OFFICE OF
CONTRACTING
AND PROCUREMENT
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Office of Contracting and Procurement

TICKET PROCESSING

Solicitation: POKV-2006-R-0064
Contract: POFA-2006-C-0064

TECHNICAL AND PRICE PROPOSAL

OFFICE OF
CONTRACTING
AND PROCUREMENT
GOVERNMENT OF THE DISTRICT OF COLUMBIA

Office of Contracting and Procurement

DMV Ticket Processing

Solicitation: POKV-2006-R-0064
Contract: POFA-2006-C-0064

TECHNICAL AND PRICE PROPOSAL

A C S

May 24, 2006

Kenneth Morrow
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 703
Washington, DC 20001

Subject: Ticket Processing for the District of Columbia, Solicitation Number: POKV-2006-R-0064

Dear Mr. Morrow:

ACS State & Local Solutions, Inc. (ACS Government Solutions) is pleased to submit our proposal in response to the District of Columbia's solicitation for Ticket Processing and Related Services. Our proposal is a comprehensive response, detailing our innovative, proven, and reliable approach and solution for supporting the District's ticket processing program. As you will see throughout our response, ACS has the requisite experience and expertise in ticket processing to effectively meet or exceed the District's stated requirements. As requested, one original and nine copies of our Technical and Cost proposals are provided. To the best of my knowledge, the cost and pricing data submitted within our response, is accurate, complete, and current at the date of submission. The offer submitted is valid for 120 days after opening of the proposal, or until negotiation commences, whichever comes first. ACS acknowledges the receipt of Solicitation Amendment A0001 dated March 8, Amendment A0002 dated March 14, Amendment A0003 dated March 24, Amendment A0004 dated April 7, Amendment A0005 dated April 21, Amendment A0006 dated April 26, Amendment A0007 dated May 10, Amendment A0008 dated May 11, and Amendment A0009 dated May 17, 2006.

We are excited to present our solution to support the District's vision for its ticket processing program. Based on the knowledge gained from more than 20 years of supporting complex, high volume ticket processing operations throughout the US, and specifically our shared experience with the District, we believe that we are uniquely qualified to assist the District in achieving or exceeding all of its stated objectives. ACS offers a solution which builds on the District's current performance and protects your revenue stream while focusiug on what is required to enhance accountability, improve customer service, provide easy access for the ticket recipient, and improve the business processes.

The centerpiece of the ACS solution is our proprietary web-based electronic Ticket Information Management System (eTIMS℠) featuring over a dozen fully integrated subsystems to support every aspect of violations processing services – custom-designed for the District. Most of the functionality required by the District is already developed, tested, and in production in ticket processing programs in cities with similar size and complexity as the District. Our new and enhanced system upgrade offers a proven computing solution not only to DMV, but to the DPW and DDOT at no additional cost.

A new system is only one piece of the ACS solution. Equally important is our focus on outstanding performance and our strong commitment to work cooperatively and communicate effectively with all stakeholders. Further, we insist on providing best value, and proactively seek out cost-saving strategies throughout the term of a contract while maintaining the highest level of service to clients. Our financial proposal reflects that philosophy, and delivers what we believe is the best-value price for the District.

ACS State and Local Solutions
1800 M Street, NW • Washington, DC 20036
P (202) 378-2600 F (202) 775-0454

Should you have any further questions, please do not hesitate to contact our local senior representative for this proposal effort, Ms. Donella Brockington. Ms Brockington can be reached as follows:

Donella Brockington
ACS State & Local Solutions, Inc.
1800 M Street, NW
Washington, DC 20036
Phone: (202) 378-2771
Fax: (202) 378-1804
E-mail: Donella.Brockington@acs-inc.com

As Senior Vice President of our Transportation Solutions division, I personally assure you ACS is fully dedicated to continue providing the District with the best value, highest quality, and most user-friendly ticket processing system possible. We look forward to continuing our long-term partnership and helping the District actualize its vision for this critical transportation program.

Sincerely,

Michael P. Huerta
Senior Vice President and Managing Director

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Appendix A–eTIMS Screens

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SOLICITATION FORM / ACKNOWLEDGEMENT OF AMENDMENTS

In accordance with RFP Section L.9, Signing of Proposals, ACS has provided evidence of our authorized agent's right to sign this offer (Certificate of Assistant Secretary). ACS has also provided a completed and signed Solicitation, Offeror, and Award form and a signed copy of each RFP Amendment. Documents to follow include:

- Solicitation, Offer, Award
- Power Of Attorney
- Amendment No. POFA-2006-R-0064-A0001, effective March 8, 2006
- Amendment No. POFA-2006-R-0064-A0002, effective March 14, 2006
- Amendment No. POFA-2006-R-0064-A0003, effective March 24, 2006
- Amendment No. POFA-2006-R-0064-A0004, effective April 7, 2006
- Amendment No. POFA-2006-R-0064-A0005, effective April 21, 2006
- Amendment No. POFA-2006-R-0064-A0006, effective April 26, 2006
- Amendment No. POFA-2006-R-0064-A0007, effective May 8, 2006
- Amendment No. POFA-2006-R-0064-A0008, effective May 10, 2006
- Amendment No. POFA-2006-R-0064-A0009, effective May 17, 2006

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SOLICITATION, OFFER, AND AWARD

1. Caption: Ticket Processing				Page of Pages: 1 / 331
2. Contract Number	3. Solicitation Number: POKV-2006-R-0064	4. Type of Solicitation: [ ] Sealed Bid (IFB) [x] Sealed Proposals (RFP) [ ] Sole Source [ ] Human Care Agreements [ ] Emergency	5. Date Issued: February 28, 2006	6. Type of Market: [ ] Open [ ] Set Aside [x] Open with Sub-Contracting Set Aside

7. Issued By:
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

8. Address Offer to:
Office of Contracting and Procurement
(address in block 7)

NOTE: In sealed bid solicitations "offer" and offeror" means "bid" and "bidder"

SOLICITATION

9. Sealed offers in original and 9 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at 441 4th Street, NW, Suite 700 South, Bid Counter, Washington, DC until 2:00 P.M. (Hour) local time May 19, 2006 (Date)

CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.

10. For Information Contact	A. Name	B. Telephone (Area Code)	(Number)	(Ext)	C. E-mail Address
	Kenneth Morrow	-202	724-2122		Kenneth.Morrow@dc.gov

11. Table of Contents

(X)	Section	Description	Page No.	(X)	Section	Description	Page No.
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X	F	Deliveries or Performance	76	X	K	statements of offerors	119
	G	Contract Administration Data	79	X	L	Instructions, conditions & notices to offerors	125
X	H	Special Contract Requirements	87	X	M	Evaluation factors for award	139

OFFER

12. In compliance with the above, the undersigned agrees, if this offer is accepted within 180 calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.

13. Discount for Prompt Payment	10 Calendar days %	20 Calendar days %	30 Calendar days %	___ Calendar days %

14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):

Amendment Number	Date	Amendment Number	Date		
1	3/08/06	4	7	4/07/06	510/06
2	3/14/06	5	8	4/21/06	5/11/06
3	3/24/06	6	9	4/26/06	5/17/06

15A. Name and Address of Offeror	16. Name and Title of Person Authorized to Sign Offer/Contract
ACS State & Local Solutions, Inc. 1800 M Street NW, 8th Floor Washington, DC 20036	Michael P. Huerta Senior Vice President and Managing Director

15B. Telephone (Area Code)	(Number)	(Ext)	15 C. Check if remittance address is different from above - Refer to Section G	17. Signature	18. Offer Date
(202)	378-2641		[ ]		5/24/06

AWARD (TO BE COMPLETED BY GOVERNMENT)

19. Accepted as to Items Numbered	20. Amount	21. Accounting and Appropriation

22. Name of Contracting Officer (Type or Print)	23. Signature of Contracting Officer (District of Columbia)	24. Award Date

POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS,

That ACS STATE & LOCAL SOLUTIONS, INC. as principal, a New York corporation, having corporate offices at 1800 M St., NW, Washington, DC 20036 (hereinafter called "the Corporation"), pursuant to the by-laws of the Corporation and a resolution duly adopted June 25, 1987 by the Board of Directors, does hereby designate and appoint Michael Huerta (called "the Attorney"), of the Corporation's 1800 M St., NW, Washington, DC 20036 office its true and lawful attorney for the Corporation, and in its name, place and stead:

1. to negotiate with reference to contracts and other obligations of the Corporation and all matters incidental thereto with any person or commercial entity, the Government of any City, Township or Municipality of any state of the United States, or Government of any state of the United States, or the Government of the United States, with any public benefit corporation and with any departments, officials or agents of thereof, as may be concerned with the subject matter of any such negotiation, or any amendment or any cancellation of any such contract, or any related document and to execute such contract, amendment or cancellation, and any or all such documents or instruments which he deems necessary or incidental thereto, including subcontracts and procurements incidental thereto all in such form and containing such provisions as he shall determine proper, necessary or advisable; and

2. to sign and deliver any and all releases, waivers, notices and certificates to be made by the Corporation under or in connection with any contract, transaction or relationship with the above named entities to which the Corporation is or shall be a party, which releases, waivers, notices and certificates under the terms of such contracts or by commercial custom or by law, may be signed on behalf of the Corporation by an Attorney-in-Fact; hereby revoking and canceling any and all other powers of attorney heretofore granted by the Corporation to the Attorney; and hereby approving, ratifying and confirming in all respects all acts heretofore performed and steps heretofore taken by the Attorney for and in the name of the Corporation and on its behalf under any power of attorney hereby revoked, and all acts performed and steps taken by the Attorney for and in the name of the Corporation and on its behalf hereunder.

This Power of Attorney shall be construed to continue in full force and effect as to any person dealing with the Attorney up to and including the first of the following, (i) the Attorney is no longer employed by the Corporation, or (ii) revocation by the Corporation by action of any officer duly authorized to execute this Power of Attorney or by a resolution of its Board of Directors.

Dated: January 1, 2006

ATTEST:

By:
Tom Burlin
President
ACS State & Local Solutions, Inc.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages
	1 / 1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0001	March 8, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

ACS State & Local Solutions, Inc.
1800 M Street NW
Washington, DC 20036

Code | Facility

(X) 9A. Amendment of Solicitation No. POKV-2006-R-0064

X 9B. Dated (See Item 11) February 28, 2006

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[ ] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] is extended, [x] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 3 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

(X) A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A.

[ ] B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in Item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

[ ] C. This supplemental agreement is entered into pursuant to authority of:

[ ] D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1. Section L.3.2 is changed as follows: Delete March 13, 2006 and replace with March 20, 2006.

2. Section L.3.4 is changed as follows: Delete March 13, 2006 and replace with March 20, 2006.

3. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Sheila Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed 05/24/06	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 3/8/2006

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages
	1 / 1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0002	March 14, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

ACS State & Local Solutions, Inc.
1800 M Street, NW
Washington, DC 20036

Code | Facility

(X) 9A. Amendment of Solicitation No. POKV-2006-R-0064

X 9B. Dated (See Item 11) February 28, 2006

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

x The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [x] is extended. [ ] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 3 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

A. This change order is issued pursuant to: (Specify Authority)
The changes set forth in Item 14 are made in the contract/order no. in item 10A.

B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

C. This supplemental agreement is entered into pursuant to authority of:

D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1. Section L.3.2 is changed as follows: Delete March 20, 2006 and replace with March 29, 2006.

2. Section L.3.4 is changed as follows: Delete March 20, 2006 and replace with March 29, 2006.

3. Block 9 of Section A (page 1) of the Solicitation is changed as follows: Delete March 28, 2006 and replace with April 19, 2006.

4. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Shella Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed 05/24/06	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 3/14/2006

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. Contract Number	Page of Pages 1 | 1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0003	March 24, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

ACS State & Local Solutions, Inc.
1800 M Street, NW
Washington, DC 20036

Code | Facility

(X) 9A. Amendment of Solicitation No. POKV-2006-R-0064

X 9B. Dated (See Item 11) February 28, 2006

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[x] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] is extended, [x] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 3 copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

[ ] A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A.

[ ] B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

[ ] C. This supplemental agreement is entered into pursuant to authority of:

[ ] D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1. Section L.3.2 is changed as follows: Delete March 29, 2006 and replace with April 5, 2006.

2. Section L.3.4 is changed as follows: Delete March 29, 2006 and replace with April 5, 2006.

3.The closing date for receipt of offers remains April 19, 2006.

4. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Sheila Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed **05/24/06**	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages
	1 1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0004	April 7, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

ACS State & Local Solutions, Inc.
1800 M Street, NW
Washington, DC 20036

Code | Facility

(X)	9A. Amendment of Solicitation No. POKV-2006-R-0064
X	9B. Dated (See Item 11) February 28, 2006
	10A. Modification of Contract/Order No.
	10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

x The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers X is extended, ___ is not extended.
Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 3 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

___ A. This change order is issued pursuant to: (Specify Authority)
The changes set forth in Item 14 are made in the contract/order no. in Item 10A.

___ B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in Item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

___ C. This supplemental agreement is entered into pursuant to authority of:

___ D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor ___ is not, ___ is required to sign this document and return ___ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1. Block 9 of Section A (page1) of the Solicitation is changed as follows: Delete April 19, 2006 and replace with April 28, 2006.

2. Section L.13 PROPOSAL SUBMISSION DATE AND TIME is changed as follows: Delete March 28, 2006 and replace with April 28, 2006.

3. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Sheila Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed **5/24/06**	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 4/7/2006

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. Contract Number	Page of Pages 1 | 1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0005	April 21, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)
ACS State & Local Solutions, Inc.
1800 M Street, NW
Washington, DC 2036

Code | Facility

(X) 9A. Amendment of Solicitation No. POKV-2006-R-0064

X 9B. Dated (See Item 11) February 28, 2006

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

x The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [X] is extended. [ ] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 3 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

A. This change order is issued pursuant to: (Specify Authority)
The changes set forth in Item 14 are made in the contract/order no. in item 10A.

B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

C. This supplemental agreement is entered into pursuant to authority of:

D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1. Block 9 of Section A (page1) of the Solicitation is changed as follows: Delete April 28, 2006 and replace with May 12, 2006.

2. Section L.13 PROPOSAL SUBMISSION DATE AND TIME is changed as follows: Delete April 28, 2006 and replace with May 12, 2006.

3. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Sheila Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed 5/24/06	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 4/21/2006

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages
	1 of 48

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0006	April 26, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 703 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

ACS State & Local Solutions, Inc.
1800 M Street, NW
Washington, DC 20036

Code | Facility

(X) 9A. Amendment of Solicitation No. POKV-2006-R-0064

X 9B. Dated (See Item 11) February 28, 2006

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

x The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] is extended. [X] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning 3 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

A. This change order is issued pursuant to: (Specify Authority)
The changes set forth in Item 14 are made in the contract/order no. in Item 10A.

B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in Item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

C. This supplemental agreement is entered into pursuant to authority of:

D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1. This amendment is issued to publish pre-proposal questions and answers. See continuation sheets 2 through 48.

2. All terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Sheila Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed 5/24/06	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 4/26/2006

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. Contract Number	Page of Pages 1 332

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0007	May 8, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

ACS State & Local Solutions, Inc.
1800 M Street, NW
Washington, DC 20036

Code | Facility

(X) 9A. Amendment of Solicitation No. POKV-2006-R-0064

X 9B. Dated (See Item 11) February 28, 2006

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

x The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [X] is extended. [ ] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing items 8 and 15, and returning 3 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

A. This change order is issued pursuant to: (Specify Authority)
The changes set forth in Item 14 are made in the contract/order no. in Item 10A.

B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

C. This supplemental agreement is entered into pursuant to authority of:

D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

This amendment is issued to make the following changes:

1. Remove the cover page, "SOLICITATION, OFFER AND AWARD" and replace with new "SOLICITATION, OFFER AND AWARD."

2. Remove pages 2 through 328 and replace with new pages 2 through 331.

3. The due date for proposals is changed to May 19, 2006.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect.

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Sheila Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed **5/24/06**	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 5/8/2006

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages
	1 / 2

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0008	May 10, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

ACS State & Local Solution, Inc.
1800 M Street, NW
Washington, DC 20036

Code | Facility

(X) 9A. Amendment of Solicitation No. POKV-2006-R-0064

X 9B. Dated (See Item 11) February 28, 2006

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[x] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] is extended. [X] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 3 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

[ ] A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A.

[ ] B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in Item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

[ ] C. This supplemental agreement is entered into pursuant to authority of:

[ ] D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1. This amendment is issued to publish pre-proposal questions and answers clarifications. See continuation sheet.

2. All terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Sheila Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed 5/24/06	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 5/10/2006

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages
	1 / 1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
A0009	May 16, 2006		Ticket Processing

6. Issued By: Code
Office of Contracting and Procurement
Public Safety and Professional Services Group
441 4th Street, NW, Suite 700 South
Washington, DC 20001

7. Administered By (If other than line 6)

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)

ACS State & Local Solutions, Inc.
1800 M Street, NW
Washington, DC 20036

Code | Facility

(X) 9A. Amendment of Solicitation No. POKV-2006-R-0064

X 9B. Dated (See Item 11) February 28, 2006

10A. Modification of Contract/Order No.

10B. Dated (See Item 13)

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

[x] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [x] is extended. [ ] is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning 3 copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) By separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGEMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such change may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS, IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14

[ ] A. This change order is issued pursuant to: (Specify Authority) The changes set forth in Item 14 are made in the contract/order no. in item 10A.

[ ] B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation date, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.

[ ] C. This supplemental agreement is entered into pursuant to authority of:

[ ] D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [ ] is required to sign this document and return _____ copies to the issuing office.

14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)

1. Block 9 of Section A (page 1) of the solicitation is changed as follows: Delete May 19, 2006 and replace with May 24, 2006.

2. Section L.13 Proposal Submission is changed as follows: Delete May 19, 2006 and replace with May 24, 2006.

3. All other terms and conditions remain unchanged.

Except as provided herein, all terms and conditions of the document referenced in Item (9A or 10A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer	
Michael P. Huerta Senior Vice President and Managing Director		Sheila Mobley	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed 5/24/06	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 5/16/2006

1.0 TECHNICAL APPROACH

The District's Legacy of Innovation and Excellence

For over a generation, the District has been the big-city innovator in parking services and traffic safety.

Benefits of the ACS Solution

- Over 20 years of uninterrupted service to the District's ticket processing programs
- Longstanding partnerships with DPW, DMV, dDOT and MPD
- Web-based eTIMS^{SM} system consolidates ticket types and builds on District's existing business logic
- Enhanced functionality streamlines adjudication functions and provides wireless access to ticket data
- Lowest risk solution protects the District's largest source of non-tax revenue
- 6 LSDBE subcontractors will exceed RFP participation requirements

In the 1970s, Washington, DC became the first large city to reorganize and consolidate its parking functions under a single-responsibility center. In the 1980s, it established administrative adjudication to streamline the handling of parking and minor moving tickets, and it outsourced the back-office functions under a service model which became "best practice" for big-city programs across the country. In the 1990s, the District created an award winning, public-private partnership to upgrade its entire parking meter inventory at no up-front cost to the financially-strapped District. In the late 1990s and into this decade, the District embarked on the most ambitious traffic safety program in the nation installing dozens of red-light, mobile speed and fixed speed cameras across the District. These innovations continued with the creation of the ROSA (Registration of Out-of-State Automobiles) enforcement program, the installation of multi-space parking meters in Georgetown and around the Convention Center, and the deployment of vehicles outfitted with license plate recognition systems which can more quickly find scofflaw, stolen, and wanted vehicles and more effectively enforce residential permit and overtime parking.

