Main Success Scenario:	

1. User utilizes the system to query other vendor system based on identification requirements for the invoice or Bar codes the information into the system if enabled.
2. Other vendor system is queried through web service.
3. User is presented a match to the invoice query and amount due.
4. The user accepts tender payment to the invoice in full by check that is not allowed
5. User is presented an error that the check is not allowed.

Extensions:	

1. Over Payments
2. Advance Payments
3. Additional Invoices

Sub-Variations:	

1. Other Vendor System Not Available
2. Apply Advance Payments
3. Partial Payments
4. Bad Check
5. Tender Payment Rejected

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-004
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Invoice Paid – Over Payment
Failed End Conditions:	Cannot Pay Invoice
Primary Actor:	Cashier
Trigger:	Customer Presents Invoice
Main Success Scenario:	

1. User utilizes the system to query other vendor system based on identification requirements for the invoice or Bar codes the information into the system if enabled.
2. Other vendor system is queried through web service.
3. User is presented a match to the invoice query and amount due.
4. The user accepts tender payment of check with amount over amount due.
5. The user is presented a message that the payment will an over payment on the account.
6. The user accepts the message.
7. Receipt is printed.

Extensions:	

1. Advance Payments
2. Additional Invoices

Sub-Variations:	

1. Other Vendor System Not Available
2. Apply Advance Payments
3. Partial Payments
4. Bad Check
5. Tender Payment Rejected
6. IDO

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-005
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Permit Paid – Full Amount
Failed End Conditions:	Cannot Pay Permit
Primary Actor:	Cashier
Trigger:	Customer Presents Invoice
Main Success Scenario:	

1. User utilizes the system to query other vendor system based on identification requirements for the permit or Bar codes the information into the system if enabled.
2. Other vendor system is queried through web service.
3. User is presented a match to the permit query and amount due.
4. The user accepts tender(s) payment to the permit in full.
5. Receipt is printed.

Extensions:	

1. Advance Payments
2. Additional Invoices

Sub-Variations:	

1. Other Vendor System Not Available
2. Apply Advance Payments
3. Partial Payments
4. Bad Check
5. Tender Payment Rejected
6. IDO

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-006
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	IDO Paid – Full Amount
Failed End Conditions:	Cannot Pay IDO
Primary Actor:	Cashier
Trigger:	Customer Presents Invoice
Main Success Scenario:	

1. User utilizes the system to query other vendor system based on identification requirements for the IDO or Bar codes the information into the system if enabled.
2. Other vendor system is queried through web service.
3. User is presented a match to the IDO query and amount due.
4. The user accepts tender(s) payment to the IDO in full.
5. Receipt is printed.

Extensions:	

1. Advance Payments
2. Additional Invoices

Sub-Variations:	

1. Other Vendor System Not Available
2. Apply Advance Payments
3. Partial Payments
4. Bad Check
5. Tender Payment Rejected
6. IDO

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-007
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Accept Advance Payment
Failed End Conditions:	Cannot Accept Advance Payment
Primary Actor:	Cashier
Trigger:	Customer Wishes to Pay in Advance
Main Success Scenario:	

1. User utilizes the system to query other vendor system based on identification requirements for the Accept Advance Payment or Bar codes the information into the system if enabled.
2. Other vendor system is queried through web service.
3. User is presented a match to the Accept Advance Payment query.
4. User accepts the amount to add to the advance.
5. The user accepts tender(s) payment.
6. Receipt is printed.

Extensions:	

1. Additional Invoices

Sub-Variations:	

1. Other Vendor System Not Available
2. Bad Check
3. Tender Payment Rejected
4. IDO

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-008
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Apply Advance Payment
Failed End Conditions:	Cannot Apply Advance Payment
Primary Actor:	Cashier
Trigger:	Customer Wishes to pay with an Advance Payment
Main Success Scenario:	

1. The user adds the transaction(s) the customer wishes to pay.
2. User utilizes the system to query other vendor system based on identification requirements for the Apply Advance Payment or Bar codes the information into the system if enabled.
3. Other vendor system is queried through web service.
4. User is presented a match to the Apply Advance Payment query.
5. The user accepts tender payment.
6. The system adjusts the Advance Balance.
7. Receipt is printed.

