



County of Monterey

Item No.75

Board Report

Board of Supervisors
Chambers
168 W. Alisal St., 1st Floor
Salinas, CA 93901

Legistar File Number: 25-878

December 09, 2025

Introduced: 11/26/2025

Current Status: General Government -
Consent

Version: 2

Matter Type: General Agenda Item

- a. Approve and authorize the Treasurer-Tax Collector or their designee to execute a non-standard agreement with Neumo Justice Systems, LLC, to provide RevQ+ collection system implementation, software, and support services at an estimated cost of \$1,104,426 for a three (3) year Agreement, and
- b. Approve and authorize the Treasurer-Tax Collector or their designee the option to execute up to two (2) one (1) year amendments to this agreement, each extending the term by one year, where the additional cost of each amendment does not exceed 5% annually or a total maximum agreement amount of \$1,742,517.

RECOMMENDATION:

It is recommended that the Board of Supervisors:

- a. Approve and authorize the Treasurer-Tax Collector or their designee to execute a non-standard agreement with Neumo Justice Systems, LLC, to provide RevQ+ collection system implementation, software, and support services at an estimated cost of \$1,104,426 for a three (3) year Agreement, and
- b. Approve and authorize the Treasurer-Tax Collector or their designee the option to execute up to two (2) one (1) year amendments to this agreement, each extending the term by one year, where the additional cost of each amendment does not exceed 5% annually or a total maximum agreement amount of \$1,742,517.

SUMMARY

Under the County's Memorandum of Understanding (MOU) with the Superior Court of Monterey County (Court), the Treasurer-Tax Collector's Revenue Division (TTCRD) administers the collection of delinquent criminal and traffic fines, fees, and assessments. TTCRD's current case management system will no longer be supported in 2026, requiring Board approval to enter into a sole-source agreement with the system vendor, Neumo, to transition to its upgraded RevQ+ platform.

DISCUSSION:

Pursuant to Government Code Section 1463.007, the TTCRD operates under an MOU with the Court as a Comprehensive Collection Program (CCP) responsible for collecting delinquent criminal and traffic fines, fees, penalties, and assessments. The division currently relies on the legacy Revenue Plus Collector System (RPCS), a character-based case management system originally acquired prior to 1999 from Columbia Ultimate Business Systems, now a subsidiary of Ontario Systems, LLC, DBA Neumo Justice Systems, LLC (Neumo). RPCS is built on a unique database structure and is scheduled to lose vendor support in 2026.

To maintain compliance with Judicial Council of California mandates and ensure uninterrupted collection operations, TTCRD seeks approval to contract with its existing sole-source vendor, Neumo, to upgrade from RPCS to RevQ+, Neumo's modern cloud-based debt collection platform and direct successor to RPCS. In FY 2024-25, the Revenue Division collected more than \$8.2 million in court-ordered. Several California counties have already migrated from RPCS to RevQ+, creating an established user network and shared knowledge base.

Neumo qualifies as a sole-source provider due to its proprietary knowledge of RPCS's database architecture, campaign configurations, and its demonstrated success in completing data conversions and migrations for other California agencies. Contracting and Procurement has reviewed and approved the sole source designation.

The total cost of the five-year Neumo agreement is \$1,742,517. This includes a one-time data conversion and system migration cost of \$292,244 and a monthly subscription and support cost of \$22,407 for the first twelve months. The agreement extends five years and includes Neumo's commitment to extending RPCS licensing until the transition is complete while also offering a credit of \$35,466 once conversion is complete. The agreement also consolidates an existing RPCS license used by the Probation Department and incorporates additional services requiring County agreements, including correspondence services, reporting licenses, text messaging, Interactive Voice Response (IVR) data exchange, Franchise Tax Board (FTB) and Court-Ordered Debt (COD) transmissions, and skip-tracing services. These functions are necessary to meet statutory collection requirements and industry best practices.

RevQ+ will also support real-time online credit and debit card payments. Transactions will post directly into RevQ+ and deposit to the County's bank account. There is no direct cost to the County for online payments; payers will be assessed a 2.65% convenience fee that is remitted to Neumo. Customers may continue to make payments by cash, check, or money order with no fee.

The County must maintain accurate reporting and distribution of court-ordered debt collections and comply with periodic State Controller audits of four-year collection practices. Upgrading to RevQ+ will significantly enhance TTCRD's ability to meet these mandates, improve efficiency, and reduce staff time required for debt collection activities.

OTHER AGENCY INVOLVEMENT/COMMITTEE ACTIONS:

The Court and Probation Department are supportive of the County's intended upgrade and have worked alongside staff to ensure system compatibility. County Counsel concurs with the recommended action. Auditor-Controller's Office reviewed the contract but does not agree to the non-standard payment provisions.

FINANCING:

There is no impact to the County general fund, as the TTCRD is a CCP, allowing the department to recoup costs incurred in the collection of delinquent court-ordered debt. The TTCRD has been planning this upgrade and has budgeted sufficient funds in the current fiscal year and tree-year forecasts.

BOARD OF SUPERVISORS STRATEGIC PLAN GOALS:

Mark a check to the related Board of Supervisors Strategic Plan Goals

- ☐ Well-Being and Quality of Life
- ☐ Sustainable Infrastructure for the Present and Future
- ☐ Safe and Resilient Communities
- ☐ Diverse and Thriving Economy
- ☐ Dynamic Organization and Employer of Choice

If does not fall under any of the above Board of Supervisors Strategic Plan Goals (Other):

☒ Administrative

This recommendation supports the Administration initiative through compliance with the Court MOU to increase debt collection efficiency while also improving customer service.

Link to the Strategic Plan:

<https://www.countyofmonterey.gov/home/showdocument?id=139569>

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Approved by: Mary Zeeb, Treasurer-Tax Collector, x5015

Attachments:

Attachment A: MSSA and Order 01 - RevQ