In addition to visionary leadership and dedicated execution from District officials and staff, every one of these initiatives has something else in common—the involvement of ACS and its management team. For over two decades, we have partnered with the District to make sure that your ideas and programs have taken root and thrived here and, in many cases, across peer cities.

This RFP calls for, and our proposal response represents, a continuation of program excellence and innovation.

However, ACS understands that this RFP calls for a different program than what we have successfully delivered to the District over the past 21 years. In some respects, this RFP calls for a narrower scope of work than we have previously provided; this would suggest a simpler, smaller program. However, this RFP also calls for an ambitious expansion of ticket processing system functionality and a more resilient technical architecture and operating environment which supports it. These attributes, enhanced by tighter, seamless integration with existing and future

systems and vendors, will transform how District workers perform their jobs and revolutionize how citizens and visitors interact with the District. The result will be a ticket processing program which reestablishes the District as the leading program in the country.

ACS is a proven partner with the only proven system capable of delivering this program.

Maximizing Program Performance While Minimizing Risk

While this RFP, and complementary RFPs to be released in the near future, will significantly transform the ticket processing and collections environment in the District, a critical challenge emerges—***to ensure that the results delivered by the current program continue without interruption.***

While none of these programs are operated for financial reasons, the primary benefits from these programs (intersection and roadway safety, reduced congestion, curb space turnover to promote economic development, etc.) include a secondary benefit of revenue generation which allows the District to deliver needed services without increasing the tax burden on District residents. The revenue generated from parking, moving, red-light camera and photo radar violations represents the largest single source of non-tax revenues for the District. These programs also touch hundreds of thousands of citizens and visitors each year. Any disruption in the program will bring unwanted attention and criticism of the District government and its new administration.

To ensure that these benefits and services continue, the District's contractor will be required to overcome a set of challenges never before faced by any ticket processing system in any jurisdiction. The program envisioned by the District calls for the most ambitious functionality in the most complicated ticket processing environment in the country. The District's ticket processing partner must integrate the handling of four different types of tickets issued by dozens of agencies, ***all within 90 days***. Over two-thirds of the tickets are issued to out-of-state vehicles. A high percentage of these tickets are adjudicated creating administrative demands unlike those faced by any other jurisdiction. Operational functions currently performed by ACS such as lockbox and collections will need to be seamlessly integrated from new vendors and new systems.

To an outsider, a generic ticket processing system should be able to handle the District's requirements. Because of our extensive experience with the District, we understand the tremendous complexity within each of these programs. Understanding the business logic and accurately programming it for any one of these programs presents a challenge. Getting all four programs integrated in one system and then integrating and testing that system with a host of other District and vendor systems is a task of unparalleled complexity for a "parking system" implementation, and the risk is substantial.

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Our approach mitigates this risk:

- Our parking ticket system is operational in the District and operates in full compliance with all of the current regulations and business rules.
- Moving violations, in which driver identity and liability creates database and processing requirements quite different from parking tickets, are already integrated with District parking tickets and are handled according to current law.
- The business rules for handling District red light camera and photo radar tickets are already programmed into our system which is operational here.
- Our system already integrates with Destiny and 50 other DMVs so nationwide name and address acquisition poses no problems.
- We have already integrated parking tickets and photo enforcement violations into a single database to provide our Cleveland Municipal Court client with a consolidated-view/consolidated-processing capability for all ticket activity.
- Our TIMS system has already been upgraded to our fully functional, web-based system (eTIMS^{SM}) which is operational for other ACS ticket processing clients.

Because of this foundation, we can focus our efforts on enhancing our system capability, data integration models, and service delivery in a few key areas, unlike other vendors who will need multiple man-years from limited DPW, DMV, MPD, dDOT and OCTO staff simply to understand the current programs and bring a generic system up to the current baseline.

Perhaps most importantly, our solution requires no database conversion from the existing TIMS system. With millions of records spanning over a decade on the current database, any data conversion runs a significant risk of program interruption. Our solution eliminates this risk and allows us to implement the program within 90 days.

Superior Technology Including our eTIMS^{SM} Ticket Processing System

Our proposal transforms how we support the District's ticket processing program. While we believe that the results for the District over the last contract term have been exceptional, there has been tremendous technological change since this contract was last re-competed eight years ago. While our partnership has resulted in continual improvements in ticket processing technology through the years (handhelds, pay-by-web, adjudication enhancements, ROSA, license plate recognition systems, etc.), other enhancements we have developed (e.g., eTIMS^{SM}) have not been implemented due to contractual limitations and uncertainty.

We also recognize the tremendous technical strides which the District has made under OCTO's leadership and how these improvements have "raised the bar", both internally and in citizen expectations, for technology and service delivery. We have embraced these raised standards and have enhanced our technology to provide the District, its user agencies, and its customers with:

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- Improved Accessibility
- Improved Functionality
- Improved Systems Performance
- Improved Integration

Improved Accessibility

eTIMS^{SM} is a fully web-enabled solution which offers authorized District users the ability to access the system from any Internet connection. It also integrates all case documents into online folders. This untethers hearing examiners, issuing officers, and Appeal Board members and frees them from having to come into a DMV office to adjudicate cases or review decisions.

Authorized District managers will have greater accessibility to make changes to business rules online.

Our Business Objects reporting module will provide greater accessibility to program data in real-time and allow you to analyze that data to better deploy resources, improve productivity, and ensure accountability.

Our system increases public accessibility by allowing citizens to access photo enforcement, parking, and moving tickets from a single, user-friendly view and perform related transactions via the web, interactive voice-response system, mail, or in person. This reduces the time required by the public and departmental staff to handle ticket processing issues.

Improved Functionality

ACS' proven, web-based eTIMS^{SM} platform will provide District personnel with an intuitive evolution from our current, familiar TIMS system. Enhanced functionality and added interfaces will improve the efficiency of District personnel.

REDACTED INFORMATION

eTIMS^{SM} provides significant improvements in the user interface such as drop-down boxes, links, expanded descriptions and opportunities for customized customer service status displays.

R(9)(1)

Its rule-based, component-driven software design provides extensive opportunities for customized treatment schedules including complex requirements logic. The software design incorporates significant capabilities to support new web services components and robust messaging solutions. This new platform enables the ticket processing software to integrate more easily with standard Application Programming Interfaces (APIs) provided by other vendors.

Having worked with the District for 20 years, we understand the tremendous demands that the administrative adjudication program places on DMV resources. This point of interaction between the District and the citizen is the one where tension is highest and where issues are most visible. Consequently, we have devoted significant effort to designing improvements in our support of your adjudication efforts. Our proposed improvements will increase hearing efficiency and reduce dismissals due to internal coordination problems. These changes should ultimately reduce the number of in-person hearings and the level of resources required to handle hearings.

Specifically, we will deliver the following enhancements to our adjudication system:

- Web-based hearing scheduling for citizens (as currently delivered for the City of Cleveland) to reduce the number of unscheduled hearings.
- Web-based officer scheduling to reduce no-shows and subsequent dismissals (nearly $1 million in dismissals per year).
- Web-based adjudication system to allow examiners to process mail-in hearings remotely.
- Online hearings so that citizens, examiners and officers can adjudicate cases in real-time using online chat technology.
- Consolidated case folders (across multiple tickets, programs, and license plates) so citizens can handle all issues at a single hearing.
- Web-based citizen access to all case information so they can see the information used by examiners to render decisions.
- Automated notifications to citizens, pre- and post-hearing (reschedulings, failure-to-appear, decisions).
- Inclusion of recordings of hearings (.WAV files) in case folders prepared for Appeals Board.
- Management Dashboard using Business Objects to monitor hearing productivity, workloads and available staff, and use this information to better deploy examiners and estimate hearing times.

ACS will combine data elements from parking ticket processing and photo enforcement into a new ad hoc reporting relational database using Business Objects. The combination of Business Objects with eTIMS^{SM} ad hoc reporting capabilities provides the District with powerful tools to analyze information more efficiently and effectively. With the explosion of the Internet and

software tools since the last contract eight years ago, the demand for reporting and data management has outpaced our current solution. In recognition of this new environment, ACS will provide the District significant hardware and software upgrades in addition to these new tools to improve ad hoc reporting and data management.

eTIMS^{SM} will also support the capture and dissemination of real-time data from new, wireless handhelds. Supporting enterprise-wide access to parking and ticket program data, particularly for field operations, will improve cross-departmental decision-making and citywide service delivery.

Improved Systems Performance

Our system uptime performance currently exceeds 99.6 percent; however, we are making changes to our operating environment and systems architecture to improve this performance and to achieve 99.99 percent. We are also adding redundancy to all of our servers and communication links so that there will be no single point of failure within that environment.

To further improve systems performance, ACS will provide a dedicated Systems Administrator at the District's 301 C Street, NW office to address hardware and software issues. We are also adding a full-time Business Objects Database Administrator to work with District staff at DMV sites to make sure ad hoc reporting requests are handled in a timely manner.

Improved Integration

ACS is the ticket processing system integration expert. We have integrated more ticket processing systems for more big cities than any other vendor.

Over the last 20 years, we have continuously integrated new subsystems, components, and modules into our ticket processing solution. We were the first vendor to integrate wireless mobile digital terminals for booting and towing, the first to integrate IVR and pay-by-phone, the first to integrate online cashiering, and the first to establish a nationwide DMV network for name and address acquisition. Our pay-by-web system now processes 40 percent of all ticket payments in the District. We have integrated document imaging and workflow management software, as well as multiple different handheld ticket writing computers, for the District. We have integrated in-vehicle equipment for ROSA enforcement that allows for the on-street printing of warnings and tickets.

With the migration to our eTIMS^{SM} system, future integration will be even simpler. Our eTIMS^{SM} architecture uses Websphere (MQ Series) middleware which standardizes the exchange of data between different systems. We are building APIs for eTIMS^{SM} which will further simplify the exchange of data between existing District systems such as Destiny, the Superior Court, SOAR, CAD, AIMS and the MPD's systems.

Future systems envisioned by the District are already integrated with our eTIMS^{SM} ticket processing system for lockbox (San Francisco), collections (Supreme Court of Arizona), and call center (Boston).

In fact, we are proposing a "web services" server which exceeds the "FTP server" requirement in the RFP because we believe that this architecture will better accommodate the District's current and future needs.

A Local Team with Expanded Resources

Our team of District parking and ticket processing experts is an invaluable asset for this project.

ACS' greatest asset is not its ticket processing system (which is unmatched by any system in the country), rather it is its experienced team of parking and photo enforcement professionals who have helped a wide array of government partners design, deliver and operate the most sophisticated and successful ticket processing programs in North America.

Because our roots are here in Washington, DC, and because we have worked in partnership with the District for over 20 years, we have a deep pool of resources that understand the District's specific program requirements. This is essential because, as you well know, the District's ticket processing environment is the most complicated in the nation. No other jurisdiction operates the array of programs in place here, with the level of out-of-state activity and the degree of complexity arising from the overlapping jurisdictions and diplomatic presence befitting the nation's capital, while administering the functions of a city, county, and state government.

To successfully deliver the advances called for in the next contract term, the District needs a partner with a wealth of understanding of its current programs who can focus on elevating the program to new heights without worrying about meeting today's performance.

Even with this foundation, we have exceeded the RFP's staffing requirements in order to deliver the service level that you expect. In addition to the required staff (Project Manager and Systems Administrator), we will continue to provide our existing key staff including a Sr. Operations Manager, Sr. Systems Analyst, Technical Support Representatives, and Operations Analyst. We have also added a Business Objects Database Administrator who will work onsite at DMV locations. This Database Administrator will focus on management and ad hoc reporting and on supporting your use of our real-time Management Dashboard.

A Longstanding Commitment to Local Business Development

Our LSDBE participation will exceed the RFP requirement of 20 percent.

Having grown up here, we understand the importance of helping local businesses participate in local contracts and grow their capabilities. We have always fully participated in the District's

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partnering programs, and we exceed 30 percent LSDBE participation on our current project. We have also given District firms the opportunity to work with us outside of Washington, DC.

For this program, we have identified six Local, Small and Disadvantaged Business Enterprise (LSDBE) subcontractors (one is applying for formal LSDBE certification):

- **Dynamic Concepts, Inc.**—Data entry of manual tickets
- **Kidd International**—Imaging of correspondence and manual tickets
- **Beale, Inc.** —Technical support and programming for Business Objects database
- **Toucan Printing and Promotion Products, Inc.**—Printing and mailhouse services
- **Vantix**—Third-party verification
- **Insured Couriers** (LSDBE certification in process)—Bonded courier services

Four of these partners work with us on the current program while Beale has performed work for the DMV's Destiny system and for OCTO. Vantix is a current DPW contractor who also has performed work for OCTO.

ACS, itself, is a "local, long-term resident business". We have served the District, from within the District, for over 20 years. ACS' state and local government headquarters are also in Washington, DC. From this base, we have grown a national business with contracts in all 50 states and thousands of cities and counties.

A Track Record of Proven Results

This RFP represents a consolidation of current District programs with the overlay of an exciting, ambitious vision for the future of ticket processing and service delivery in the District. Yet this program is not solely about the future. In order to select the vendor most capable of bringing this program forward, the District will review the track records of the proposers to glean insights into their capability to deliver. This review should reveal the following:

- Only ACS has a track record of successfully delivering these services to the District—and we have done so for over 20 years.
- [redacted]
- ACS collects over $100M in annual ticket revenue for the District despite fines and issuance which are much lower than cities such as Chicago and New York.
- Only ACS has developed a system which is proven in multiple, high volume ticket processing environments (more than 1.5 million tickets issued per year). In fact, we have done it for *five* such programs—Washington, DC, Los Angeles, San Francisco, Boston and Philadelphia.

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- ACS processes over 15 million parking tickets annually.
- ACS has processed more photo enforcement violations in the U.S. than any other vendor.
- Only ACS has developed a truly national DMV network for obtaining names and addresses (Chicago has even asked about using our network on multiple occasions to solve the shortcomings in its own name and address acquisition—fortunately for them, only 4-5 percent of their tickets are issued out-of-state).

We take pride in our track record because of what it reveals about us, but more importantly what it reveals about our clients and how they view us. Without strong, successful partnerships, we would not be able to achieve these long-term results.

Summary

No vendor knows the complexity of the District's ticket processing programs better than ACS. Since 1985, we have worked with the District to establish and enhance its ticket processing programs. Our longstanding relationships with DPW, MPD, DMV and dDOT provide us with a collaborative framework and the historical perspective necessary to advance the program according to the District's new vision.

We understand the District's desire to take the current, separate programs and leverage them into a consolidated, efficient program. This should result in cost savings for the District and improved customer service for citizens. It will also provide local businesses with the opportunity to provide operational support to these programs under direct contract with the District. We also understand your custodial obligation to maintain the successful results achieved over the last two decades.

To ensure these benefits accrue without jeopardizing program performance, the District needs a ticket processing system which can serve as the "backbone" of this consolidated operation. This RFP was released first in recognition that, without this "lynchpin", the other program objectives could not be realized.

In our eTIMS^{SM} system, we already have this "lynchpin" system—and it is operational in the District today. Incrementally enhancing this proven system is the only low-risk way to deliver on the broader vision you have articulated. However, we are proposing more than just a system. There are numerous operational requirements and services which must be delivered as part of this RFP. We have been delivering them for years and will continue to do so as described in this proposal.

We are excited about helping you achieve this vision, and we look forward to helping you restore the District's parking and traffic safety programs to a position of industry leadership.

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1.1 PROJECT PLAN

ACS will use its data conversion and project implementation experience from dozens of successful municipal ticket processing projects, proven start-up techniques and technologies, and reliable project controls to provide a smooth transition with no disruption to the District's revenue stream or service to the public.

We understand the District's ticket management program serves thousands of citizens a day, and that a system upgrade to such a critical service area must be implemented with extreme care. Interruptions in customer service or revenue flow must be avoided. At the same time, in its RFP, the District seeks new technology that can greatly enhance its interaction with the public. Meeting these two needs concurrently represents a tremendous challenge to both the District and its selected vendor.

Features and Innovations

- A proven approach and methodology, refined in dozens of implementations over 20 years
- Our Meter and PMIS implementation teams offer a proven history of success
- eTIMS^{SM} offers a mature ticket system successfully implemented in many cities so upgrade will minimize transition time, risk, and DMV management participation
- Preliminary implementation plan involves District staff in all phases and all District and local vendors are fully trained prior to conversion
- Service components fully tested during implementation, with complete and accurate transfer of ticket and meter data documented
- Ongoing support from both local ACS Team and our Data Center ensures smooth operations from conversion through life of contract

Fortunately for the DMV, ACS offers an unmatched track record in meeting such challenges. Over the past 20 years, in many large cities, ACS has assumed responsibility for critical ticket management services as well as seamlessly upgraded the systems in place with existing customers. We have done so with a proven implementation methodology which has allowed the upgrade of the existing TIMS program to the eTIMS^{SM} software without any interruption to revenue flow and service to the public and the simultaneous integration of new technologies and service initiatives. In addition to the well-known and successful implementations of the existing ticket processing system in the District, several additional key examples of ACS' abilities in this regard are:

- **San Francisco**—In 1998, ACS assumed responsibility for providing key ticket management services to the City and County of San Francisco: provision of a PMIS; the supplying of new handheld issuance devices; and assumption of lockbox services. The contract was signed on September 24, 1998 and contract operations commenced on November 17, 1998—in less than two months. Furthermore, during the implementation, the Board of Supervisors initiated a special ticket amnesty program. ACS Data Center staff made the necessary system changes concurrent with other modifications to meet San Francisco's needs, and the

Amnesty Program started just two weeks after the cut-over to eTIMS^{SM}. As a result of the many new features introduced by ACS—handhelds, Pay-by-Web, Pay-by-Phone, expanded DMV interfaces, and enhanced delinquent collections--the payment rate increased from 67 percent to 78 percent in just 18 months, and currently stands at 81 percent.

- **St. Louis**—In March 2004, ACS implemented a ticket processing and collections system for the City of St. Louis. Prior to this implementation the City had processed and collected ticket violations in-house. The data conversion was executed accurately and completely. ACS established a new Ticket Violations Bureau walk-in payment facility with expanded hours of operation, a Pay-by-Web Internet site, and an automated IVR phone system, all of which were available for processing the day of conversion. ACS also provided new, professional looking notices and correspondence letters, improved customer service operations, and more timely and accurate data entry standards. Additionally, the City's name and address acquisition processes, both in-state and out-of-state, were expanded and improved. In only eight months, ACS increased the revenue per ticket by 40 percent—from $16.94 to $23.92.

Coupled with our firsthand knowledge of the District business process and history of successful implementations, these experiences demonstrate that ACS has the implementation methodologies and staff to achieve another timely and successful implementation for the District.

By selecting ACS, the District will ensure a fully operational system on day one. ACS is committed to continuing operations and revenue without interruption as new modules are brought on line. We expect to start up new processes as approved, and as DMV resources are made available. We are committed to meeting the task schedule.