Extensions:	

1. Additional Invoices

Sub-Variations:	

1. Other Vendor System Not Available
2. Bad Check
3. Tender Payment Rejected
4. IDO

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-009
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	AutoRes Payment
Failed End Conditions:	Cannot AutoRes Payment
Primary Actor:	Cashier
Trigger:	
Main Success Scenario:	

1. The user will use the system to add the needed fee(s) by searching or querying the imported data.
2. The system will calculate the fee(s) based on the imported table.
3. The user will accept the tender(s) to pay in full.
4. Print Receipt.

Extensions:	

1. Additional Invoices
2. Apply Advance Payment

Sub-Variations:	

1. Other Vendor System Not Available
2. Bad Check
3. Tender Payment Rejected
4. IDO

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	LADBSC-010
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Cannot process payment
Failed End Conditions:	Payment processes
Primary Actor:	Cashier
Trigger:	Customer Requests to make payment
Main Success Scenario:	
- User utilizes the system to query other vendor system based on identification requirements for the invoice or Bar codes the information into the system if enabled. - The user will receive an error message preventing from continuing. - The user will process a Misc Fee Payment.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-011
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Misc Fee Payment – Full Amount
Failed End Conditions:	Cannot Pay Misc Fee
Primary Actor:	Cashier
Trigger:	Customer Requests to make payment with no invoice or Interchange not available
Main Success Scenario:	
1. User uses the system to query for the applicable fees to construct the invoice. 2. The system will calculate the minimum amounts based on the fee(s) selected. 3. The user accepts tender(s) for full payment. 4. Print receipt.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-012
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected and Transactions are in the Active Event
Success End Conditions:	Void Transaction – In Event
Failed End Conditions:	Transaction(s) Paid in Full
Primary Actor:	Cashier
Trigger:	Incorrect Transaction Added to Event
Main Success Scenario:	
1. The user uses the system to remove the transaction from the Active Event. 2. The system highlights the transaction that is voided in pink. 3. The user accepts tender(s) for full payment. 4. Print receipt.	
Extensions:	
1. Void Event	
Sub-Variations:	
1. N/A	
Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-013
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected and Transactions are in the Active Event
Success End Conditions:	Void Full Event – In Event
Failed End Conditions:	Event Paid in Full
Primary Actor:	Cashier
Trigger:	Customer Changes Mind on Payment
Main Success Scenario:	
1. The user uses the system void the entire event. 2. The system highlights the transaction(s) that are voided in pink. 3. Print receipt.	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-014
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected and File is not Balanced.
Success End Conditions:	Void After Event is Tendered
Failed End Conditions:	No Void Needed
Primary Actor:	Cashier
Trigger:	Customer Returns with Error on Receipt
Main Success Scenario:	
1. The user uses the system to query the transactions that meet the search criteria. 2. The system returns a list of receipts that meet the criteria. 3. The user selects the appropriate receipt and initiates the void. 4. The system highlights the transaction(s) that are voided in pink. 5. Print receipt.	
Extensions:	
1. CORE File Balanced	
Sub-Variations:	
1. N/A	
Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-015
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Other Departmental Interchange – Full Payment
Failed End Conditions:	Cannot Pay Invoice
Primary Actor:	Cashier
Trigger:	Customer Presents Invoice
Main Success Scenario:	

1. User utilizes the system to query other vendor system based on identification requirements for the Other Departmental Interchange or Bar codes the information into the system if enabled.
2. Other vendor system is queried through web service.
3. User is presented a match to the invoice query and amount due.
4. The user accepts tender payment to the invoice in full.
5. Receipt is printed.