Our Implementation Team will be headed by [redacted] Director of D.C. Programs, who brings more than 18 years of ticket processing and information technology management experience to the project. [redacted] will be the senior ACS contact for the District for the entire scope of services.

Our Data Center team will be headed by [redacted] Product Manager for eTIMS^{SM}. [redacted] manages a staff of 20 software developers who support both the core eTIMS^{SM} product and local applications for our clients. Consistently recognized for her technical acumen and ability to meet demanding development commitments, [redacted] has nearly 20 years experience with ticket management and ticket processing software. [redacted] and [redacted] will be supported by our subject matter experts drawn from operations throughout the country.

ACS' preliminary implementation plan for the Ticket Processing System is shown at the conclusion of this section. This plan, and several other related planning documents, will permit both ACS and District managers to monitor the implementation process and ensure that the project remains on schedule. These planning documents are discussed in more detail below.

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Ticket Processing System Implementation

ACS has successfully used the same methodology and types of implementation plans in many similar, large ticket implementations. The key elements of our methodology are:

1. **Project Planning**—ACS has included in its proposal a preliminary master implementation plan/timetable, which delineates the major technology and service implementations that will meet the District's requirements. It assumes a contract start date of September 1, 2006. Once the District's Notice of Award is received, we will meet with the District's Contract Administrator to update and finalize the master implementation plan, including provision for any optional services chosen by the District during negotiations.

2. **System Planning**—The first several weeks of implementation will be an intense period devoted to detailed system planning. ACS will review with all appropriate District OCTO, DMV and vendor staff functional requirements, business rules, the current ticket lifecycle, system tables, existing automated and hard copy correspondence and forms, security requirements and our proposed hardware and telecommunications configuration.

   As a result of these meetings, we will provide the District with a series of planning documents: a database conversion plan, a security plan, a staffing plan, a training plan, and a hardware and telecommunications plan. These plans, once approved by the District, will govern ACS' modification of eTIMS^{SM} and its subsystems, installation of hardware, training, and other implementation tasks. Our planning documents are discussed more fully below.

3. **Software Enhancements**—Based on the operational specifications derived from our early meetings with the District, ACS will provide an enhanced, proven eTIMS^{SM} system and other related subsystems to meet the business and operational needs of the District and other key stakeholders.

4. **Data Conversion**—ACS will work with District staff and the current program management to ensure that all system data for parking, moving, and photo enforcement tickets are converted properly from TIMS and that eTIMS^{SM} is populated with all data needed for continued processing of existing tickets and with case histories so staff can support customer inquiries. The data conversion plan, submitted to the District early in the implementation phase, will coordinate data conversion with the establishment of testing and training databases.

5. **Prepare Local Operations Center**—ACS local operations are currently located at its existing 1133 15th Street, NW facility. Any site modifications can be accomplished well within the requirements of our implementation plan; indeed, our ability to leverage the existing ACS office in the District removes two sometimes difficult tasks—site acquisition and build-out—from the project's critical path.

6. **Installation of Hardware and Establishment of Telecommunications**—The core ticket information system infrastructure is in place in our Tarrytown, New York Data Center; ACS currently has sufficient resources to meet the projected processing and storage needs of the DMV database. With regard to local facilities, in preparing this proposal, our networking

staff has already determined a preliminary hardware configuration required to support the DMV operation, including the relative location of each piece of equipment, and the telecommunications infrastructure. Our preliminary master implementation plan specifies the timing and sequence of all tasks related to procuring, installing, and configuring the necessary hardware and software and telecommunication lines. As part of our early planning process, our Network Plan will be finalized and submitted to the District for review.

7. **Provision of Physical and Logical Security**—ACS will provide comprehensive physical and logical security for the Ticket Processing System contract to protect equipment installations, negotiable instruments, and the confidentiality of data. Our security measures will include controlled physical access to all ACS and subcontractor facilities, network and mainframe password security, regular system back-up procedures, anti-virus software, and a multitude of other loss prevention functions.

8. **System Testing**—Early in the implementation period, ACS will deliver a test plan to the District detailing the testing of all components of the processing stream (including payment processing, the integration of handheld and handwritten tickets, eTIMS^{SM} and its subsystems, the communications network, functional interfaces with third parties (such as DPW, OTR and DMV vendors) individually and as a stream. Acceptance testing requirements will be established at a high level and ultimately traced through the entire ticket life cycle at a functional level.

9. **System Documentation**—ACS has professional user manuals for eTIMS^{SM} and specific sub-system components and system documentation that meet the District's needs. These will be customized to meet the precise needs of the DMV and will be incorporated into our training of staff. All documentation will be provided in both soft- copy format and online at no cost to the District.

10. **Staffing**—ACS and its subcontractors will hire additional staff in accordance with a District-approved staffing plan on a schedule that supports timely training and system testing. The staff will bolster our operational, analytical, and managerial team with IT-centric knowledge to complement our D.C.-specific historical knowledge.

11. **User Training**—The ACS solution incorporates training into our implementation scheme in order to ensure that all system users are fully trained in the necessary functions and procedures for the completion of their daily job responsibilities. During the first weeks of the contract we will meet with the District to identify the District staff who will require training, the job functions they perform, and discuss training schedules and locations. We will then submit a training plan which covers District, ACS, and subcontractor staff. Please note that many functions will remain the same, and current employees will gain from knowing the ACS TIMS system.

    Training will be carried out using our professional user manuals and a training database of Washington, D.C. ticket and plate data and realistic scenarios. In conjunction with the District's trainers, ACS will train users from all appropriate District offices for their required job functions.

12. **Handheld Devices**—ACS will also install its proven handheld ticket writer software for use at DPW and for any other District agencies that purchase hand held ticket writers for parking and moving ticket issuance. We will continue to maintain MDT software for booting and ROSA enforcement. All software will be installed and fully tested in coordination with the master implementation plan.

    Once the handheld configuration is in place the interface will be fully tested prior to cutover. The first stage of testing will simply verify our ability to receive a properly formatted batch of handheld tickets into our Production Control subsystem in Tarrytown. The second stage will be incorporated into our overall eTIMS^{SM} testing, and will involve uploading batches of tickets from the handhelds, loading the tickets records onto the test database, updating various test transactions to the ticket records, and down-loading data—such as scofflaw and wanted vehicle lists—to the handhelds.

13. **Provision of a Fully Tested, Functional System at Specified Locations**—At the culmination of our joint implementation efforts with the District, ACS will provide eTIMS^{SM}, modified to the Districts' specifications, fully tested, functional, and operational at all required District locations, the ACS office, and all appropriate subcontractor sites on the designated cutover date.

14. **Subcontractor/Supplier Services**—ACS will also manage and guarantee timely establishment of all required supplier services specified in its proposal, such as lockbox, data entry, notice printing and mail house services. Subcontractor functions will be tested as part of the overall test plan to insure smooth integration with other services.

Master Implementation Plan

ACS' preliminary master implementation plan is presented at the end of this section. Upon approval of the contract, we will meet with designated District staff to develop an updated version of the master implementation plan which will reflect any operational changes since submission of our proposal or any changes in scope—such as optional services--negotiated by the District and ACS, and will be expanded to include responsible parties for each task and all critical milestones.

The updated master implementation plan, once approved by the District, will serve as the main control document for District and ACS managers to monitor the implementation process. It will include the tasks for the development and approval of the various system planning documents discussed below, all operational tasks, critical milestones, and start and end dates. It will also include all dependencies, so that critical paths are evident and the potential impact of slippage in any single task can be readily determined. The master implementation plan, which will be maintained in Microsoft Project, will be updated on a regular basis to reflect progress and will serve as the basis for regular status meetings with District staff.

System Planning

Immediately after contract signing, ACS and District staff will participate in a series of detailed meetings covering all key aspects of the District's ticket processing program. As a result of these meetings, we will provide the District with a series of planning documents:

- **Test Plan**—Will be completed after ACS and the District determine the eTIMS^{SM} modifications necessary to meet the District's business needs.
- **Database Conversion Plan**—Will detail the steps of our conversion methodology, include a conversion timetable and a cutover plan, which will detail the responsibilities of all parties to ensure that data is converted accurately and completely and no transactions are lost during cutover.
- **Security Plan**—Will cover all aspects of physical and logical security. The District should note that as part of this effort, it will be required to verify all District staff that requires access and the specific levels of access they should have, based on job function.
- **Hardware and Telecommunications Plan**—Will present a final hardware list and network diagram.
- **Training Plan**—Will detail the ACS, subcontractor and District staff to be trained, training locations, training methodologies and specific classes which will be offered, any special equipment needs, and training assignments.

These individual plans, covering specific components of the implementation effort in considerable detail—once approved by the District—will govern the most crucial aspects of implementation, such as the customization of eTIMS^{SM}, establishment of payment processing and data entry procedures, installation of hardware and the network, and staff training.

By providing detailed project and system planning documents ACS will give all parties the management tools they need to ensure that the implementation phase proceeds on course and leads to a smooth and error-free cutover to ongoing operations.

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1.2 MANAGEMENT PLAN

ACS' core management team, with over fifty years of combined experience working on this project, will be augmented with new management team members to ensure that innovation is combined with the historical program knowledge necessary to minimize the impact on the DMV's operations and resources.

We offer not only knowledge of the District's current program and goals related to customer service delivery, but also of violation processing and photo enforcement programs throughout North America. The experienced resources that we bring to this program provide us with the ability to offer an effective organizational structure and project organization to ensure financial and accounting controls, quality assurance, production control, and effective notice management for this demanding program.

Features and Innovations

- Experienced managers minimize impact of implementing new technologies
- Successful production control, quality assurance, and notice management procedures already in place
- Contract monitoring tools online on shared server provide real-time controls
- Financial backing and commitment of a FORTUNE 500 company, with more than $4 billion in annual sales

When you evaluate our experience in processing more than 350 million transactions, depositing $600 million in parking ticket and meter revenue, managing the acquisition and implementation of hundreds of handhelds, handling 50 million citizen interactions through Internet, telephones, and mail last year alone, no other company can demonstrate actual performance in providing this volume of service at the performance levels achieved by our staff and our business partners.

[redacted] We will work with the main ticket writing agencies, the Department of Public Works (DPW), the Metropolitan Police Department, the US Park Police, and the US Capitol Police to bring the next generation of technology, such as new wireless-enabled handheld ticket writing devices and license plate recognition systems, to bear to improve the quality of tickets issued to improve collection rates, reduce adjudication requests and improve citizens' perception of the fairness and reasonableness of these important public safety and traffic management programs.

Organization Structure and Project Organization

ACS State & Local Solutions, Inc. (ACS Government Solutions) is a wholly-owned subsidiary of Affiliated Computer Services, Inc., a FORTUNE 500 company that has firmly established itself as the nation's leading provider of diversified business process outsourcing and information technology solutions to governments and commercial clients. Our company operates 21 ticket processing programs across the United States, including other large cities such as Boston, Los

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Angeles, New Orleans, Philadelphia, San Francisco, as well as 57 photo enforcement contracts, including some of the largest in North America.

The ticket processing program aligns with the ACS Government Solutions operating group, which provides all state, county, and municipal government services for the corporation. Headquartered in Washington, DC, this group supports more than 250 state and local government agencies in all 50 states, Washington, DC, Canada, Australia, and Europe. Many of our senior managers came from public service. We approach the state and local market with five lines of business committed to developing affordable, flexible solutions to help solve their specific challenges.

- **Transportation Solutions (TS)** implements, maintains, and operates services across the country including transaction procession solutions for red light enforcement, parking, and emergency medical services programs; customer service software development and operations; lane installation, integration, and maintenance; and toll facilities and electronic toll collection customer service centers.
- **Government and Community Solutions (GCS)** not only focuses on the management, automation, and operation of public sector human services programs, but provides municipalities with a wide-range of IT outsourcing and BPO solutions including transaction processing services and homeland security services.
- **Government Healthcare Solutions (GHS)** offers complete healthcare program administration solutions to address the complex needs of many different state-administered programs.
- **Finance and Revenue Solutions (FRS)** includes our unclaimed property clearinghouse as well as revenue maximization and collection services.
- **Education Solutions (ES)** offers FFELP, Perkins, and direct loan processing solutions to colleges, universities, and school districts nationwide.

The Ticket Processing, Parking Meter, and Photo Enforcement programs are part of the Transportation Solutions under Michael Huerta, Managing Director.

Within the ticket processing program, [redacted], the District Programs Director, is in charge of our three District programs that are integrally related including meters, violation processing, and photo enforcement. Coordination and cooperation between the programs is greatly facilitated since all of these projects' managers report to [redacted]. She worked on the implementation of the District's program in 1985, served as an analyst on the project from 1988 to 1994, and was the Project Manager from 1994 to 1999. She has worked as an advisor to the program since, taking over as Director in the summer of 2005. [redacted] will direct the daily activities of the dedicated Project Manager, responsible for customer care and our new IT analysts and managers and systems development, and of the Operations Manager, who will be in charge of the processing and quality assurance staff and subcontractor activities.

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[redacted], Information Management Director, has been in charge of the technical side of this program since 1997. He is responsible for the technical performance of the program and coordination with our Data Center in Tarrytown, NY and our national technical resources and infrastructure. His staff of System Administrators (SA) supports approximately 130 workstations across a half dozen sites in the District and is responsible for supporting and maintaining the hardware, communications, and all user-facing infrastructures.

To provide on-site SA support, we currently rotate this function among the SA's who are familiar with DMV and photo enforcement workstations and applications including [redacted], and [redacted]. These IT professionals make a daily visit to Adjudication Services to talk with the Hearing Examiners, cashiers, Legal Instrument Examiners, and supervisors to ensure that everything is working smoothly or to quickly identify and correct any issues.

We are recruiting another SA so we can have one of our current staff reside full-time at 301 C Street once the move of DMV permit and registry staff to 95 M Street SW is completed this summer. In instances where this SA is on leave, we will backfill this position by a variety of the other SA's who already know the working environment and staff at DMV.

[redacted] has been added as Program Manager, reporting to [redacted]. [redacted] a Dartmouth College graduate, has extensive experience both in the DC government and private industry.

To augment [redacted] team, we will be adding a new position in the DC office, a dedicated database administrator (DBA). He or she will be responsible for Business Objects development and maintenance and user support for all inquiries and oversight management of productivity and workload balancing. This team member will also spend the majority of his or her time at 301 C Street, working with the staff and supervisors to ensure that they have 100 percent support for this critical part of our IT solution. [redacted] also manages our local Systems Analyst, [redacted] who is responsible for system change orders and SLA reporting and who works closely with the rest of the IT professional group.

An important recent addition to our Ticket Processing team, working as our dedicated Senior Operations Manager, is [redacted]. In this role, she ensures outstanding service delivery for all of our contract deliverables. Her educational background includes a Master of Project Management and a Master of Science in Engineering Management from George Washington University and a Bachelor of Science in Industrial Engineering with a minor in Business Management from Morgan State University. She has worked as a Project Manager for IBM Global Services and most recently as a Program Manager for the District's DPW. [redacted] reports to [redacted].

Proposal Section 3.0, Quality and Retention of Personnel, speaks in detail about our other senior IT resources who have worked on the DC program for many years. Our local and Tarrytown resources, who understand the history of this program, will work with DMV management to ensure that the minimum amount of time necessary is required to migrate to our improved

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Internet-based eTIMS[SM] solution. Exhibit 1.2-1 shows our proposed organizational structure for this project.

Ticket Processing Organization Chart

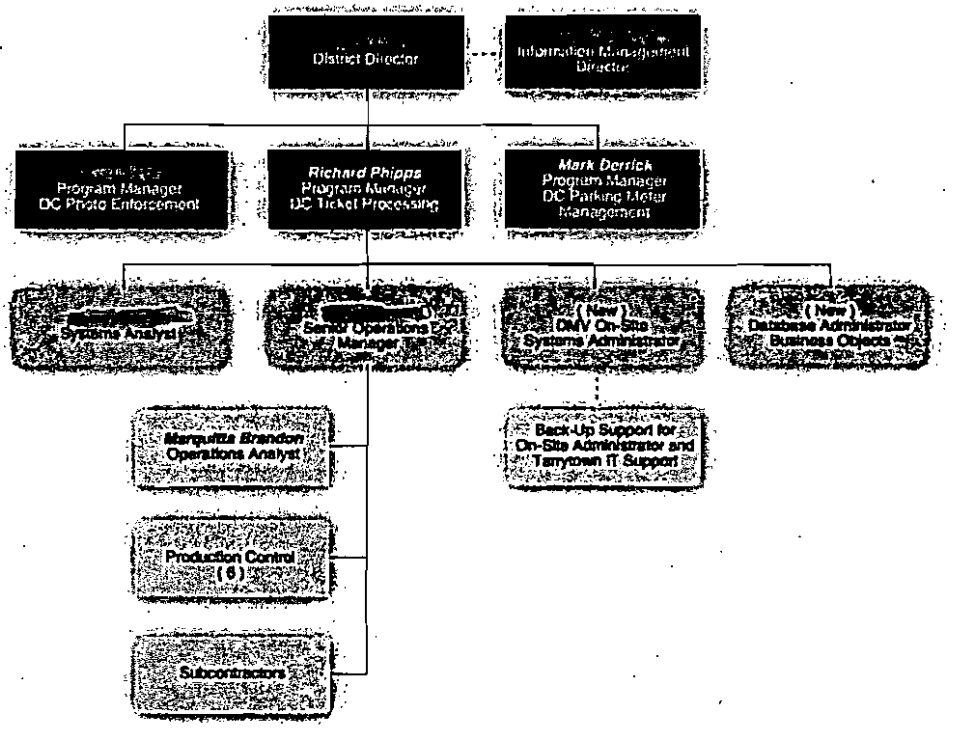

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Exhibit 1.2-1. ACS' organizational structure for ticket processing leverages historical institutional knowledge with expanded technical and program management resources to provide outstanding service delivery.

ACS' Location

ACS has maintained an office in the District of Columbia since we started processing delinquent collections in 1981, over twenty five years. We expanded our office space and staffing when we implemented ticket processing in June 1985. Our ticket processing office is currently located at 1133 15th Street NW while our Government Solutions Group is located at 1800 M Street, NW. The ACS corporate headquarters is located in Dallas, Texas.

Financial and Accounting Controls

For a project of this size, the District naturally has to ensure that the company that supports this program has the financial strength to be able to purchase and maintain the necessary infrastructure and can recruit and retain quality personnel. Small companies may not be able to raise the necessary capital to launch a project of this size and scope. As a FORTUNE 500

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company, with over $4 billion in annual revenue, ACS has the demonstrated resources. ACS conforms to all Generally Accepted Accounting Principles (GAAP). Our Annual Report can be found in Appendix B.

Locally, our office employs a dedicated Finance Manager, [redacted], to ensure that our financials are 100 percent correct. [redacted] works directly with our financial group and the project managers for our DC programs to communicate financial and legal requirements and to have his staff accountant prepare required internal financial documents for their review, freeing the Project Manager's time to focus more on supporting the programs' and customers' needs. [redacted] also manages our HR specialist, who is responsible for filing and maintaining all necessary forms and documentation for the District's First Source and 51 percent hiring programs.

Quality Assurance Plan

Our approach to quality assurance is fairly simple: put procedures in place that make it easy to monitor and report on every step of the process.

ACS has established quality assurance steps that have enable the District to process over one billion dollars in revenue over the past twenty years with nearly 100 percent accuracy. As the industry leaders in citation processing, we have established a fairly rigorous approach to quality assurance. First, we use high quality technology including our database system, hardware, and communications. Next, we insist on thorough training and testing of our staff and hire only seasoned professionals at the managerial and analytical levels as discussed in the previous section. Finally, we use monitoring tools for the Service Level Agreements to ensure all contract deliverables are met.

We understand the system, hardware, and communications are vital to the District's program for use by the DMV staff to service the citizens and visitors. As such, we proactively moved last fall to replace all desktop workstations with models that exceed the OCTO standard. Additionally, all other components that represent potential failure points are being upgraded, replaced, reconfigured, and reinforced to ensure the highest possible uptime and reliability. Our onsite IT personnel are the same ones who installed all of the equipment and oversaw the cabling. David Shive, who is primarily responsible for the success of this portion of the program, is augmenting his staff to ensure 100 percent coverage for break-fix issues to ensure that users remain operational during regular working hours and that the user experience is positive.

Our current monitoring tools for the Service Level Agreements (SLAs) are provided as shared files on a server, to which both senior DMV management and ACS authorized personnel have access so they can update, monitor, and validate our performance. These tools have been well received by DMV senior management. The different SLAs related to oversight of contract deliverables that are monitored include:

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- Response and resolution timeframes for hardware and applications issues
- User experience with the system and applications
- Response time for all types of user requests, from password resets to report requests, with about 20 different types of requests tracked to a mutually agreed upon response time based on the type of request
- Uptime for eTIMS^{SM} and all ancillary applications
- Documentation for all system modifications to ensure that they are implemented according to the user requirements and within the required timeframes

Examples of this tool are included in Exhibit 1.2-2 and Exhibit 1.2-3. Each chart is backed up by reports or other documentation that is 100 percent auditable. Our methods of capturing the data and of displaying the results have been developed in conjunction with DMV. Our senior management team meets routinely with the Ticket Processing Contract Monitor to review the documentation for these metrics and our success at meeting our goals.

Sample Monitoring Tool for Lockbox Payments

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Daily Compliance Tools

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Changes in a contract of this size and scope are inevitable and we have established our organization to optimize our responsiveness to change requests and to provide routine production control monitoring.

User requests come from many sources within the DMV organization. Most of the requests for system changes, assigned tasks, or work orders are initiated by managers and arrive via an email or phone request to our senior managers, such as [redacted] or [redacted]. Some requests are logged directly with our Network Operations Center (NOC) in Tarrytown, NY, our 24/7 user assistance resource. This is most commonly used for password resets, hardware or application questions or issues.

Many new system development tasks are the result of meetings between DMV and ACS management, where new functions or service delivery options are discussed, especially those with interface components to OCTO or other groups in the District government. Meeting recaps provided by ACS typically detail the topics discussed and outline Action Items necessary to move these projects forward.

Requests received at the NOC are entered into Remedy for tracking and resolution purposes. [redacted] IT team takes the Remedy data for all IT-related requests and posts it into a report, which is loaded into the shared server workspace. Exhibit 1.2-4 shows an example of the reporting in use today for these requests.

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Network Operations Center Requests

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Requests that come to our office for data corrections, payment research requests, report modifications or ad hoc report runs, table changes, and other minor change or work requests usually arrive via an established form, the User Request Form, a sample of which is shown in Exhibit 1.2-5.

User Request Form

DC Client Request Form

Requestor:_____ **Date:**_____

Telephone:_____ **Department Name:**_____

To: Dixon Rochez, Systems Analyst

____ Coding change (attach specification)
Circle one of these options

Modification / New / Routine

____ Report request (attach specification)
Circle one of these options

Modification / New / Ad Hoc

____ Urgent

____ New notice or notice revision (attach)

____ Modification to system table (attach)

____ Request for training (describe type):

____ Other (please specify):

To: Katrina Victor, Production Control Supervisor (including Photo Enforcement Control Issues)

____ Research item
Please attach screen print(s) and provide description of research required below.

Circle one of these options

Error correction / Payment / Ticket

____ Other (please specify):

To: Sean Copple, DC Rental Coordinator

____ Rental payment research

____ One-time report (____ Urgent)

____ Other (please specify).

To: Aaron Roberts, Production Control Security and Compliance Specialist

____ User ID Request (attach form)
Provide user ID_____

User name _____

Circle one of these options

Deactivation / New / Change

Date received: _____ **Date processed:** _____ **Name:** _____

Date returned: _____ **Returned to:** _____ **By: Courier / Mail / Email**

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Exhibit 1.2-5. This form is Web-based and triggers automated tracking for monthly reporting on responsiveness to user requests.

More substantial system change or work order requests usually require discussion between DMV and ACS local and Tarrytown staff to ensure that the request is clearly defined so it can be programmed and tested prior to implementation. A recent example of this type of task is the modification of the fleet and rental program penalty logic and reports to accommodate changes in DC's regulations and to reduce the potential for overpayments. This required a task matrix with almost two dozen specific tasks including monthly report modifications, specialized reports to notify the companies of outstanding and overpaid tickets, and coordination between the fleet and rental program managers to ensure that the companies meet their obligations to stay in the program.

These tasks are entered into an internal task management system called GS Tracker. The request is entered by group and type and priority level with a complete description of the requirements. The request goes to the appropriate manager in Tarrytown for scoping and pricing. Any additional information required is provided upon consultation with the local DC managers and analysts. The system request development is tested by the Data Center and local staff prior to deployment at the client site. Typically, the client deployment is initially rolled out on a few user workstations to field test the application change. Once it passes the field test, it is rolled out onto any other workstations. [redacted] and his team have engineered the workstations to make it easy to roll out new software changes. Our on-site IT staff monitors these changes to ensure that they are working as intended and to report any additional work that may be needed.

All of these tasks are recorded on the routine SLA documentation worksheets on the shared server, which lists the task item, a short description, the request and completion dates, and additional comments. It is grouped by task type. This makes it easy to monitor the types of requests that are made and completed each month.

The key to our organization of all of these monitoring and tracking tools is that it is all available in real-time online in the shared server. There is no question about who has what version of an email trail or issues with version control for change requests. Any items that require system development charges will be separately reported so they can be tracked back to the invoice on which it appears.

Internal audits provide outside validation of ACS record for meeting program requirements.

Third-party validation is always helpful to document compliance with contract requirements. As requested in this RFP, internal audits will be performed quarterly, ensuring that the system and services are performed as required and to determine opportunities for improvement.

ACS is committed to providing the District the highest level of verifiable quality assurance procedures at every step of the process. ACS is the only vendor that can provide the combination of a superior processing system with the automated functional controls required to ensure that every possible citation is issued.

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Production Control Plan

Production Control means ensuring full compliance and meeting all contract deliverables. Our system has built-in monitoring tools to ensure full accountability for all program requirements.

Our new Senior Operations Manager, [redacted], personally manages the procedures, documentation, training, and oversight necessary to ensure that every aspect of our back office process, including data entry, appeals, imaging, correspondence and payments are performed timely and accurately. While we have been working with these specific items for the District for the past twenty years, [redacted] brings to her role the fresh perspective of a seasoned professional who has worked in demanding, client-driven roles. She will be able to take the best of what's been developed so far and bring it to the highest level of timeliness and accuracy.

Proposal Section 1.2.4, Back-Office Support Service, details the exact processes we use to ensure that tickets, payments, appeals, imaging, and correspondence are received, processed, and updated on time and accurately. This section will focus on the oversight and balancing components of our solution.

Our large volume ticket update and balancing experience offers a risk-free solution for processing handwritten and electronically issued tickets. ACS staff have reconciliation processes and procedures to balance the number the tickets uploaded from handhelds to the base station, and ultimately to eTIMS^{SM}. They reconcile the export file from the base station to eTIMS^{SM} update reports. Every point of data exchange is verified to ensure that tickets successfully complete the upload process.

Our new double blind entry data entry system for tickets and payments ensures that all data is keyed by two separate operators, with a supervisor providing validation for any data elements that didn't exactly match from the double keying. Exhaustive field-specific edits are in place to minimize data entry errors. Ticket writing errors are validated and tickets that show a pattern for a specific officer are reported to the Contract Monitor for training purposes.

Data entry reports for manual tickets provide the number of items keyed in each batch, as well as the total tickets keyed in the cycle and written to an export file for electronic transmission. The transmission process loads all new ticket records into the eTIMS^{SM} Batch Control subsystem, again performing a series of edit steps and comparing the number of records in each batch to calculated header record counts.

As citations are updated to the system, ACS staff members reconcile the transactions to ensure that the number of tickets transmitted from data entry matches the number delivered, and that the system update totals account for all citations received. To assist in this process, the staff accesses both the online Batch Control Subsystem and a variety of system generated reports.

ACS provides the Contract Monitor with daily update reports on the next working day after processing that detail the tickets and transactions updated. Our routine reporting details the

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percentage of items updated within the agreed upon timeframes. These reports are also available in the online shared server for real-time review by the Contract Monitor and ACS management and staff.

Multiple layers of internal review, supervision, and audit ensure that all staff adheres to our established procedures, which facilitate the management of back office processing.

Our control procedures are strict to ensure the accurate and timely receipt, processing, update and control of payments and correspondence, which frequently contain appeals for adjudication. They help our staff to process these documents accurately because they were crafted and fine-tuned over time to provide audit redundancy and checking mechanisms at every level of back office activity.

When the District receives a written inquiry about a ticket, the DMV needs to be assured that they will receive a prompt and appropriate response. ACS' quality assurance program begins in the mail room. Correspondence is date-stamped, counted, and logged before being delivered to the correspondence department. The department supervisor verifies the count before distributing the mail to the staff to process. Payments with correspondence and letters which contain only correspondence are tracked on the same logs as the payments to ensure that the total number of envelopes processed equal the number of payments and correspondence processed.

Once the correspondence is ready for processing, having been separated from any associated payments, it is batched for imaging. Any pieces of correspondence that had a payment have a copy of the payment included with the letter for imaging.

eTIMS℠ cross check of image records to ticket data records ensures 100 percent capture of all ticket images and data.

There are currently two methods that provide an audit crosscheck to ensure all ticket data records have the correct corresponding image record. The system automatically compares the ticket numbers imaged to the tickets updated. They both have the same batch number in each system. A report is generated that compares the two data sets and any tickets that are not on both systems are detailed. These are manually researched and the tickets are re-imaged or re-indexed as necessary.

A second method is used for correspondence images. These are routinely sampled at a rate of 25 percent to 35 percent of documents received. Any mis-indexed records are corrected and the scanner is retrained or disciplined. The imaging supervisor is responsible for the intake, processing, and storage of all imaged documents.

The following table shows our compliance metrics for the past eight months for correspondence imaging that we report each month to the Contract Monitor. It is indicative of our level of performance for critical service level agreement functions.

Correspondence Imaging

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We take this part of our job very seriously and have routinely reviewed our processes and procedures and training to continually improve our back office operations. Any process that includes human beings has the potential for errors, but the best systems can be configured to capture and correct errors before they affect the system or are updated.

Notice Management Plan

Our established control procedures combine next-action treatment logic to accurately generate a notice with manual oversight to validate that the correct notices are sent according to the pre-established schedule, on the correct forms, and with accurate data on them.

ACS follows a proven, multi-step process that ensures that notices are accurate, timely and professional. As part of each nightly update cycle, eTIMS^{SM} creates notice transactions. These are updated to the ticket records, written to notice files for the mail house, and also to the Notice Management subsystem. Notice Management creates summary totals for each notice type, and produces Notice Registers (or listings) for each type of notice. Prior to actual printing, ACS staff review sample notices using the Notice Registers, Notice Management, and eTIMS^{SM}. Notices are checked for selection criteria, accuracy of data, and appropriate volume. If for any reason a notice batch fails to pass quality assurance, the notice file is backed out and the mail house is instructed not to print the notices. The notice file is then regenerated once the issue is identified and corrected.

Assuming no problem is found with the file, the notices are then printed by the mail house. The mail house's quality control staff checks each batch of notices for correct notice form, correct mail date, inclusion of all required data, proper alignment, print quality, and OCR scan line.

Although this process is automated to the greatest extent possible, ACS' production control staff continue to review notice samples for every notice run to ensure that the data on the notices match that on the system, that the correct form is being used, and that the timing is correct. Even though the notices will move from semi-weekly to daily production, this validation process will continue.

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Our new noticing process will capture a .PDF file for each notice mailed, which will be indexed to the ticket record in eTIMS^{SM}, making every notice viewable online. This will provide better customer service, since citizens will be able to review the actual images of their notices via the Internet or when they come into the DMV to answer their citations.

eTIMS^{SM} automatic scheduling logic ensures that notices go out to open tickets in the sequence the District requires. Proposal Section 1.2.1.3, Notifications, covers this process in detail. Our production cycle is fully automated to ensure all jobs are run in the appropriate order.

The system features an integrated Notice Management subsystem that provides online, real time access to all noticing activity, making it easy to manage, analyze, and report on noticing and collections. It incorporates all notice mailing data in an online, real time mode, thereby giving all authorized users access to a ticket's complete noticing history. This supports sound quality control of all notices and provides critical management information about the noticing process, while also allowing managers and customer service staff to research plate and ticket notice histories.

ACS looks forward to continue working with the District in maximizing the potential of noticing and we understand that the District has full authority to establish and approve the procedural requirements for notifying violators of pending violations, outstanding liabilities, scheduled hearings and potential consequences of inaction. The District also has final approval over the form, content, sequence and timing of all notices issued to violators.

Our approach to interfacing with DMVs throughout the country is to build business relationships and working partnerships with states on behalf of municipal clients.

ACS realizes the success of parking and moving enforcement is largely dependent on the ability to obtain and apply correct registered owner or driver information. The accurate and timely acquisition of this information is essential to the District's entire ticket processing management program. The lack of this information makes sending notices and imposing enforcement sanctions virtually impossible, leading to decreased collections and a proliferation of scofflaws.

For DC tags, DMV's Destiny system sends ACS via FTP the parking registry file data weekly. By the time this proposal is submitted, a regular driver's license name and address file will also be sent weekly. This is necessary to ensure that the notices for suspension of driving privileges or vehicle registration are sent to the address of record. At some point during this contract, we anticipate that the file will change to a daily file. If this occurs, we will work with Destiny programmers and DMV managers to ensure a smooth, uneventful transition.

We have worked out a process for updating names and addresses on the DC Destiny files weekly. Each time we see an indicator for a change of address, we update the record, writing the older name and address to history and updating the summary record with the new information. This ensures that any correspondence or future notices for parking and moving tickets are sent to the new address.

From recent meetings with DMV, we have instituted a new process of using Group1 software to complete partial addresses written by the issuing officers on moving tickets, which may have missing city, state, or zip code. This will improve the notice issuance rates and improve compliance.

For non-DC tags, our in-depth knowledge about each state's specific interface requirements, plate type, series issuance, and registration renewal update schedules, as well as other critical processing issues, makes ACS' interfaces successful. The ability to access registered owner information for DC as well as out-of-state violators is critical to the success of the program. Our large-volume processing for all of our ticket and photo enforcement clients and our established DMV relationships gives us the ability to obtain better, more current registered owner information than other vendors. Proposal Section 1.2.3, Mailing Services, contains a full description of our specific processes for name and address acquisition by state.

Our core name and address acquisition program, MOVERS, like eTIMS^{SM}, is table-driven, so minor changes to a DMV's record format is easy. Throughout the years a multitude of DMVs have changed the format of their request and return record. This change impacted not only the records themselves, but also additional parameters for requests, such as limiting the number of records on a single tape/cartridge. Because of the flexible nature of MOVERS, ACS is able to implement the necessary changes quickly and efficiently with no impact to the District's operations.

MOVERS' flexible control system determines the frequency and volume of transactions sent to each individual DMV. The frequency of out-of-state requests is dependent on the State, the volume of requests received, and the medium on which requests are sent. For automated states, ACS requests more often than states which only process requests on a scheduled basis (i.e., monthly) and cannot turn around returns as quickly. The following table shows a break out of each state's characteristics such as method of acquisition, whether the state is an owner or is a vehicle state, the frequency of requests, and additional information. It also shows which states we routinely use third-party acquisition sources for due to processing restraints or excessive cost concerns.

One of the unique District-specific features of our solution is our interface with the State Department for diplomatic plates. We have maintained this relationship for years and are able to provide information on open, unpaid tickets for reporting to Congress and other requestors on a routine basis. We communicate regularly to exchange information regarding plates and tickets issued, including photo enforcement violations. This process is highly restricted, given the sensitive nature of the special coding that is applied to these plates.

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DMV Rules and Edits

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Our make match failure logic is continually evolving using table-driven logic. Originally, tables would allow spelling variations of the same make to match (i.e., CHVY to CHEV). This has grown into a complex set of secondary and tertiary validations, which increased the hit rate in some states as much as four percent. Using this logic, very generic makes sometimes used by ticket writers will match to more specific makes. For example, "TRUCK" would match to "FORD" or "CHEVY"; however, "FORD" and "CHEVY" would never match to each other. Models within a make will match to that make, such as "TEMPO" matching to "FORD". Spelling variations, which may overlap, are also taken into consideration such as "VOL" meaning either Volkswagen or Volvo or "MERC" meaning Mercury or Mercedes. The Registry Group is continually monitoring make match failures, adding new makes and models as they hit the street. The current make table contains over 7,000 variations of make and model, and is continuously being updated.

eTIMS^{SM} effectively determines ownership if the plate is re-issued to a new owner. In states where the plate can be re-issued to a new owner, effective date is used in conjunction with name, date of birth, and driver's license. In a state where there is no re-issuance, the rules can be less stringent. In some DMVs the effective date may be the last change date or status date rather than the issue date of the plate. Therefore, it is important to look at both effective date and ownership information in determining whether the owner has changed for a vehicle.

A percentage of all returns from any DMV will be no-hits. Maryland MVA, for example, requires registration within 45 days of a new owner obtaining a vehicle. Even if the registration is processed by a car dealership, the new owner can drive off the lot and park illegally that same day. During this period, a request on a newly issued license plate will return a no hit. We have an automated schedule for re-requests based on the vehicle state. Some plates will never return a hit, such as vehicles that are undercover police vehicles. We typically go out three times for re-requests, and these are displayed in eTIMS^{SM} to show the exact number of re-requests. The criteria used for re-requests are flexible and table-driven and can be shortened or lengthened at the request of the District and implemented immediately.

Hit rate analysis is very important to successful return and application of DMV data. We track these return rates by state using a report called Registry Control Report, which is shown in Exhibit 1.2-6. This report shows data for initial requests and re-requests and can be run for a variety of time periods.

Registry Control Report

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All records that have received an error code are written to the DMV Return Control Report. This report displays the literal equivalent of the error code and is an effective tool to determine changes that may have occurred at any given DMV. The report also includes a hit rate report. This report is one of many tools utilized by the Registry Group to perform quality assurance analysis.