Extensions:	

1. Over Payments
2. Advance Payments
3. Additional Invoices

Sub-Variations:	

1. Other Vendor System Not Available
2. Apply Advance Payments
3. Partial Payments
4. Bad Check
5. Tender Payment Rejected
6. IDO

Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	C-016
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected and access to Cash Sell and Balancing a File
Success End Conditions:	Sell Cash or Balance a File
Failed End Conditions:	Cannot Sell Cash or Balance a File
Primary Actor:	Cashier
Trigger:	None
Main Success Scenario:	
1. The user is prompted or allowed to sell cash from there drawer. 2. User finishes event by accepting the cash sell. 3. Receipt is printed. 4. The user creates deposits for each bank account in the system. 5. Receipt may or may print based on user preferences. 6. User logs out of iPayment	
Extensions:	
1. N/A	
Sub-Variations:	
1. N/A	
Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 7

CORE iPayment Cashiering Use Case

Use Case ID:	LADBSC-017
Preconditions:	User is logged into iPayment and assigned a Workgroup and File Selected
Success End Conditions:	Tender Payment Rejected
Failed End Conditions:	Tender Payment Not Rejected
Primary Actor:	Cashier
Trigger:	Customer Presents Invoice
Main Success Scenario:	
1. User utilizes the system to query other vendor system based on identification requirements for the invoice or Bar codes the information into the system if enabled. 2. Other vendor system is queried through web service. 3. User is presented a match to the invoice query and amount due. 4. The user accepts tender payment to the invoice in full. 5. User is presented an error that the tender has been rejected.	
Extensions:	
1. Over Payments 2. Advance Payments 3. Additional Invoices	
Sub-Variations:	
1. Other Vendor System Not Available 2. Apply Advance Payments 3. Partial Payments 4. Bad Check 5. Tender Payment Rejected 6. IDO	
Frequency:	Daily
Secondary Actors:	Mangers/Supervisors/Admins

Exhibit 8

Universal Cashiering
License and Maintenance Contract

CORE List of Protected
Intellectual Property

City of Los Angeles
Universal Cashiering Project

CORE List of Protected Intellectual Property

- API Guides
- CORE specific User Guides
- CORE specific Administrator Guide
- iPayment Object and Source Code
- Installation and Maintenance Guides
- PA-DSS document

Exhibit 9

Universal Cashiering
License and Maintenance Contract

Cost Breakdown

City of Los Angeles
Universal Cashiering Project

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Exhibit 9

Exhibit 9 - Cost Breakdown

Cost Component	Maintenance Agreement										Comments
	Year 1	Year 2	Year 3	Year 4	Year 5	Year 6	Year 7	Year 8	Year 9	Year 10	
a. Software Breakdown	$ 126,500	$ 126,500	$ 126,500	$ 126,500	$ 126,500	$ 126,500	$ 126,500	$ 126,500	$ 126,500	$ 126,500	
1 iPayment Enterprise - iCashiering, Admin Center & Business Center license subscription - up to a 500,000 annual transaction block	$ 120,000	$ 120,000	$ 120,000	$ 120,000	$ 120,000	$ 120,000	$ 120,000	$ 120,000	$ 120,000	$ 120,000	Cost included in Termination for Convenience Fee calculations
2 iPayment Enterprise - iCashiering, Admin Center & Business Center license subscription - per unit cost of $0.24 for transactions above 500,000.	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	Billed based on usage exceeding 500,000 transaction block
3 Managed Service Payment Gateway - Credit card gateway support fee - up to a 100,000 annual transaction block	$ 6,500	$ 6,500	$ 6,500	$ 6,500	$ 6,500	$ 6,500	$ 6,500	$ 6,500	$ 6,500	$ 6,500	
4 Managed Service Payment Gateway - Credit card gateway support fee -per unit cost of $0.065 for transactions above 100,000.	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	Billed based on usage exceeding 100,000 transaction block
b. Implementation Services Breakdown	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
c. Hardware	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	$ -	
1 Initial, One-time Investment											
d. Maintenance & Operations (M&O) Services	$ 125,987	$ 125,987	$ 125,987	$ 125,987	$ 125,987	$ 125,987	$ 125,987	$ 125,987	$ 125,987	$ 125,987	
1 CORE ASP hosting fee - up to a 500,000 annual transaction block	$ 35,940	$ 35,940	$ 35,940	$ 35,940	$ 35,940	$ 35,940	$ 35,940	$ 35,940	$ 35,940	$ 35,940	Cost included in Termination for Convenience Fee calculations
2 CORE ASP hosting fee - per unit cost of $0.07188 for transactions above 500,000.	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	TBD	
3 Application Management Service Fee for all provided development and production environments	$ 84,000	$ 84,000	$ 84,000	$ 84,000	$ 84,000	$ 84,000	$ 84,000	$ 84,000	$ 84,000	$ 84,000	
4 Hardware Maintenance	$ 6,047	$ 6,047	$ 6,047	$ 6,047	$ 6,047	$ 6,047	$ 6,047	$ 6,047	$ 6,047	$ 6,047	
Totals	$ 252,487	$ 252,487	$ 252,487	$ 252,487	$ 252,487	$ 252,487	$ 252,487	$ 252,487	$ 252,487	$ 252,487	

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Page 1 of 1

Exhibit 10

Universal Cashiering
License and Maintenance Contract

CORE Escrow Agreement

City of Los Angeles
Universal Cashiering Project

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Exhibit 10

CONTRACT NUMBER C-130798

BETWEEN

THE CITY OF LOS ANGELES,

CORE BUSINESS TECHNOLOGIES

AND

CAMERON AND MITTLEMAN, LLP

FOR

UNIVERSAL CASHIERING SOURCE CODE
CUSTOMER ESCROW AGREEMENT

Exhibit 10

SOURCE CODE CUSTOMER ESCROW AGREEMENT

THIS SOURCE CODE ESCROW AGREEMENT (this Agreement), made and entered into as of the ____31ˢᵗ____ day of___January___, 20_18_, (the "Effective Date"), by and between the City of Los Angeles, a municipal corporation ("City"), acting by and through the Los Angeles Department of Building and Safety ("LADBS or "Department"); and Wonderware, Inc. d/b/a CORE Business Technologies ("Supplier"); and Cameron and Mittleman, LLP (the "Escrow Agent").

This Agreement is supplementary to the Maintenance and Licensing Agreement between Customer and Supplier dated as of ___January 30__, 20_18_, and hereinafter referred to as the "Licensing Agreement".

This Agreement is intended to provide certain guidance for the circumstances under which Customer shall be permitted to obtain a copy of certain program source code and documentation to software programs licensed to Customer.

RECITALS:

WHEREAS, Customer is desirous of having access to the Source Code (as defined hereinafter) to protect the interests of Customer, and such Source Code is RESTRICTED, CONFIDENTIAL, AND PROPRIETARY, protected under federal copyright law as a unpublished work and under federal and state law as trade secrets;

WHEREAS, Supplier has agreed to cause such Source Code to be placed in escrow for the benefit of the Customer on the terms and conditions hereof;

NOW, THEREFORE, the parties hereto do hereby covenant and agree as follows:

Section 1 DEFINITIONS AND COVENANTS

For purposes of this Agreement, the following definitions shall apply to the following respective capitalized terms:

1.1   Licensed Programs.   The "Licensed Programs" shall consist of the entire computer programming code, together with all Updates thereto, relating to the program offerings specified in Exhibit A attached hereto and incorporated herein by reference.

The Licensed Programs shall not include any customized modifications or enhancements obtained by Supplier for Customer, since Supplier shall deliver the Source Code therefore to Customer, together with the software for the customization. Provision is made in this Agreement for the escrow of the most current release of the Licensed Programs which is, in fact, utilized on Customer's hardware and is compatible with Customer's hardware.

1.2   Update. An "update" shall mean a copy of the source code version of each modification or revision to the Licensed Programs that (a) corrects errors, problems, or defects caused by or resulting from an incorrect functioning of the Licensed Programs, (b) supports new releases of the Licensed Programs made available to Customer, or (c) provides other updates or corrections.

1.3   Source Code. The "Source Code" shall mean a copy of the program instructions and documentation stored on magnetic media corresponding to the Licensed Programs, including all Updates delivered to the Escrow Agent from time to time pursuant to this Agreement, plus any pertinent commentary or explanation that is provided to render the Source Code understandable and usable by an experienced software developer who is generally familiar with Intell 8086 assembler language, the "C" and "C++" programming languages (or such other commercially available programming languages that may be used) and IBM compatible PC systems. The Source Code shall be on magnetic medium compatible with the equipment hardware which the Customer uses.

To the extent the "development environment" employed for the Supplier for the development, maintenance, and implementation of the Source Code includes any device, programming, or documentation not commercially available to the Supplier on reasonable terms through readily known sources, the Source Code shall include all such devices, programming, or documentation. The foregoing reference to such "development environment" is intended

Exhibit 10

to apply to any programs, including compilers, "workbenches", tools, and higher-level (or "proprietary") languages, used for the Supplier for the development, maintenance, and implementation of the Source Code.