ACS' extensive experience with DMV processing, specifically whether the plate follows the vehicle upon sale or if the return data contains an ownership effective date, is critical to any ticket processing program. The knowledge whether a DMV maintains a history of registration activity assists us to determine whether to re-request no-hits and allows us to work with our clients to determine effective name acquisition strategies. Since many of the vehicles in the parking program have also received photo enforcement tickets, it is easy to cross reference the vehicle images with the parking ticket and returned registration data to determine if the ticket vehicle plate number was captured correctly by the issuing officer.

Everyone at ACS is committed to providing outstanding support for the District's Ticket Processing program.

This program not only generates over $100 million in violation-based revenue each year, but also touches virtually every citizen and visitor to the District. It is imperative that tickets issued to control parking and safety regulations are managed properly and with minimal expense to the District. ACS has worked for the past twenty years to continually improve its technology base and services and is excited to bring this program the highest level of fully Internet-capable customer-service driven solutions available.

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1.2.1 Performance of Ticket Processing Services

Cost effective technology, comprehensive parking and photo enforcement expertise, and a strong, experienced, local management team are qualifications that make ACS the best partner for the District's Ticket Processing program.

The District seeks a true business partner capable of offering ideas and solutions that contribute to the success of their ticket processing management program. ACS is committed to providing the District with solutions that build on our 20+ year partnership to deliver continually improved service and the most up-to-date technological solution.

Features and Innovations

- Currently processing the District's parking, moving, and photo enforcement tickets
- Improved customer service and reduced dismissal rates will result from our Web-services offerings
- Fully Web-enabled system provides the greatest functionality and flexibility to respond to changing needs of the District's DMV services
- Our experience incorporates all aspects of parking, moving, and photo enforcement tickets at high volumes

Although the RFP is broad in scope and encompasses both technical and non-technical requirements, we note that service is a central theme of every requirement. The District has gone to extraordinary lengths to emphasize that the primary objective of the Department of Motor Vehicles (DMV) is delivering prompt, convenient, and accurate service to citizens and visitors in the District of Columbia.

In this proposal you will see that ACS wants to support the District's desire for improved service and program transformation through increased use of the Internet. We have listened and are using the District's RFP to re-engineer our technology and services to bring this system to the forefront of ticket management systems in the United States. The District will be the first client to fully benefit from our enhanced web-oriented upgrade to our core product, eTIMS^{SM}. Our enhancements do not represent "window dressing" minor modifications. With this product, we have been able to leverage technological advances that were not available even 18 months ago to provide a robust, flexible, customer-service driven system that will take ticket processing well into the next procurement cycle.

Many people think that ticket processing is a simple task. A ticket is issued, people pay or adjudicate or ignore the ticket, and they get booted or suspended if they choose the latter option. At its most basic level, that is correct. However, there are many permutations at each step and it is important for a program the size of the District's that the selected vendor have experience with many large city programs so these components be handled appropriately and accurately. A vendor must have proven experience to include:

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- **Violation Processing**—ACS processes over 15 million parking violations per year for our clients, which includes a combination of electronically issued, handwritten, and photo enforced tickets. The functionality of the newest versions of handheld ticket writing devices and License Plate Recognition Systems offer unparalleled functionality and capture capacity. We have the proven expertise and ability to manage this function with efficient and effective processes that provide for integrity and control of each and every ticket.
- **Cash Management and Payment Processing**—ACS processes over $400 million per year in ticket related revenues, $60-70 million of that for the District and an additional $30 million in photo enforcement revenue. In addition, our cashiering and payment processing solution provides full functionality, receipting, and detailed audit trails to ensure complete accountability of every dollar received.
- **Web Services**—ACS will enhance our support of an interactive Website to allow inquiry, viewing of images as well as data; program information; credit card, debit card, and e-check transactions; all accomplished through secure, online, real-time access to the production database, providing 24-hour-a-day functionality. Web technology allows us to transform our service offering to allow citizen greater self-service. Through eTIMS^{SM}, citizens can use the Internet to report broken meters, missing signs or abandoned vehicles, locate towed vehicles, and propose new locations for photo enforcement. Proposed web services include scheduling of hearings, conducting hearings, and submitting adjudication requests.
- **Imaging System**—ACS will image all correspondence, mail payments, outgoing correspondence and notices, and handwritten citations using a solution that we have developed and refined over nine years for some of the largest ticket management programs in the country. As an integrated component of eTIMS^{SM}, all supporting documentation is available at the click of a mouse through a web browser.
- **Online, Real-Time DMV Interface**—A cornerstone of our success in providing ticket processing management services is our professional relationships, sophisticated interfaces, and attention to detail with DMVs across the U.S. and Canada. We obtain the highest hit rates and validate the rejects to continue to be able to fully support the District's notification functions.
- **Accounting/Financial Processing and Record-keeping Requirements**—We currently provide the accounting, financial, operational processing, and record keeping requirements for District programs, and are responsible for on-site and off-site record retention and storage.
- **Audit Trails, Edits, and Controls on all Activities and Transactions**—Responsibility for over $100 million of public money and over 20 million data records demands a proven system. Audit trails, edits, and controls are integrated into every eTIMS^{SM} function and operational procedure.

- **Management Reporting**—ACS will provide Business Objects for a comprehensive management reporting package together with its robust ad hoc reporting capability to support all aspects of ticket system operations and contract management. We have used this program extensively in other projects and will work with District users to provide comprehensive user training and full-time onsite support to take total advantage of this powerful tool.
- **Interfaces with Towing, Ticket Writing, MPD for Wanted Vehicles, Abandoned Vehicles, and Other Ticket Processing Related Programs**—We recognize the need to enhance interfaces with these systems to attain efficiencies and to provide comprehensive information to customers and users.
- **Support of the Parking Meter Program**—ACS has long supported the District's parking meter program and we will continue to do so. We will integrate the outage and repair information to provide graphical results to meter inquiries, both for adjudication and information purposes, via eTIMS^{SM}.
- **Fleet Program**—Management of fleet, rental, and government vehicles is a function of the ticket processing management program. ACS has dedicated one staff member to this important function and is offering new management reports and enhanced Web access to simplify the management of this program.
- **Treatment Process**—The heart of a ticket processing system is the logic that determines when tickets are eligible for action, such as penalty application, noticing, suspension, etc. Our system was built to support District rules, even as they've changed over the past twenty years. Hundreds of legislative and administrative changes affecting the system such as fine updates, new violations, deemed liable dispositions, amnesty programs, and changes in fleet and other programs have all been handled by our experienced local office and Tarrytown programming staff.

The District requires a browser-based, proven ticket management information system that is designed to support its requirements and large ticket volumes, with a database design and application software that can easily adapt to future program and system changes. Additionally, the District requires fast system response time.

Our newly re-designed browser-based eTIMS^{SM} system features a user friendly, point and click capability with drop down menus, and fast paths for every major function. Easy to understand descriptors make the system simple to use. eTIMS^{SM} also enables citizens to more fully serve themselves over the Internet. It is ideally suited to interface with other systems, as stipulated in the RFP. The solution offers processing strength in the back-end and open-ended flexibility in the front.

The sections below describe in detail our eTIMS^{SM} based solution for every component of this program. We will fully integrate Business Objects into the daily processing at the user level, taking advantage of its superior ad hoc reporting and data mining capabilities to provide exceptional managerial control over staff and resources. Our solution also provides for "no

citizen, alerting them that their hearing had to be rescheduled and allowing them the opportunity to select another time that is also convenient for them. If a citizen requests a reschedule, this would be relayed to the issuing officer and the hearing calendar would be updated as well.

Our new Web-based scheduling will allow the supervisors at the agencies to view a comprehensive look at the hearing dates for their officers so they can ensure that their officers are made available to attend the hearing. They will be able to determine in real-time how many tickets have been issued, how many requested for adjudication, how many upheld and dismissed, and how many had officer presence requested. Court liaison officers will receive an auto-email notifying them of scheduled hearings for the next business day and the upcoming week, which should allow them to ensure that the officers are available for the hearings.

Since the hearings can happen over the Internet, in many cases the officers do not even have to leave their District building, since every MPD building is wired for video conferencing. We would work with the MPD to set up a virtual hearing room for each District and substation so the officers could attend the hearings via the Internet. The officers would be able to review the ticket images, the PD-10 forms, and any other information on the Web prior to the hearings to prepare their testimony.

Interpreter Schedules Maintained Online

We will continue to provide a separate Interpreter schedule for hearings, with the addition of separate schedules for the top six languages requested plus another one for all other languages, to minimize the expense to the District. This schedule can be maintained by ACS or Adjudication Services or by the interpreter service, whichever the District requests.

When the citizen schedules a hearing, they will be asked if they need an interpreter. On the Internet, there will be a drop down selection menu for them to choose the language they will need for the hearing. This will automatically bring up the appropriate schedule for them to select from, with the on-screen instructions translated for the top six languages.

The interpreters will be notified of upcoming hearings via auto-email, which can be updated directly by Adjudication Services staff in case the provider of these services changes during the contract.

Online, Mail, Telephone, and In-Person Scheduling Provides Speedy Adjudication

We will provide accurate, easy-to-use scheduling options for citizens to obtain the fastest possible hearing. [redacted] This demonstrates a growing familiarity in the general public with Internet use. Internet-based hearing scheduling will be similarly popular.

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Scheduling more hearings (instead of offering walk-in hearings) means better control over resources and staff at Adjudication Services. If the citizen needs to have the issuing officer and an interpreter present, the system will automatically consolidate the requests for the interpreter and the issuing officer to ensure that both can be present. By reducing the number of rescheduling continuance dispositions, our system will cut down on hearing examiner and interpreter costs and tbe extra managerial time and expense these hearings cost the District.

The system automatically presents the first available slot based on the inputs required, in order to fill up the upcoming slots as quickly as possible. The option will be offered to waive their right to have the issuing officer present to obtain a hearing more quickly, to have an unscheduled hearing within a specific time frame determined by the workload manager, or to have a hearing over the Internet.

The District will typically rescbedule a hearing once due to the issuing officer being absent, but a ticket is usually dismissed if the officer cannot attend two hearings that the citizen has shown up for. Similarly, the District will extend this same courtesy to the citizen if there is a pressing need to reschedule the hearing. On the Web, over the phone, or in person, a citizen can make a request to reschedule their hearing. The system will automatically determine if it meets the criteria that the request be at least 72 business hours in advance of the hearing. This is necessary to allow time to notify the issuing officer, interpreter, or other attendee of the rescheduling. This rescheduling will be noted on the system and a second rescheduling will not be allowed, unless it is overridden by an authorized supervisor. All of these transactions are available online for review or audit at any time.

Adjudication Services authorized personnel can manipulate the hearing room schedule and calendar in person or on the Internet, to change a hearing time for a specific case folder or to adjust specific time slots, although typically a year's slots are loaded via a form specifying date, time and ticket slot rules.

Notification is Automated to the Greatest Extent Possible

Clear and timely communication with the citizens is extremely important for the adjudication process. It is also important that any communication be as automated as possible to minimize the impact on Adjudication Services resources and staff. eTIMS^{SM}' notification component is seamlessly integrated into the in-person, mail, and now Internet-based adjudication decision process. From the initial determination of eligibility, through the scheduling of the hearing, to the decision from the hearing examiner, and even incorporating post-decision activities and appeals, our system is designed specifically for the District of Columbia's specific rules and procedures and will not require significant modifications to be fully ported to the Internet.

We have worked out many different methods to communication to citizens and have increased notification beyond the typical mail-based correspondence. Exhibit 1.2.1.6-3 shows some of the various modes of notification available with eTIMS^{SM}, including:

- Auto-email, which can be read online and on a citizen's Blackberry or other electronic email device.
- Telephonic notification, providing automated reminders of upcoming hearings as an extra convenience to the citizen.
- Immediate printing from eTIMS^{SM} of critical confirmation of hearings or denial of service due to repeated rescheduling requests or when the ticket is not eligible for a hearing.

Notification of Adjudication Activity Takes Many Forms

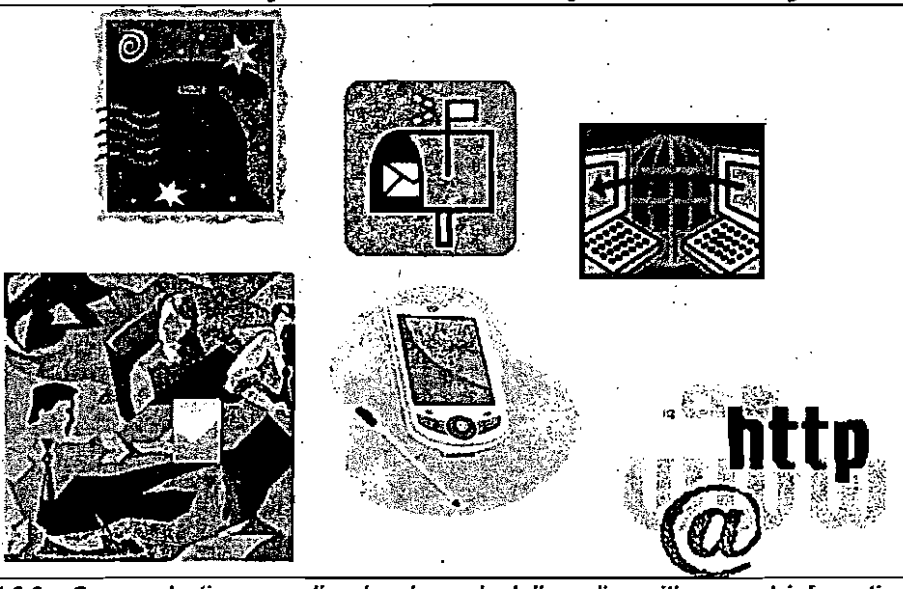

Exhibit 1.2.1.6-3. Communication regarding hearing scheduling, dispositions, and information regarding eligibility for hearings and appeals can take many forms, ensuring that it is easy and fast to provide critical information to the citizens.

- Online access to the ticket's current adjudication status, including the ability to view the Hearing Record and all incoming and outgoing correspondence.
- Mail notification, which will still be available and used when alternative forms of communication are not available or to provide for regulations that specify that certain notifications be sent to the owner's or driver's address of record.

When the initial request for a hearing is received, the system automatically evaluates the ticket for eligibility for a hearing, and notifies the citizen that the ticket has been accepted, or has been denied due to age, prior payment, previous rescheduling request or other reason based on the District's business rules.

If the ticket is accepted for adjudication, it is eligible to be scheduled for a hearing and the system notifies the citizen of the available dates and times. The system will only present hearing slots where the issuing officer, interpreter (if needed) and Adjudication Services calendars are in

agreement. Once the citizen selects a slot that is amenable to them, the system can provide notification via auto-email, mail, or screen prints from the Internet.

Once the hearing is held, the citizen will be notified of the hearing examiner's decision based on the nature of the hearing. Online hearings will capture an electronic version of the Hearing Record, which includes data and images for the violation, and the hearing examiner's summation of the statement of fact, findings of fact, and conclusion of law along with boilerplate text related to the violation code. The Hearing Record will be provided in hard copy for in-person hearings and will be mailed to the address of record for adjudication submitted by mail.

If the citizen fails to appear for their hearing, a disposition of Failure to Appear is entered in eTIMS^{SM} and notification in the form of a Hearing Record is provided to the respondent of this finding.

If the hearing is rescheduled due to the issuing officer's availability or problems with Adjudication Services' calendar, the system will automatically notify the citizen of the new time and date. If the citizen requests a reschedule of a hearing, notification of the new date and time will be provided via auto-email or mail. As noted above, if the ticket is not eligible for rescheduling, the citizen will be notified immediately and will be given instructions on satisfying the ticket.

eTIMS^{SM} Facilitates Post-Decision Activities with Table-Driven Treatment Logic

This process should be as simple as possible, allowing the hearing examiners to focus on capturing the testimony and reviewing the evidence to make their determination. We have modified our Administrative Adjudication system in eTIMS^{SM} to reduce the number of steps necessary to finalize a Hearing Record and to ensure that the proper post-decision logic automatically handles as many of the subsequent actions as possible.

eTIMS^{SM} automatically resumes the treatment schedule following a hearing, whether that means sending a Dunning Notice if the citizen fails to pay or appeal the ticket by the end of the suspension period, or sending a follow-up to a continuance disposition, or generating a Hearing Record which contains the final disposition code, notes from the hearing examiner, and the date and time of the hearing.

The District has hundreds of violation codes and dozens of disposition codes. We have already automated the generation of the Hearing Record (final disposition letter) to automatically complete sections based on the violation code, incorporated logic that automatically reduces the fine and/or penalty based on the disposition, and provided drop down boxes to make selecting the disposition code easier. eTIMS^{SM} updated Adjudication Processing system provides a much greater capacity to assist a speedy resolution for every hearing. Disposition codes will be grouped logically by type, such as Dismissed, Liable, Continuance, and Administrative, to make it easier to select the correct code.

Upon entry of a liable disposition code (currently 02-liable, penalty dismissed; 11-liable; and 12-liable, fine reduced), the citizen is notified of their obligation to satisfy the ticket or request an appeal within 15 days. The ticket is suspended during this period to ensure that it does not get added to boot eligibility for a plate.

If the ticket is not satisfied or an appeal filed disposition (code 80) is not entered during this period, eTIMS^{SM} treatment schedule will automatically remove the suspend and send a Dunning Notice (see Proposal Section 1.2.3, Mailing Services, for a sample of this notice) to the registered owner's or driver's address of record. The Dunning Notice is sent instead of a regular notice to reflect the adjudication activity and because the ticket will not have a penalty, which is part of the requirement to receive the first regular notice. Since a citizen has 30 days to pay but 60 days to request a hearing and both actions constitute an answer to the ticket, as long as he or she answers the ticket, no penalty can be assessed. eTIMS^{SM} already contains all of the necessary logic in its treatment schedules to handle these scenarios, so the District will not have to spend any additional management resources ensuring that a new vendor's logic is accurate and auditable.

If the result of the hearing is a dismissal disposition, eTIMS^{SM}, treatment schedule closes the ticket automatically and reduces the amount due by the total of fines and penalties. This ensures that any payments will show on the system as an overpaid amount so the citizen can get a refund or reapply the funds to another open ticket. There are many more dismissal than liable dispositions, largely due to a need to clearly define why the ticket was dismissed. For example, was it dismissed because the ticket was lacking some specific required data element or was written with conflicting information? In this case, the hearing examiner can use a code that is generic, such as code 21, dismissed no cause, or 24, dismissed error, or he or she can use a code that is specific to the error, such as those listed in Exhibit 1.2.1.6-4, which lists all of the current dismissal disposition codes. These will be easier to post in eTIMS^{SM}, since they will be logically grouped. Pop-up menus will provide simple access to the disposition codes for the hearing examiners.

Dismissal Disposition Code Listing		
Disp Code	**Type**	**Disposition Description**
21	Generic	Dismissed No Cause
22	Generic	Dismissed Error
23	Generic	Dismissed Officer Absent
24	Generic	Dismissed on Merit
26	Generic	Dismissed Officer W/O Accident Rpt
57	Generic	Affidavit Stolen
58	Generic	Official Government Business
60	Generic	Diplomatic Immunity
61	Generic	Administrative Dismissal
63	Generic	Warning

Dismissal Disposition Code Listing		
Disp Code	Type	Disposition Description
6	Meter	Dismissed Meter Outage
71	Non-Photo	No Date
72	Non-Photo	No Time
73	Non-Photo	No Make
74	Non-Photo	No Signature
75	Non-Photo	No Violation Code
76	Non-Photo	No Side of Street
77	Non-Photo	No Quadrant
78	Non-Photo	Illegible
79	Non-Photo	No License State
43	Photo	Missing Radar Deployment Log
44	Photo	Defective Location Code
45	Photo	Defective Radar Deployment Log
46	Photo	Speed Limit Error
47	Photo	Direction of Travel
48	Photo	Two Vehicles in Overlay Cone
49	Photo	Incorrect Tag
50	Photo	Dismissed for Funeral

Exhibit 1.2.1.6-4. Dismissal codes that are specific to the reason for dismissal provide better information to the citizen and allow specific feedback to the issuing agencies and officers.

We will work with the District to enhance the list of codes to include specific reasons for voiding tickets after issuance from DPW. Currently, these are all given code 61, Administrative Dismissal, which is not distinguished from other administrative actions. Additionally, we will use the expanded dismissal codes list to produce online reports for the issuing agencies and officers to identify issuance errors to enable retraining and to reduce the population of tickets that require a hearing.

Multiple Tickets Across Multiple Entities Included in a Single Case Folder

With the consolidation of photo enforcement tickets into the ticket processing database of parking and moving tickets, the need to be able to provide hearings on multiple license plates for a single individual will reduce the number of hearings and will allow a consolidated Hearing Record to be produced. eTIMS^{SM} will accommodate multiple tickets and/or multiple tags in a single case folder. Access to all of the elements contained within a case folder will be available online, including the data and images for all associated tickets.

Our Appeal System Ensures that Cases are Expeditiously Reviewed

Our current ticket processing system already has a complete subsystem for appeals that was built specifically for the District. This will be ported to our upgraded eTIMS^{SM} and be available, like the rest of eTIMS^{SM}, over the Internet to authorized users, including the members of the Appeals Board. This will enable them to review the materials for each appeal case folder from their home prior to Board meetings.

Our Appeals system includes the following functionality:

- Evaluates the eligibility for a filed appeal request, either by mail, in-person, by phone, or over the Internet. This includes the finding of liability in an adjudication hearing, full payment of the ticket amount due, payment of an appeal fee (currently $10), payment of the transcript fee (variable), and completion within 15 days of the hearing date
- Accepts and maintains payments for all tickets and fees within eTIMS^{SM}
- Generates a request for the transcript for the tickets associated with the case folder for the appeal in question
- Maintains a series of disposition codes associated specifically with appeals, including Appeal Filed when the appeal is accepted for processing, and Appeal Reversed or Appeal Affirmed for the final decision from the Appeal Board
- Provides customized notification to the citizen related to acceptance or rejection of the appeal and all subsequent activity related to the appeal, including final disposition from the Appeal Board

In cases where the citizen does not satisfy the conditions for successful acceptance of the appeal request, he or she will receive the Dunning Notice advising the respondent of their obligations to satisfy the ticket for which a finding of liability was rendered by the hearing examiner.

The case folder for each appeal case will contain all data, images, and transcripts associated with the tickets that are under appeal, including all elements contained in the original adjudication case folder. To facilitate the appeals review process to ensure that the greatest number of appealed tickets are reviewed no more than six months after the initial appeal is filed, we will train the Appeals Board member to use WebEx software so they can hold "virtual" meetings, which allows multiple users to communicate using VOIP (voice over Internet) and shared case folders, with chat capability that all members can see. Once the decision is rendered, it will be posted in eTIMS^{SM} Appeals system and the citizen will be notified of the results automatically.

The items in the Appeals System will be organized in a FIFO basis, although cases can be searched by case number, ticket number, or plate or driver's license number to review these out of order if necessary. This queue will be managed by our Business Objects Supervisory Management system, where all input and output from queues, time to process information, and other critical workload balancing elements such as average time to process a case will be

available on the Internet for review and management by DMV supervisors and authorized Appeals Board members.

Management of the requested appeal items is critical because cases can be automatically dismissed if the time to process them takes too long. Ensuring that all elements are available as quickly as possible will only help if the cases are being worked in a logical, methodical manner so that the time spent on the cases allows the output to meet or exceed the input. By tracking the time to completion and average time per case, the Board can determine easily how many times they should meet and how many cases they will hear at each meeting. As described above, we would like to work with DMV to make it as easy as possible for the members to meet electronically to get more work done in less time.

Currently, one of the items that is most likely to hold up an appeal review is obtaining a copy of the transcript of the original hearing. The in-person hearings are taped and these are stored. We will accept the responsibility for working with the transcript company to capture and store in eTIMS^{SM} a copy of the recorded adjudication session. These will be available as .WAV files, accessible as part of the case folder for the appealed tickets.

The case folders may contains multiple tickets across multiple plate entities, as noted above for the regular adjudication hearings. These will only be accessible to those granted access to the Appeals System. The following is a description of the audit trail and security control process for adjudication processing, both regular and appeal adjudication.

- Establishes proper audit trails by creating a journal file record of each dismissal/reduction or suspend for each ticket, including the date and time each transaction took place
- Displays each transaction in ticket history and on various screens
- An internal software security system prevents unauthorized access to programs and data, by allowing access to authorized personnel only, ensuring that disputed violation dispositions are performed by authorized personnel
- Restricts overwriting dispositions unless specifically authorized by management
- Logs all transactions by user ID

The District regulates the access to specific features (functionality) by individual, restricts access to critical files and participates in the implementation of a secured environment for disposition processing. Access to ACS computing resources is restricted to users for whom a Computing System Security Access Request Form has been properly completed. This includes an authorized signature by a City-designated supervisor or manager and the regional security administrator. All system users are assigned a unique user identification code and password that are used to access systems, program, applications and/or data for which they have been authorized. Each user is given procedures that outline obtaining and maintaining a user ID and resetting a password. We have participated in the past in actions designed to detect attempts to defraud the system through the use of dispositions. We take this responsibility very seriously

and will work with the District and the third-party auditors to ensure that every disposition entered is recorded, audited, and easily validated.

As we stated at the beginning of this section, we understand that adjudication is priority one for this agency. All other actions are tied to the success or failure of this component of the mission. Our solution is designed to reduce the overall number of hearings, especially in-person hearings, to ensure that:

- Every hearing is fair, equitable and timely
- It is easy for the hearing examiners to do their job every day, and
- Information is provided to help issuing agencies ensure that tickets are complete and accurate

Our fully Internet-enabled eTIMS^{SM} will deliver superior service to the agency and its customers, the residents and visitors to the District of Columbia.

1.2.1.8 Parking and Moving Violation Enforcement

Automated exchange of real-time information and inter-system operability will enhance enforcement of the District's parking and moving regulations.

Features and Innovations

- Web Services provide real time information exchange
- Specialized file downloads provide "hot lists" and a wealth of other data to enhance law enforcement activities
- Comprehensive chain of custody tracking for photo enforcement transfer process
- Fleet program companies can reassign liability for photo enforcement tickets via Internet

For a real-time interface of critical issuance-related information, ACS proposes the latest in open systems architectures, "Web Services". Web Services is a secure, well defined and documented application program interface (API) that is accessible over the Internet or an Intranet. Web Services enables a program or application with the proper security credentials to "ask a question" and "receive a response" in real time fashion. For instance, a handheld parking application can ask for the vehicle make and model number of vehicle by providing the tag number. The Web Services server will find the host system that has this information and make the necessary inquiries to find the requested information.

To give enforcement officers information about a vehicle's registration or to perform a stolen vehicle check out on the street will prove invaluable to the issuance process. In the case of a stolen vehicle, officers and the District can spare citizens the trouble of having to deal with parking violations that were issued to a stolen vehicle because, with the advanced knowledge that the vehicle is stolen, these violations would be voided by the automated issuance system and notify the police of the location of the vehicle for early vehicle recovery. We are days away, as this proposal is written, from implementing this system with DPW for their hand held units and their booting MDT's.

For "offline" exchange of information, ACS proposes downloadable files or databases to an FTP host server. Offline information exchange requires the gathering of information in a networked central location (usually a central file server) from host systems across the District at specified time intervals. Applications can request these file downloads in an automated fashion via FTP and then use the information contained in them throughout the daily enforcement process and not have to wait for a host system response.

The benefit of this architecture is that the enforcement officers do not have to remain in constant wireless coverage areas to get the information that is required to perform daily duties. For instance, if an officer is using a handheld in a parking garage for parking enforcement (like the Reeves Center) and wants to inquire about vehicle tow eligibility, the downloaded file on the hand held device can be queried for an immediate response. Since the device already has the information downloaded it does not have to wirelessly connect to a network which can be very troublesome in a parking garage.

The value of connecting information from various law enforcement systems to the District is extremely important and will prove essential for providing improved government services to the public.

Jointly Developed and Implemented Data Exchanges with District Agencies

By simply entering the vehicle tag number into the enforcement application officers will be able to gather detailed vehicle information such as make, model, color, body style and registration and inspection expiration date. This can come from an interface with the DMV or directly from the RFID chip located in the registration sticker in the vehicle's window. As more DMV's adopt this technology, the newest crop of hand held ticket writers will be able to take full advantage of 2D and 3D barcodes, which can capture all of the information from a driver's license, including their DLN, name and address. Sample brochures of some of the newest hand held units are provided in Proposal Section 1.4.9, Standards for Mobile Computing.

Officers will also be able to get the driver's information directly from Destiny. The enforcement application can also be programmed to check for outstanding warrants or if the registration or DLN record warrants tickets for other infractions such as an invalid RPP or handicapped sticker or expired insurance.

Officers can determine if the vehicle is stolen or has been used in criminal activity and cbeck the boot or tow eligibility of the vehicle. We currently have the seizure eligibility file on the DPW hand helds and are days away from deploying thc stolen/wanted vehicle file. We are installing software that will work in an alert mode and a silent mode. In silent mode, the ticket writer is not notified when a vehicle on the list has been timed or ticketed. At the end of shift, the system automatically voids the tickets with a specific STOLEN VOID code and saves all of the date, time, and location information into a separate database.

In alert mode, when a vehicle is identified, the message "Of Police Interest – Notify Supervisor" is shown and the user must enter the location, which is stored along with the date and time. This would look just like a timing encounter to the casual observer. The ticket writer could then move from the vehicle's locale and radio their supervisor that a wanted vehicle was detected. The MPD would be notified and would take action as necessary.

All of the captured data would be available to the MPD in routine reports. These reports could be mapped to graphically show where these vehicles were being parked, if they were moving, and if the tags have been shifted from one vehicle to another, so MPD could act accordingly. We will work with the MPD and DPW to record the activity from this program and to determine if non-DC tags could be obtained, possibly through regional stolen vehicle initiatives' and local law enforcement support.

An additional valuable feature allows officers to determine if a vehicle in its current location is violating any other parking restrictions including overtime parking. With wireless transmission, timing information could be shared among the hand held units to identify vehicles that travel

within a timed or RPP zone but not necessarily in the same officer's beat. Expired registrations would be automatically flagged and ticketed.

Through the integration with the District's Tow Management system, officers will be able to determine if the vehicle has been towed to its current location with real time download from the CAD system and could ensure that no further violations are issued. Tow truck drivers used to carry hand written ticket books and would leave an issued ticket on the windshield of a vehicle that was towed for regulation violations instead of a simple relocation. This visual clue does not exist any more and citizens are being double ticketed as a result. This inter-system near real-time communication will prevent that from happening.

Accurate and Timely Reassignment Enhances Customer Service

Current legislation in the District allows the owner of a vehicle to provide the name and address and driver's license number (DLN) of the driver of his or her vehicle to transfer responsibility for the fine to the driver. This differs from regular parking violations, where the owner is responsible for answering citations regardless of who was driving the vehicle at the time of the violation.

For vehicles registered in the rental adjudication program, the District's legislation was changed last year to remove the ability of the company to transfer responsibility for a parking ticket by providing the name and address of the driver. The company can now only pay or request a hearing for tickets issued to the vehicles that they have registered in the program. The same legislation made it possible, however, for companies to handle their photo enforcement tickets, which are moving violations issued to a registered owner, through the same process as parking tickets, with the exception that the companies are allowed to provide the name and address of the driver of the vehicle.

The current fleet process for transferring ownership for a photo enforcement ticket is the same as that for a non-fleet ticket. The registered owner is responsible for providing the name, address, and driver's license number of the driver at the time of the infraction. The company representative can provide all of the information at once instead of having to do it on a ticket by ticket basis. See Proposal Section 1.2.1.10, Fleet Program, for a full overview of the fleet program and our fully Web-enabled interfaces.

ACS worked with the DMV over the past year to modify the logic for the fleet companies' reports to remove the ability to provide a name and address for parking tickets. The logic is being further changed to delay the monthly report for rental companies to include only tickets that are at least 61 days old to allow the person who received the parking ticket to pay or request adjudication. This will minimize overpayments and ensure that only tickets that have not been answered by the driver are included on the monthly report that goes to the company.

For photo enforcement tickets, the company is required to sign an affidavit waiving their right to receive photo enforcement tickets at the address of record and instead directing the monthly

report to be sent to their fleet coordinator. Instead of receiving dozens or even hundreds of individual notices each month, some of which will go to varying addresses depending on the registration information for the particular vehicle, the company's coordinator will receive a monthly report (which they can view on the Web). The report will include all of the ticket information and a link with a PIN for the coordinator to view associated photo images of the vehicle in violation on the Web. They can enter the name and address and DLN information directly on the Web or they can mail it back for processing.

We provide transfer of ownership records to the MPD with a transmittal for chain of custody purposes. Sworn officers run the DLN's through Destiny, WALES and NCIC to validate the information. The MPD then returns the initial notices to our office with the transmittal. Some are validated and some are rejected. The letters are then scanned into workflow for automated processing based on the approval or rejection. Those that are approved have their treatment schedule automatically reset to get a driver notice. If the transfer request was rejected, the treatment schedule for the reassignment is reset and the ownership is rolled back. In this case, the registered owner receives a letter explaining the situation and advising them that they are responsible for the ticket and have to pay or adjudicate the ticket.

Once the name and address of the driver are updated, the driver receives a notice (located at the end of this section) that advises them of the ticket and provides information regarding payment and adjudication. The treatment schedule for responding to the ticket is restarted and they have the same 30 days to pay or 60 days to request adjudication from the date of the mailing of the driver notice.

If the assigned driver, for either fleet or non-fleet vehicles, denies responsibility, the ownership of the ticket will revert to the registered owner. ACS will work with the DMV and the MPD to ensure that only authorized ticket reassignments occur and that this work is thorough, accurate and auditable.

Double Blind Batch Data Entry Optimizes Handwritten Ticket Accuracy

Our Web-based eTIMS batch data entry application simplifies the processing of handwritten ticket data. We understand that data entry procedures employed by the District must be tailored to meet specific needs. Each field that is keyed has its own edits to minimize mis-keys. These are immediately flagged to the operator and must be fixed or validated as a ticket writing error.

Information captured through data entry for hand written tickets includes:

- Ticket number, which must be unique across all types of tickets updated to the consolidated database
- Violation date, with edits for correct year to easily identify ticket writer errors at the beginning of each year, when these occur most often
- State

- Registration (i.e., plate number)
- Vehicle make
- Vehicle type and color
- Violation time
- Location, including the quadrant of the District and the side of street
- Meter number, validated against the known meters
- Badge number, validated for badge ranges
- CAD number, which is a unique officer identifier for the MPD
- Agency, which is validated against a table of dozens of issuing agencies
- Violation code, which is matched to the table of valid violations
- Written violation description, which will be captured as a note since it can vary widely
- Amount of violation written by officer, which is updated if equal to or less than violation fine on the system table
- Other violation information written on ticket, including HAZMAT and CDL data, license class, speed zone, and actual speed limit
- Moving violation and parking tickets issued directly to a citizen also contain driver information including name and address, date of birth, sex, and expiration date of license

Our process is very simple. A batch is keyed in total by one data entry operator. The batch is then re-keyed by a second operator. This form of blind batch entry verification helps to eliminate errors and provide a very high accuracy rate to the District. Every single field must match exactly. Any discrepancies are resolved by a supervisor.

Only batches that are in balance with both the number of transactions as well as the dollar amount of the fines are allowed to be updated once they have passed the ticket field level edits. Deleting and restoring batches is a function available only on a supervisory level. We believe these input procedures contribute to a most reliable and efficient data input operation.

After tickets are keyed, they are imaged, using the same batch number scheme. We use dual-sided scanners that have customized feeder trays that exactly fit the District's ticket size. They scan at a rate of 300 dpi and the images are immediately available once they are indexed. The indexing takes place through an automated OCR of the bar code of the ticket number pre-printed on the tickets.

Once the tickets are scanned, we have a report that generates that matches the tickets updated to the ticket processing system against the tickets scanned batch by batch. Any tickets that are on one system and not on the other have been mis-indexed and can be fixed immediately online.

We are familiar with different ticket formats, handwriting styles, license plate patterns including special plates, and the District's street names. This increases both the speed and accuracy of the

data entry process, enabling the District's input operation to be performed at an efficiency level regularly exceeding industry standards.

The ROSA, MDT, and hand held ticket writer system-generated ticket numbers provide an automatic and unique serialization of tickets and prevents number duplication. As in other client cities, the District creates a separate numbering system for the system generated numbers beginning far in advance of existing handwritten numbers. When duplicates have occurred, the ticket that is entered last is automatically rejected. If there is a true duplicate, we have enabled the ability on our system to enter these tickets with a "D" following the ticket number to allow update of payments. These tickets are typically dismissed by Adjudication Services. We expect that the District will move to a full alphanumeric ticket number either at the start of the new ticket processing contract or shortly thereafter and we will fully support that move.

1.2.1.9 Booting and Towing

Our comprehensive solution fully supports all aspects of the District's booting and towing operation. Providing eTIMS^{SM} General Inquiry, Payment Processing, and Reporting along with our Boot and Tow system interfacing with wireless handheld ticket writing devices, mobile digital computers and license plate recognition software, the District will have a fully integrated suite of tools to effectively and efficiently manage parking scofflaws.

Features and Innovations

- 20+ years experience supporting municipal Boot and Tow enforcement programs
- Online boot eligibility status automatically generated based on District requirements
- Real-time productivity management
- Fully integrated suite of enforcement products

The goal of an effective scofflaw program is to not only seize individual scofflaw vehicles but to communicate to the public that the District is serious about managing its parking supply, which in turn will deter others from parking illegally. ACS has provided support for and enhanced scofflaw programs in Washington D.C., as well as Boston, Cambridge, Philadelphia, Los Angeles, San Francisco, and Denver for over 20 years.

Scofflaw programs have proven to be the single most effective strategy for encouraging compliance with parking regulations. Booted vehicles serve as visible deterrents to other illegal parkers. Our experience is that efficient, effective booting programs can generate a five to ten percent increase in ticket collection rates. ACS will continue to work with the District on refining their Boot and Tow Programs. We will provide analytical support and resources to optimize booting and towing, including our real-time web-based Business Objects Management Dashboard productivity and management reporting tool.

Working with DPW and their LPRS vendor(s), we will successfully integrate license plate recognition to increase plate hit rates and productivity. The LPRS units would feed the images and tag numbers to our ROSA and booting MDT's and the system would take that captured data and match it against the target data files to see if an initial hit is detected. This replaces the manual process where the crew member types in the tags that are observed. The system automatically sends a wireless communication to eTIMS^{SM} to detect the real-time status of the vehicle. It can also be used to capture timing information and alert when violators are detected.