1.4   Support Services. "Support Services" shall consist of Supplier's best effort programming services to correct or eliminate Defects in the Licensed Programs and those services described in the Licensing Agreement, Sections 4 and 5.

1.5   Defect. "Defect" shall mean material deviations from the published documentation of the then current release of the Licensed Programs or failure to perform maintenance or support obligations which it agreed to perform under the terms of the Licensing Agreement. All such Defects must be identified in writing and include such materials as may be required to reproduce said program defects or document maintenance or support defects.

Section 2 REPRESENTATIONS AND WARRANTIES OF SUPPLIER

2.1   Useability of Source Code. Supplier represents and warrants that the Source Code is and shall be usable by an experienced computer software developer who is generally familiar with Intel 8086 assembler language, the "C" and "C++" programming languages (or such other commercially available programming languages that may be used) and IBM compatible PC systems.

Supplier further represents and warrants that the Licensed Programs do not involve any proprietary languages or programming components that such a developer could not reasonably be expected to understand, except to the extent the Source Code contains sufficient commentary to enable such developer to understand and use such languages or components.

Supplier further represents and warrants that the Source Code includes all of the devices, programming, and documentation necessary for the maintenance of the Licensed Programs by the Supplier upon release of the Source Code pursuant to this Agreement, except for devices, programming, and documentation commercially available to the Supplier on reasonable terms through readily known sources other than the Supplier.

2.2   Obligation to Update. Supplier shall provide updates to the Escrow Agent whenever Supplier shall have obtained updates.

2.3   Obligation to Cure Defects. Supplier shall undertake:

(a)   reasonable efforts to prevent any failure of performance by the software licensed programs;

(b)   reasonable efforts necessary to remedy any software defect or failure of software to function in conformance with its then-current specifications;

(c)   contractually required efforts to perform maintenance and support obligations which Supplier agreed to perform under the Licensing Agreement.

Section 3 PURPOSE OF AGREEMENT; DEPOSIT OF SOURCE CODE

3.1   Intent of Deposit of Source Code. The deposit of the Source Code pursuant to Section 3.2. hereof is intended to provide assurance to Customer of access to, and availability of, use of the Source Code.

3.2   Deposit of Source Code and of Updates. Escrow Agent agrees to accept from Supplier, and Supplier agrees to deposit with Escrow Agent, within ten (10) days of the Effective Date of this Agreement, a copy of the Source Code relating to the current versions of the Licensed Programs. For each deposit, Escrow Agent will issue a receipt to Supplier, accompanied by a general list or description of the materials so deposited.

Escrow Agent agrees to accept from Supplier, and Supplier agrees to deposit with Escrow Agent, within thirty (30) days after each Update is made available generally to Supplier, a copy of the Source Code relating to each such Update. For each deposit, Escrow Agent will issue a receipt to Supplier, accompanied by a general list or

Exhibit 10

description of the materials so deposited. In the event that an Update or series of Updates supersedes a prior version of the Licensed Programs in their entirety, Escrow Agent shall retain the immediately preceding version of the Source Code representing such prior version of the Licensed Programs so long as Customer is using the prior Source Code version on some of Customer's hardware.

3.3   Standard of Care by Escrow Agent.   Escrow Agent shall exercise reasonable care to protect and safeguard all Source Code delivered pursuant to this Agreement and shall segregate and label such Source Code according to the date of delivery and any other identifying information supplied by Supplier.

3.4   Conditions for Release of Source Code.   The Source Code may be released by the Escrow Agent to the Customer upon the occurrence of any of the following events and compliance with all other terms of this Section 3.4:

(i)   Supplier makes an assignment for the benefit of creditors, admits in writing its inability to pay debts as they mature, has a trustee or receiver appointed to manage all or a substantial part of its assets, or commences or has commenced against it a proceeding under the United States Bankruptcy Code and such proceeding is acquiesced in or is not dismissed within sixty (60) days and Supplier has not made adequate provisions of the continued support of the Customer; or

(ii)   Supplier ceases, for any reason, to do business and has not made adequate provisions for the continued support of the Customer; or Supplier ceases, for any reason, to provide the Maintenance and the Support Services it is obligated to render under the terms of the Licensing Agreement and has not made adequate provisions for the continued support of the Customer.