We have recently provided new mobile digital computers, Panasonic Toughbooks, for the booting and ROSA vehicles using Verizon Broadband wireless technology and at some point during this contract, handheld units will be procured that are capable of wireless communication. At that point, we will fully support the units' new wireless capabilities. This new real-time communication will enable us to provide the District with real time resource tracking and measurements of productivity.

The Boot and Tow system is fully integrated with the general processing and online reporting components within eTIMS^{SM}, enabling users to view the current seizure status of a vehicle while inquiring against a violation or license plate in real-time. The boot, tow, or ROSA crew member, or the ticket writer using the handheld unit, will effectively be using a workstation that has the exact same status capture capability as a Legal Instruments Examiner at the main DMV office at 301 C Street, NW.

The users need only use one screen to perform both booting and towing functions. The seizure status of the plate, the number and dollar amount of open tickets, along with any corresponding fees, is displayed at the top of the screen, and fields for the entry of specific dates and times of authorizations or confirmed boots or tows or releases are provided within the corresponding quadrants on the screen. Each quadrant contains an area where the date and time of the action is displayed. In the case of booting confirmation actions, a field for boot number is provided. For towing confirmation actions, a field for tow lot is given. For either boot or tow release request, a field is provided for a reason code, such as payment, administrative release, or movement of the vehicle to the abandoned tow lot at Blue Plains. Appendix A provides examples of all eTIMS^{SM} screens, including our boot and tow dispatch screen.

Boot and tow releases can be either automatically triggered by the system as a result of payment or dismissal of outstanding debts, or manually by an authorized user. Automatic releases are displayed immediately on the dispatch screen, enabling the dispatcher to easily assign field crews. Automatic releases capture the clerk ID of the initiator of the action, the date and time of the action, amount paid, and the reason code. If the vehicle is found eligible for administrative release, an authorized user can perform this action manually by placing the appropriate code in the boot release authorize area of the Boot and Tow detail screen.

For cases in which the violator is found to have unlawfully and forcibly removed the boot device from the vehicle, this boot escape information is recorded in the detail screen. Both the Boot and Tow system and the General Inquiry system clearly display this information. This alerts the boot and tow staff of the illegal boot escape. If caught, the violator will be required to pay the outstanding violation debts and the boot fee if required by the District.

The dispatcher has the ability to record information concerning vehicles illegally removed from the tow lot. The user can click a drop down selection in the authorization tow release area to indicate the vehicle is escaped from the tow lot, and is marked on the system in the same manner as escaped boots, alerting users of the unlawful escape.

Modifications are logged on journal files, and audit reports are generated during the nightly cycle, clearly showing the user ID of the one who made the revision, date and time of correction, as well as original and revised information. eTIMS^{SM} provides a complete, detailed transactional history for all seizure related activity, readily accessible online to District personnel.

All users must be authorized to access the programs executing the Boot and Tow system through a TOP SECRET profile specifically for boot and tow. These TOP SECRET profile control levels also allow users either inquiry access only, update access, or access to revision functions.

Automated Boot and Tow Eligibility Determination

Of paramount importance to the functionality of enforcement efforts is the determination of seizure and impoundment eligibility and easy access to timely violation, license plate and seizure activity information. Our proven Boot and Tow system is fully integrated into our Internet-based eTIMS^{SM} product and benefits from all of the new technology described in previous sections and throughout this proposal. The integration of wireless portable handheld devices, mobile digital computers and license recognition software will improve the District's Boot and Tow Program by providing the most effective and efficient method for booting scofflaw vehicles on the street and then towing them off the street when warranted.

Ticket writers currently rely upon the eTIMS^{SM} scofflaw file which is downloaded from ACS to the handhelds from the EZTAG handheld software server at DPW's 1725 15th Street NE location when the units are docked into their cradles. The mobile digital computers used for booting and ROSA enforcement are outfitted with wireless technology that automatically downloads the files for boot eligibility and ROSA from ACS' server at the same DPW location. The mobile crews have immediate access to the ACS database in the field using the Verizon Broadband wireless platform, to determine on the street whether a vehicle is still boot eligible.

The eTIMS^{SM} system automatically determines seizure eligibility by assessing violations and plates based on specific criteria. The current boot eligibility specifications were illustrated in Proposal Section 1.2.1.1.4, Booting and Towing. As currently specified by the District, to be boot eligible a vehicle must have three parking violations that are unpaid that have aged 31 days, at least one of which is fully unpaid and not adjudicated. Additionally, the system must exclude tickets suspended or with amounts due under $5.00, multi-owner and certain specified plate types, such as DP or US plates.

Once a violation is determined to have met all the District's seizure eligibility criteria, it is marked on eTIMS^{SM} as such. Included in the plate level portion of the record is the number of seizure eligible violations issued to that plate. When this number for a particular plate has reached three, the plate becomes boot eligible. Accurate, real-time data is always used to determine booting and towing status.

Tow actions are processed in a similar fashion to boot actions. Reasons for a vehicle tow vary including:

- Booted for more than 72 hours
- In violation of rush hour and/or other traffic infractions
- More than a pre-determined dollar value in outstanding violations
- A courtesy tow, free of charge, is necessary

Aged boots, or boots that have been on the street for over 72 hours, will automatically appear on the dispatch screen and will be assigned to the nearest field crew. We will ensure that the

calendar function for determining aged boot criteria matches that desired by the District. If the District desires to move from hour-based to business-day based tow eligibility criteria, we can accommodate this with a simple table change. The towing eligibility data will be available for download to the District's CAD and AIMS towing systems. We will work with DPW to ensure that this information is available to their towing vendors through a download to the most appropriate server. When the towing vendors are able to process data through the Web Services server interface, we will ensure that the boot and tow authorization data is available to them using this method. We expect that the towing data and tow release information will come to us from the towing vendors using the same technology.

When "heavy hitter" motorists who have a high dollar amount of outstanding boot-eligible tickets are sighted, our system returns an indicator that alerts the crews that the vehicle should be towed and not simply booted. The criteria for this are determined by the District and are easily changed if desired.

The District uses separate crews to boot and release. With our new Management Dashboard reporting and management tool, supervisors and dispatchers will be able to visually track where each vehicle is to facilitate towing and release activity.

Since officers and towing crews determine the need for a violation tow, for example when a vehicle is parked in an unsafe manner or location, our eTIMS^{SM} system has no automatic criteria for processing these vehicles. If a ticket writer determines that a violation warrants a tow, for rush hour or safety violations, they radio the tow request to Dispatch. With wireless on the issuance handheld units, the tow request could be automated based on the violation types, such as blocking a fire hydrant or to support coordinated rush hour towing enforcement.

All authorizations for booting, boot release and towing are done on the main dispatch screen by selecting the appropriate drop down menu option. The detail screen then appears with the message indicating the current status (boot authorized, boot release pending, etc.). Once the user confirms the authorized action, the plate will no longer appear listed on the dispatch screen.

Booting Fees

ACS' fee processing logic defines the fee amount to be assessed with each fee type, which is stored, along with its associated amount, in a system table. When a boot is confirmed online, the system retrieves the fee amount defined for that fee type from the table and automatically updates the database plate and seizure records with the correct fee amount. This has proven to be an efficient and effective method of distinguishing fee types and amounts. If legislation changes warrant modifications to fee amounts, a simple table change is all that is needed. The District's authorized users will be able to modify the fees online using our new Web-based tool, which is described in detail in Proposal Section 1.2.1.1.6, Treatment Schedule.

Each boot confirmed will assess the appropriate boot fee, with the total amount due field recalculated to reflect it. At the District's request, we have blocked the ability of citizens to pay

for their tickets online or by phone when a vehicle is in boot authorize status to enable the boot crews to apply the boot to the vehicle and to have the system assess the boot fee. They receive a message asking them to return in a few minutes to perform their transaction.

Currently, if a vehicle is booted and towed the same day, if the citizen is eligible to retrieve their vehicle through payment or adjudication of their outstanding obligations the same day as the impoundment, they are assessed the boot fee. If they do not retrieve their vehicle the same day, they are assessed the tow and any applicable storage fees. Our system logic has no difficulty with this type of action-dependant fee application.

In the event that adjustments need to be made to revise or correct the boot fee to zero upon completion of an appeal, eTIMS^{SM} accommodates this need and allows dispositions online of any fee by an authorized user, typically a hearing examiner, and maintains history records of the original and the revised information online.

If a violator has existing parking infractions, assessed seizure fees are applied to the plate summary record on eTIMS^{SM} so that District personnel have a complete and accurate picture of the violator's account. If the violator has had no prior infraction records on the system, eTIMS^{SM} creates the record so that fees can be accurately applied and calculated.

Booting Release and Towing Support are Fully Automated

When a payment or hearing disposition is applied to all unpaid violations including satisfaction of boot and/or tow fees, this information is automatically displayed in the release queue with the payment date, time, and payment processing clerk's user ID. If payment is through the Web or by phone, that information is clearly displayed to enable the staff at the tow lot to expect a different type of receipt from the owner when they retrieve their vehicle. The plate is also automatically immediately shown on the boot and tow dispatch screen to alert the dispatcher and mobile crew of the boot or tow release request. This screen shows all vehicles eligible for the relcase queue until they are released.

If a user inquires about the plate on eTIMS^{SM}, a message of "Boot Release Pending" will display on the screen. After a crew has released the vehicle, the dispatcher will enter the information and the system will show the date, time, and ID of the user who confirmed the release.

As mentioned above, the system automatically supports all towing activity by notifying the DPW towing vendors about all tow eligibility and release data. We will work with these vendors during the implementation to ensure that we are downloading the data in a manner that meets the Department's operational and business needs. At the point that the vendors are able to take advantage of our Web Services notification process that enables instant communications, we will ensure that the downloaded information is ported through this vehicle.

It is important to identify aged boots or vehicles that have not been released in 72 hours, so that the limited number of boot devices on hand can be recycled to be used on other vehicles. These aged boot/tow requests are automatically displayed on the dispatch on the third day after booting.

Towing and Storage Fees

As with booting, a tow fee and storage fees can be automatically added to the plate record when the tow is confirmed and the total amount due will be recalculated to include this fee.

The courtesy tow feature is used in the District to move vehicles without assessing any tow fees, as a tow action may be needed for special events even though the vehicle was not in violation. Additionally the system logic accounts for higher fees for "heavy" vehicles as specified by the District. We can accommodate special towing fees and will provide authorized District users the ability to establish these fees online using our Web-based table modification tool. For example, if the District decides they would like to create a tow specifically to track vehicles in violation of parking regulations around RFK Stadium, the fee amount and the special code could be created online. The fee could be the same as a regular tow, but the code would facilitate tracking and reporting of this specific type of activity.

Storage fees are immediately accumulated upon confirmation of vehicle impoundment according to a formula developed by the District. The instant the vehicle is confirmed towed, this calculation is activated and updates storage fees and total amount due, and is distinctly displayed on the plate detail screen along with the assessment date, amount owed, the amount paid, and the date of payment.

Storage fees, as with other boot or tow fees, appear on all fee related reports generated daily by the systems nightly cycle. Any revisions to fees or to boot and tow records which change the fee amounts, are written to a history file and displayed on the plate history screen.

Tow processing through the eTIMS^{SM} Boot and Tow system contains all the features inherent in boot processing. It allows for administrative tows, transfer of vehicle without tow fees, dismissal of fees available to designated managers, adjudication of fees by the hearing examiners, the ability to enter comments in the tow record, and the ability to revise existing tow records—all with an easily accessible audit trail.

eTIMS^{SM} online reporting provides an inventory listing of all booted vehicles using multiple access paths. As the District staff must answer inquiries concerning booted vehicles where the owner is not sure of the plate number, such research must be accessed by some other piece of information about the vehicle. ACS, working with cities such as Boston and Washington D.C., developed an online inventory function to locate booted vehicles through alternate keys.

The online reporting function allows the user to choose qualifiers such as vehicle state, vehicle make and color, or boot date to narrow the search parameters. This allows for extremely flexible selection criteria by allowing the user to enter any combination of the identifiers. The system

sorts the information based on the criteria input from the user. This sorting is performed in real time mode so that the most current data heads the list.

We will work with DPW and other District managers to ensure that our suite of Business Objects reporting fully meets the operational and managerial needs of the District. We want to make the booting and towing operations as efficient and accurate as possible. Our solution includes a full-time Business Objects Database Administrator who is a specialist in BO. He or she will be a dedicated resource who will ensure that all of the data related to immobilization and impoundment can be analyzed and evaluated to ensure that the Department's resources are appropriately deployed to optimize their productivity and effectiveness.

1.2.1.10 Fleet Management Program

ACS will continue to provide the District with our Fleet Management system that meets all RFP requirements, ensuring that the District can continue this valuable program without interruption. New features will enhance the current program's value.

Features and Innovations

- ACS' Fleet Management system meets all RFP requirements
- The system will be available online with our new Web-based eTIMS^{SM} process

Our Fleet Management system was specifically designed to facilitate the reporting and processing of parking and photo enforcement tickets issued to leasing companies, rental companies, taxicab companies as well as government agencies, and other categories of enterprises (fleet vehicles). This system contributes to increases in up front revenues, reduction in program costs, and a number of other efficiencies including savings in mailing costs.

ACS currently provides the District of Columbia a fully operational Fleet Management Program, which will be available from day one of the contract requiring no additional training or implementation—a claim no other vendor can make. ACS has provided the fleet program on behalf of the District for the past 16 years and generates approximately $1.8 million annually.

eTIMS^{SM} Provides Full Online Functionality for Program Maintenance

ACS will continue to facilitate the enrollment and upkeep of rental, commercial and government fleets using our Web-based eTIMS^{SM}. ACS provides the District with more than just a stand-alone fleet program. Our Fleet Management system is fully integrated with all other functions of eTIMS^{SM}.

We use a flexible fleet numbering system to consolidate and centralize information about companies, while allowing differentiation between categories of fleet vehicles. Each company enrolled in the Fleet Management Program is assigned a fleet number. This unique, nine-digit number ensures that all vehicles registered to a particular company are properly identified as belonging to that company. The first two digits of the fleet number are used to designate the type of fleet to which the company has been registered, such as fleet (01), rental (02) or government (03). The remaining seven digits of the fleet number are used as the identifying number of the company within each fleet category. Our ability to distinguish various fleet types provides the District with the flexibility of establishing up to 99 classifications of fleets, each with their own distinct processing rules. Specific penalty assessment, notice timing and format, and collection strategies are governed by the internal logic within each fleet type.

Our integrated Fleet Management system provides an efficient method of registration and maintenance of information for fleet, rentals, and governments. As part of our eTIMS^{SM} upgrade, ACS will provide the District with an online fleet enrollment and management process. This will enable us to easily track and fulfill new fleet requests and make for an expeditious application

review procedure. For companies that enroll offline, we will provide enrollment contracts that require a signature and image these forms to enable online review.

Using eTIMS^{SM} online Fleet Maintenance, authorized users can review, add, terminate, and make changes to information as well as gain access to other eTIMS^{SM} pages. To ensure that District staff can easily identify a plate as being enrolled in the fleet program, when a fleet plate has been accessed, a "FLEET" status will be displayed on eTIMS^{SM}. In addition, if a plate previously belonged to a fleet and is now terminated, a "TERMINATED FLEET" indicator will be displayed.

ACS provides authorized users access to the Fleet Management system through either fleet number or fleet name. The Fleet Company Record page and the Fleet Vehicle Selection page display information relative to each company enrolled on the Fleet Management system. Recognizing that companies often change the status of their vehicles, our Fleet Management system provides authorized users with the ability to perform account maintenance online. Changes in company information are easily accomplished by typing over the existing data, and vehicles may be added or deleted as required. Examples of our fleet management screens in eTIMS^{SM} are available in Appendix A.

Companies can be terminated from the fleet program by entering the date of termination in the "terminate" field. All license plate records currently associated with that company will be automatically terminated during the nightly batch update process. Individual plates can also be terminated from the program without affecting the status of the fleet company. Terminated plates, both individually or for the company as a whole, will be re-evaluated and assessed for standard penalties, noticing, seizure eligibility, and other treatment schedule actions during the nightly cycle.

Automated Eligibility Determination Reduces Paperwork

The DMV allows companies and government entities to apply for participation in the Fleet Management Program. Over the years, ACS has worked with the District to establish the most efficient ways to determine if a company is eligible for the Fleet Management Program.

To be eligible to participate in this program, companies must meet the following criteria:

- Maintain a fleet of at least five vehicles.
- Enrolled vehicles must be owned and operated or leased on a long term basis by the company, which must provide proof of ownership or a signed waiver for this requirement.
- All parking tickets must be satisfied prior to fleet enrollment.

When a company applies to the Fleet Management Program, the company is provided with an enrollment packet that offers a detailed description of the program requirements. Enrollment forms and a phone number for more information are also included.

Companies that qualify to participate in the program are notified and immediately begin receiving the fleet report, which is a monthly printout containing current ticket data for vehicles in the registered fleet. The company's authorized representative is given 30 days to respond to the report by submitting a payment or contesting the tickets. Failure to respond to the report within established deadlines can result in program termination, as determined by the District.

Transfer of Ownership for Automated Enforcement Tickets

As of April 2005, District law prohibits the transfer of liability to reassign responsibility for parking tickets issued to vehicles in the fleet program. The new regulations also permitted photo enforcement tickets to be included in the reports provided to registered participants in the District's fleet program. The photo enforcement legislation allows transfer of financial responsibility if the driver's name, address, and DLN are provided and the information is notarized.

If a program participant has signed a waiver enabling them to receive photo enforcement notices at their provided location instead of at the address of record with their DMV, when a photo enforcement violation is associated with a tag registered in the fleet program, our system automatically applies the program's name and address to the notice. A copy of this waiver form and the subsequent driver notice are included in Proposal Section 1.2.1.8, Parking and Moving Violation Enforcement. The waiver form makes it easier for the fleet manager to ensure that all notification is coming to one place so it can be handled expeditiously.

Upon receipt of the notices, the fleet manager of the company completes the transfer data, notarizes their documentation and submits it for verification. The name, address, and DLN are validated by the MPD using WALES to complete the transfer of responsibility. Once it is approved, a Driver Notice is mailed to the assigned driver, who can answer the ticket by payment or adjudication request just like any other photo enforcement ticket. The treatment schedule is automatically reset so the mail date of the driver notice becomes the initial mail notice date for application of penalties, subsequent noticing, and other treatment schedule activities.

If the District amends its regulations to exempt tags registered in the fleet program from the requirement to provide the name and address of the driver for photo enforcement tickets, we will modify eTIMS℠ to differentiate between the vehicles registered and not registered by a company for purposes of the treatment schedule.

Currently, all agencies enrolled in the fleet program are responsible for the debt assigned to their vehicles and they have 61 days to meet their obligations before receiving an invoice and potential termination from the program. We take an additional quality assurance step of producing an audit report between the initial monthly report and the subsequent delinquent report. This report lists the tickets and tags by company and shows which tickets were paid and which had a hearing requested and clearly shows if the company met its monthly obligation for 100 percent of the tickets on the initial monthly report. For any tickets that were not addressed, all of the relevant data is provided to allow the fleet specialist to research the company's response to ensure that the entry was

captured correctly. This extra validation step ensures that the delinquent report sent to the companies is comprehensive and fully supported.