(iii)   Customer shall notify Supplier in writing describing such Defect in reasonable detail. Customer shall simultaneously provide Escrow Agent with a copy of such notice. After a period of at least sixty (60) days has elapsed from the date on which CORE received written notice of the occurrence of a Defect from Customer, which such notice describes such Defect in reasonable detail and provides CORE such materials as may be required to reproduce said Defect, CORE fails to undertake, or ceases the undertaking of, all reasonable, best efforts to cure such Defect in accordance with CORE's obligations under the terms of the License Agreement. In the event that, at the conclusion of such period, Customer reasonably determines that the identified deficiencies have not been substantially cured, Customer may so notify both Supplier and Escrow Agent in writing and demand that Escrow Agent release a copy of the Source Code to Customer.

In the event Supplier disputes the release of the Source Code and related Documentation, representatives of Supplier and Customer shall meet no later than five (5) days after delivery of Supplier's notice to Customer objecting to such release and shall enter into good-faith negotiations to resolve the dispute in a satisfactory manner.

3.5   Verification and Testing of Source Code.   Customer may appoint either:

(a)   an independent firm of certified public accountants of national reputation (which shall certify for the benefit of Supplier that it does not and does not intend to, conduct business in competition with Supplier); or

(b)   an independent, professional computer-programming consultant mutually agreeable to Customer and Supplier to inspect, compile, test, and review the Source Code (subject to appropriate agreements of confidentiality and restrictions on subsequent use or disclosure) in the presence of Supplier's personnel at any time, and Escrow Agent shall permit such inspections and testing promptly upon request. Except as otherwise authorized by Supplier (which authorization will not be unreasonably withheld), such inspections and testing shall be conducted in Warwick, Rhode Island. Customer agrees to pay for all expenses associated with such testing and verification.

Section 4 CONFIDENTIALITY

Upon receipt of the Source Code, Customer shall maintain the Source Code in strictest confidence, shall use and disclose it only as necessary and appropriate and shall use the highest degree of care to protect the Source Code as restricted, proprietary, and confidential.

Exhibit 10

Section 5 SCOPE OF LICENSE

Upon release of the Source Code under this Agreement, Supplier hereby grants Customer a nontransferable license to use, modify, maintain and update the Source Code solely for the purpose of providing Support Services to Customer's location and Customer's affiliates or other sites that have been previously licensed by Supplier.

Section 6 DURATION OF LICENSE

Customer shall have the right to retain and use the Source Code only for the duration of the period during which Supplier is unwilling or unable to provide the required Support Services. At such time as Supplier resumes its Support Service obligation and notifies Customer thereof, Customer shall return to Escrow Agent all copies of the Source Code material , including any enhancements or updates.

Section 7 FEES AND PAYMENTS

Customer shall pay Supplier and Supplier in turn shall pay to Escrow Agent, annually in advance during the term hereof, a total of $750 representing all fees due the Escrow Agent for the services described herein.

Section 8 LIMITATION UPON OBLIGATION OF ESCROW AGENT

8.1   Limited Duty of Inquiry.   Escrow Agent shall not be required to inquire into the truth of any statements or representations contained in any notices, certificates, or other documents required or permitted hereunder, and it may assume that the signatures on any such documents are genuine, that the persons signing on behalf of any party thereto are duly authorized to issue such document, and that all actions necessary to render any such documents binding on any party thereto have been duly undertaken. Without limiting the foregoing, Escrow Agent in its discretion may require from Customer or Supplier additional documents which he may deem to be necessary or appropriate to aid him in the course of performing his obligations hereunder.

8.2   Release and Indemnification of Escrow Agent.   Customer and Supplier do hereby:

(a)   release and agree to indemnify and hold harmless, Escrow Agent from and against any and all liability for losses, damages, and expenses (including attorneys' fees) that may be incurred by it on account of any action taken by Escrow Agent in good faith pursuant to this Agreement; and

(b)   agree to defend and indemnify Escrow Agent from and against any and all Claims, demands, or actions arising out of or resulting from any action taken by Escrow Agent in good faith pursuant to this Agreement.

Section 9 INDEPENDENT CONTRACTOR STATUS

The parties hereto are and shall be independent contractors under this Agreement, and nothing herein shall be construed to create a partnership, joint venture, or agency relationship between or among the parties hereto. Without limiting the generality of the foregoing, Escrow Agent shall be regarded as an independent custodian of the Source Code and not as an agent or trustee of Supplier.

Section 10 TERM OF AGREEMENT

10.1   Term.   The Term of this Agreement shall commence on the effective date hereof and shall continue from year to year until this Agreement is terminated hereunder.

10.2   Termination.   This Agreement may be terminated:

a)   By mutual consent of Customer and Supplier at any time;

Exhibit 10

b)   By Escrow Agent at any time, provided that Escrow Agent has given Customer and Supplier notice to that effect in writing at least ninety (90) days before the proposed date of termination, whereupon Customer and Supplier shall diligently attempt to identify qualified successor Escrow Agent, who is agreeable to assuming all further obligations of Escrow Agent hereunder;

c)   Automatically upon termination of the Licensing Agreement between Customer and Supplier.

Section 11 MISCELLANEOUS

11.1   Compliance with Laws. The parties hereto agree that they shall comply with all applicable laws and regulations of governmental bodies or agencies in their respective performance of their obligations under this Agreement.

11.2   No Undisclosed Agency; No Assignment. Each party represents that it is acting on its own behalf and is not acting as an agent for or on behalf of any third party; and further agrees that it may not assign its rights or obligations under this Agreement without the prior written consent of the other parties hereto (except that an assignment by Supplier of such rights requires only the consent of the Customer, and an assignment by Customer requires only the consent of Supplier).

11.3   Notices. All notices and other communications required or permitted to be given under this Agreement shall be in writing and shall be considered effective at the date on which such notice is actually received by the respective party after hand or courier delivery or certified mail, return receipt requested. All notices shall be to the addresses set forth as Appendix A attached hereto unless otherwise notified in accordance with the terms hereof.

11.4   Governing Law. All questions concerning the validity, operation, interpretation, and construction of this Agreement shall be governed by and determined in accordance with the laws of the State of California.

11.5   No waiver. No party shall, by mere lapse of time, without giving notice or taking other action hereunder be deemed to have waived any breach by the other party(ies) of any of the provisions of this Agreement. Further, the waiver by any party of any particular breach of this Agreement by any other party shall not be construed to constitute a continuing waiver of such breach or of any other breaches of the same or other provisions of this Agreement.

11.6   Force Majeure. No party shall be held responsible for any act, failure, event, or circumstance addressed herein if such act, failure, event, or circumstance is caused by conditions beyond such party's reasonable control.

11.7   Partial Invalidity. If any provision of this Agreement is held illegal, unenforceable or in conflict with any law of any federal, state, or local government having jurisdiction over this agreement, the validity of the remaining provisions hereof shall not be affected thereby.

11.8   Complete Statement of Agreement. The parties hereto acknowledge that each has read this Agreement, understands it, and agrees to be bound by its terms. The parties further agree that this Agreement is the complete and exclusive statement of their agreement with respect to the subject matter hereof and supersedes all oral and written proposals, understandings, representations, warranties, covenants, and communications between the parties relating thereto. This agreement is intended by the parties to constitute an agreement completely independent of any other agreement between the parties hereto, whether or not any such other agreement involves the Licensed Programs.

11.9   Other. The Customer and the Supplier acknowledge and agree that the terms of the Escrow Agreement supersede and control over the terms and provisions of any other agreement between Customer and Supplier concerning the Escrow of the Source Code.

Exhibit 10

IN WITNESS WHEREOF, the parties hereto each herewith subscribe a total of six (6) pages with the same quadruplicate copies, and this Contract is executed by the City of Los Angeles, acting by and through the General Manager of the Department of Building and Safety, CORE Business Technologies, and Cameron and Mittleman, LLP.

APPROVE AND AGREED TO:

FOR THE CITY OF LOS ANGELES DEPARTMENT OF BUILDING AND SAFETY

By: _____   Date: _01/30/2018_____
FRANK M. BUSH
General Manager
Department of Building and Safety

FOR CORE BUSINESS TECHNOLOGIES
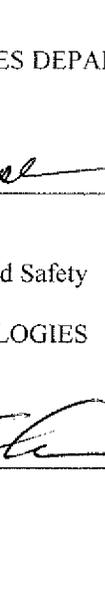
By: _____   Date: _1/16/18_____
MARK COHEN
President

Corporate Seal

FOR CAMERON AND MITTLEMAN, LLP

By: _____   Date: _1-19-18_____
JOSEPH AVESTA
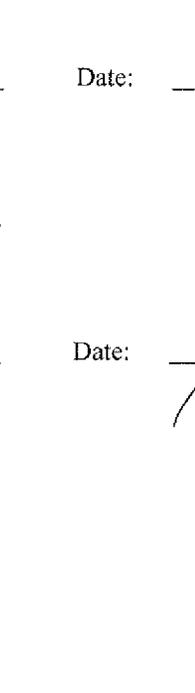
APPROVED AS TO FORM: ATTEST:
Michael N. Feuer, City Attorney

By: _____   By: _____
SAMUEL PETTY   HOLLY L. WOLCOTT
Deputy City Attorney   City Clerk

Date: _1/30/2018_____   Date: _1/31/18_____

Contractor's Los Angeles Business Tax Registration Certificate No. 0003008755-0001-9

Contract No. C-130798

Exhibit 11

Universal Cashiering
License and Maintenance Contract

Renewal Letter

City of Los Angeles
Universal Cashiering Project

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Exhibit 11

CITY OF LOS ANGELES
CALIFORNIA

KAREN BASS
MAYOR

February 8, 2023

Contract Number: C-130793

Dan Paulus, Chief Executive Officer
Wonderware, Inc. dba CORE Business Technologies
2224 Pawtucket Avenue
East Providence, RI 02914
mberube@corebt.com

Sent via email

RENEWAL OF CONTRACT C-130793 FOR THE UNIVERSAL CASHIERING SOLUTION LICENSE AND MAINTENANCE

The Los Angeles Department of Building and Safety (LADBS) is exercising its option to renew contract C-130793 (Contract) with Wonderware, Inc. DBA Core Business Technologies (Contractor), for the Universal Cashiering Solution Software License and Maintenance, for a Renewal Term of five (5) years in accordance with § 3 of the Contract, which states that the "City may, at its option, extend this Contract for an additional five (5) year term (the "Renewal Term") by providing written notice to Contractor at least ninety (90) calendar days prior to the expiration of the pending term".

Based on our review, the Contractor remains in compliance with the City of Los Angeles Equal Benefits Ordinance, First Source Hiring Ordinance, Disclosure Ordinance, and insurance requirements

The Renewal Term will be from January 30, 2023 through January 29, 2028. In addition, Exhibit 1- Standard Provisions for City Contracts (Rev. 10/17) [v.2] will be replaced and superseded with the attached Attachment 1 – Standard Provisions for City Contracts (Rev. 9/22) [v.1]. and

Exhibit 5 will be replaced and superseded by the attached Exhibit 5 dated December 2, 2022.
Please be aware that LADBS reserves the right to cancel this Contract in accordance with the provisions of § 14 of the Contract.

This Agreement may be executed in one or more counterparts, and by the parties in separate counterparts, each of which when executed shall be deemed to be an original but all of which taken together shall constitute one and the same agreement. The parties further agree that facsimile signatures or signatures scanned into .pdf (or signatures in another electronic format designated by City) and sent by e-mail shall be deemed original signatures. If you have any questions regarding this Contract, or require additional information, please contact the LADBS Contract Administrator via phone at (213) 482-6776 or via email at LADBS.Contracts@LACity.org.

_____	02/13/2023	_____	2/22/2023
OSAMA YOUNAN	DATE	DAN PAULUS	DATE
General Manager		Chief Executive Officer	
Los Angeles Department of Building and Safety		CORE Business Technologies	

Attachments:
Exhibit 1 – Standard Provisions for City Contracts (Rev. 9/22) [v.1]
Exhibit 5 – Additional Services Types and Costs