Easy Navigation and Comprehensive Screens for Summary and Detail Data

The eTIMS[SM] screens shown in Appendix A provide a comprehensive view of all relevant fleet information that can be navigated with ease. The fleet database contains pertinent information on all companies participating in the fleet program, including all data required by the District:

- [redacted]

In the Fleet Account summary screen, detailed account information is readily available such as:

- [redacted]

More detailed information such as effective/application date, termination date, and status and/or approval code are also shown. All data on this screen can be easily updated by simply clicking on the Update Fleet Account link.

Below the Fleet Summary data, each vehicle enrolled in the fleet is listed by plate. The vehicle registration number (state plate), vehicle number, vehicle registration expiration date, vehicle make, color, body style and whether it is owned or leased are all available online. By clicking on the plate number, you are taken to the inquiry screen for that plate where all related ticket data can be viewed. Information available on this screen includes but is not limited to ticket number, issue date, infraction type, amount due, payments, hearing, notice detail, and dispositions.

R(9)(1)

General information on each ticket is displayed including issue date, infraction type, the date of a hearing or disposition and the disposition code (if available) and monetary amount due. On the adjudication detail screen, additional detail is displayed regarding hearings and adjudication. Information such as disposition code, hearing date, hearing examiner ID and ticket payment can also be found in the Hearing and Disposition box on the ticket detail screen.

All screens can be printed by 'right clicking' anywhere on the eTIMS^{SM} screen and selecting the Print option from the menu. Our dedicated Business Objects DBA will create the ability for users to export selected information, including datasets that incorporate all displayed data in the fleet program screens, into files that can be used by spreadsheet and word processing applications used by the District, such as Excel and Word. Our DBA will assist users in the creation of specific databases to be used for documentation and analysis.

Fleet-Specific Seizure Rules

ACS will ensure fleet program benefits remain intact as long as the companies abide by their signed agreement.

One of the key benefits and most attractive aspects of enrollment in the Fleet Management program is having all registered plates excluded from the District's scofflaw list. In essence, this means that all registered vehicles are not eligible for booting by the boot crews that patrol the District. We place a simple "FLEET" indicator on the plate level record within eTIMS^{SM} that will prevent these plates from appearing on the scofflaw file which is provided to the boot trucks and handheld ticket issuing devices. However, as required by the District, this privilege is limited to booting and does not exempt a registered vehicle from being towed.

As required by the RFP, non-vehicle based tickets used to be excluded from transfer of responsibility rules because the company was responsible for these violations, such as expired tags or cracked windshield. Since there is no transfer for any parking tickets, these tickets are not currently given a separate treatment schedule. They will continue to be reported separately to make it easier for the companies to know which tickets are their responsibility and on which tickets they may pursue remedy from the renter or lessee.

Treatment Schedules are Specific to Fleet Type

eTIMS^{SM} uses the fleet number to process fleet plates by a different treatment schedule on two levels. First, eTIMS^{SM} recognizes citations issued on plates enrolled in the fleet program and schedules them for processing under different rules than apply to regular vehicles with private ownership. When a company enrolls in the fleet program, citations associated with their vehicles are exempt from normal processing and enforcement, including exemptions from seizure eligibility, registration hold action, the standard assessment of penalties, and name and address acquisition. Second, once eTIMS^{SM} identifies the citation as issued to a fleet, it uses the first two digits of the fleet number to ensure the citation is processed according to the specific rules established by the

District for its fleet category. For example, government fleet tickets only receive one report currently.

All rental, fleet and government agencies enrolled in the fleet program are responsible for the debt assigned to their vehicles. New treatment schedules are currently being implemented that provide for a 61-day delay before posting a ticket to a rental monthly report. This is necessary to give the driver of the vehicle time to pay or adjudicate the ticket. Fleet and government vehicles do not need this type of delay, since the companies or agencies have always assumed responsibility for paying or adjudicating the tickets.

The treatment schedule for fleet, rental and government entities enrolled in the program is a very lock-step process. The goal is to never have an open, unsatisfied ticket for any program participant. Through the current program-level review of open and overpaid tickets, the District is seeking to ensure that all current members have a clean slate from which to begin standardized, routine reporting for all types of fleet companies. By implementing routine monthly audit and follow-up reports for fleets and rentals that have been in place for the rental companies, no current fleet member will have any outstanding tickets and remain a member in good standing in the program. All overpaid tickets will be processed and refunded back to the company through the normal refund processing cycle, which we are proposing to move from a monthly process to a daily or weekly process, upon further talks with OTR.

Rental and Government Entities Benefit from Online Account Management

Accurate fleet enrollment for rental, commercial, and governmental agencies is critical to the success of a Fleet Management Program. ACS provides the easiest most effective enrollment process and application online. After acceptance of an officially signed form along with an attached list (electronically or on paper) of plates, information is entered on our eTIMS^{SM} Fleet Management system which allows all invoicing and maintenance of the new fleet account. Each account is assigned a unique number based on agency type in sequential order. The Add Fleet Account screen is the initial screen used to enroll a new Fleet on eTIMS^{SM}. Information such as contact (agency official), effective date (application/approval date), and agency name are entered and saved. All of this information can be updated as contacts change and offices relocate.

Clicking on the Add Plates link enables the user to manually update and maintain vehicle information. However, if an agency is able to provide an electronic list of plates, these can be updated electronically with no manual intervention by the end-user. Required information such as plate, vehicle number, effective date, and type (owned or leased) are captured on this screen.

Our dedicated rental program manager will continue to provide support to company representatives that have questions regarding the program, how to apply, specific ticket questions, and other issues that are best served by a personal response. We will support this function for the fleet and government programs as well. Our senior management will communicate regularly with government agency representatives to maximize compliance. Tanya Jones, our Senior Operations Manager, recently came to ACS from her position as Program

Manager of Fleets for DPW, so she is already familiar with many of the District agency fleet representatives and understands their specific agency issues.

Additionally, we will work with the U.S. State Department's Motor Vehicle Department, which registers all diplomatic vehicles. We currently have a monthly interface and provide reports for ticket closure purposes, but we would like to work with the Department to enroll the vehicles into the government fleet program so they are able to take full advantage of all of the new online features that eTIMS^{SM} will provide.

Routine Reporting and Status Recaps are Available Online or by Mail

Reporting and invoicing are the backbone of a successful fleet management program. Our reports provide all registered agencies the status of tickets accumulated and those that are subsequently paid or adjudicated on a regular basis and/or as desired. Status reports provide agencies with information regarding all plates enrolled in the program. Reports are generated based on program rules and are sent directly to the certifying official of the enrolled agency.

We will have PIN-controlled online access capability for program participants. This will enable them to manage their accounts from their desktop. Payments can also be made online, and for those companies that prefer to process the monthly reports through their accounts payable system, for all tickets that they elect to pay from a monthly report, we will produce a copy of the report in an "invoice" format that they can electronically approve and process through their normal AP system. Upon receipt of the check for this payment with the associated tracking number, we will be able to automatically associate all of the tickets on this payment without having to keypunch the tickets separately.

Any information regarding plates and tickets of enrolled fleet agencies can be queried in an ad-hoc fashion online using ACS provided reporting tools, which will show the current status of those tickets including payments made and hearings requested, and vehicles registered in the program.

ACS pioneered fleet management as a concept in parking programs and has supported the District's system for over 16 years. ACS has provided staff to manage the rental portion of this program and will continue to provide staff to manage the fleet program for all entity types. We are currently experimenting with national registration for companies with a nationwide presence, including many rental and leasing companies. This would provide a single, electronic registration and notification process for companies that would disseminate ticket, payment, adjudication, and other information for multiple cities served by the company to a single account representative or group. This should save all participants money and effort and ensure that outstanding citations are closed as quickly, easily, and accurately as possible. Following the trial stage, ACS will work with District DMV managers to see how this initiative could be used for this program.

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1.2.1.11 Remote Devices

For almost 20 years, ACS has supported client handheld and MDT computer systems that ensure timely and accurate violation data gathering, availability, inquiry and transfer.

Features and Innovations

- Seamless integration between ticket processing system and mobile unit issuance component
- Easy, fast and accurate data transfer using eVDO WiFi and Ethernet communication, Verizon Broadband wireless, and District's WiMax when it becomes available District-wide
- Currently support over 1,200 mobile units
- Secure, Web-enabled MPD access for approval and review of citations
- Fully customizable Notice of Infraction on MPD letterhead

ACS has supported the use of or has provided handheld and rugged mobile data terminal (MDT) issuance systems to its parking management clients throughout the United States including the following cities: Los Angeles, Denver, San Francisco, Wilmington, Denver, Cambridge, Boston, Cleveland, Columbus, Somerville, Beverly Hills and Philadelphia. We currently support over 1,200 handheld units, including over 250 units in the District. We also support 22 MDT's used for immobilization and ROSA enforcement in D.C.

Since 1999, ACS has successfully processed and mailed almost two and a half million photo enforcement tickets in the District of Columbia. The notices are printed in color to maximize legibility and include a unique PIN so the citizen can view their images online.

This last feature is not listed as a requirement and may not be supported by other vendors without a significant change order. It has contributed to a very low adjudication rate for these tickets, currently five percent for red light and three percent for speed, compared to eleven percent for parking tickets and seventeen percent for moving tickets in FY2005.

Our subject matter experts have spent many hours in the parking and photo enforcement environments. We are currently supporting all aspects of the District's issuance process including handheld and manual ticket writing, all types of photo enforced violations, booting and towing operations, and the full support of Registered Out-of-State Automobile (ROSA) enforcement activities. A full discussion on these last two components can be found in Proposal Section 1.2.1.1.4, Booting and Towing.

Information Gathered will be Comprehensive and Accurate

We will capture, through the daily file upload to eTIMS^{SM}, all parking and moving tickets issued using handheld units and incorporate it with the manual hand written ticket data, which is captured through data entry directly into eTIMS^{SM}. All of the data captured will be transmitted, not just ticket data, including meter and RPP time tracking, meter operability and signage problem information, and all booting, towing, and ROSA data, which also includes sightings and

warnings. All voided parking and moving ticket information will also be uploaded. We will also maintain all stolen and wanted vehicle data captured for reporting to the appropriate District agencies, including the date, time and location for identified vehicles.

Our clients use virtually every type and model of handheld unit on the market. It is not unusual for one client to have multiple models that are ordered over a multi-year procurement cycle. To ensure the highest level of consistency and support for our clients, we have developed our own handheld system software components. ACS has taken the expertise and knowledge we've gained in processing tickets across the country and transformed it into our flagship handheld ticket issuance system called PocketPEO. ACS has created this system to reduce the number of steps an officer performs during the ticket issuance process while increasing officer efficiency without sacrificing ergonomics. Through the use of "smart" lists and pre-loaded data, much of the information an officer needs during the issuance processes is presented in a manner that is easy to use and simple to understand.

ACS is always looking for creative and innovative ways of making the ticket issuance process as simple and effective as possible. Since we have our own internal department of in-house developers we are able to take our customers' suggestions and implement system enhancements quickly and accurately. ACS can offer the District optional development services that go beyond the scope of this RFP. ACS has integrated 2D/3D Imager and Barcode Scanner capabilities into the PocketPEO System that will allow officers to capture images of violations on the street. The newest units even have color imaging and flash capability, perfect for nighttime deployments.

For instance, if the District procures the appropriate handheld hardware, an officer can capture an image of a vehicle that is in violation in front of a "No Parking Anytime" sign. That information and picture could then be sent to the eTIMS^{SM} system for adjudication and customer service inquires. ACS can also enable the optional barcode scanner to read barcodes off of single space meters which can provide the officer with the meter number and the pre-loaded location of the meter.

The newest units also incorporate Radio Frequency Identification (RFID) readers. These chips are embedded into registration window stickers in the District and other jurisdictions (all states, someday) and include all of the information regarding the vehicle, such as tag number, VIN, registration expiration date, etc. By pointing the handheld unit at the sticker, the units automatically capture all of this data and populate the ticket. It dramatically cuts down on violation capture time, reducing drive-aways, and improves the accuracy of the data, especially for the tag number and the VIN. The units communicate using Bluetooth wireless with the printer, removing the need for the officers to point at the printer with the handheld unit. The Bluetooth printing is specific to the unit as well, so activating a print request will only result in the designated unit generating a ticket.

Our handheld software was developed in a Windows CE environment, allowing maximum flexibility and ease of use. Our base station operation is very unique and utilizes web-based browser access to the handheld database and reporting functions. An exciting innovation is our state-of-the-art communication capability that utilizes WiFi WAN platforms such as the OCTO-

standard eVDO network provided by Verizon communications. This platform, should it be enabled on the District-provided handheld computer, would allow near real-time updates of ticket writer information to the master database and allow for data elements such as scofflaw warrant information to be ported to the handhelds while they are deployed on-street. This is what we are currently using for the MDT's and ROSA units.

Data Availability will be Enhanced through Wireless Communications

Batch file uploads and downloads occur when the units are docked, typically at the end of their shift. For the booting and ROSA programs, their Panasonic Toughbook MDT's communicate wirelessly to a repository server at DPW to eliminate the need to transfer the workstation out of the vehicle. The ticket, void, sighting, meter and timing data is uploaded and a variety of information is also downloaded, all automatically, including:

- Vehicle registration information from DMV
- Stolen and wanted vehicle information including tag and VIN from the MPD via Destiny
- Residential Parking Permit data from DMV to validate the tag and that the permit is valid
- The infraction table with correct violation codes, descriptions, and fines from eTIMS^{SM}
- Ticket forms, including the printing specifications for scanline, from eTIMS^{SM}
- Updated meter inventory data, including the meter numbers, location, time limit, and rates from the Meter System vendor
- Handicapped placard data from DMV to validate the permit number and tag
- VIN from DMV to capture ownership if the tags are missing
- ROSA sighting, warning, and ticket database from eTIMS^{SM}
- Badge table for issuing officers from eTIMS^{SM}, with name and unit
- Boot and tow eligibility, including the number and amount of open tickets and aged boot status from eTIMS^{SM}, CAD and AIMS

Ethernet technology will remain the primary route for data transfer to and from the handheld devices to the master database. These solutions eliminate the need for serial cables connected to a PC, and having to schedule or manually perform the data transfer process. Our software system automatically senses when a unit is placed in the cradle and pulls the data from the device. Additionally, the system will automatically check each unit for the date of the last download file (scofflaw, stolen vehicle, meter, violation table, RPP, handicapped placard, etc.) and download the most current version when appropriate. Because the communication process is Ethernet, it can upload and/or download multiple units simultaneously. PocketPEO is so flexible that transactions and information can be exchanged with minimal effort.

The value of this technology is clear. Same-day management reports are available to managers and supervisors to improve performance, issuer error rates are reduced through the use of system prompts and data entry tables, and the probability of collections increases by eliminating back-end data entry errors.

Because our handheld system communication process is Ethernet, and will be WiFi capable, it does not require a base station computer to facilitate communication between the handheld computers and the processing system. Communication is facilitated through a network connection that sends data back and forth via the wide area network into the Tarrytown Data Center. However, we will provide the District with an additional workstation to allow access to the central server base station at our Data Center in Tarrytown, New York and to run parking control officer productivity reports. The ACS technical staff will work with the District to ensure that all communication issues are addressed and install appropriate equipment.

Our experienced personnel will train all designated District staff on the effective use and operation of all handheld system software components. We will supply user manuals that provide step-by-step instruction on the use of the handheld computers as well as full communications support. Ongoing support will be provided as required for the life of the contract by our dedicated IT team led by David Shive.

ACS currently demonstrates compatibility with Symbol, Radix, DAP, Cardinal, Husky, Itronix and AutoCite systems from coast to coast. The eTIMS^{SM} solution is so flexible that transactions and information can be exchanged with minimal effort. Typically, information and transactions are exchanged with outside systems using the standard Internet file transfer protocol (FTP). ACS can work with these other handheld vendors to ensure that the required information is properly uploaded and downloaded successfully to the external handheld system and eTIMS^{SM}.

ACS' Handheld Software Ensures Accurate Inquiry and Ticketing

ACS' PocketPEO handheld ticket writing software has been developed in conjunction with many of our clients, including the other large cities listed at the beginning of this section. The software is configurable to ensure that it presents information in a manner that makes it as easy as possible for the officer to issue tickets. For example, we configure each city's software to allow for violations to occur in sequence by frequency of use. Tables are pre-loaded.

PocketPEO's flexible design allows for a rules based issuance system that will prevent officers from completing a ticket without first entering in the required information. Furthermore, ACS will work with the District to insure that all of the necessary issuance rules are incorporated into the PocketPEO system.

Since the District intends to procure the ticket stock with a different procurement, we will work with the District and its selected vendor to ensure that all required fields are properly displayed and printed on tickets.

The user will be able to inquire on tickets based on tag number and VIN on the unit. It will automatically alert if a previously sighted vehicle is detected in violation of timing restrictions, such as parking longer than two hours in a zone or being sighted within an RPP zone for more than two hours. Once wireless is implemented for handhelds, this data can be shared so that the initial sighting information on one unit can be incorporated into the ticket written by the second unit. As the District expands its use of License Plate Recognition Systems (LPRS), vehicles equipped with LPRS could do most of the sighting, with follow-up ticketing, immobilization, and impoundment activity performed by secondary crews. This would dramatically increase the number of tickets, boots, and tows and thereby enhance enforcement and compliance with the District's parking regulations.

Information regarding issued tickets and other issuance-related activity can be retrieved based on tag number, ticket number, sighting location, badge number or any combination of these data elements. When the units enabled with wireless are purchased by the District for DPW, ACS will build a Business Objects real-time Management Dashboard supervisory oversight capability for DPW ticket writing supervisors and other DPW managers. The Management Dashboard is a web-based reporting and management system that we will customize for DPW, MPD, the Taxicab Commission, and other major ticket writing agencies, such as the U.S. Park Police and the Capitol Police.

This system will capture all of the ticket data as it is being transmitted to eTIMS^{SM} and incorporate it into live reporting on each ticket writer, squad, and for the whole force. For example, each ticket writer's location, issuance rates, types of tickets issued, and other key productivity data will be at the supervisor's fingertips. This data can be accumulated for all of the officers in a squad, so the squad's productivity can also be measured in real-time. The normal ranges for these metrics will be available for comparison purposes and the system will be developed so that when a ticket writer falls outside of the norms for their beat, the supervisor will be alerted so remedies can be deployed.

Handheld Ticket Issuance Software Capabilities

ACS' handheld PocketPEO includes sophisticated software with data entry tables, prompts and edit tables. Operating software guides the user through the ticket issuance process, presenting a menu of selections and a list of entry choices. Most of the required fields are either pre-entered (date and time), machine entered, or prompted from a programmed list. This ensures the accuracy of keyed information. Keystrokes are required for license plate number, street address, and free form comments only. As noted, once RFID and bar code readers are incorporated into the handheld units, these data elements will also be automatically populated. The free-form comments could also be incorporated into a table that would handle most of the cases observed.

Table and list maintenance is simple and easy to use as well. Access is provided via a web browser page with simple navigation through point and click. When a table or list is modified, the system will automatically update handheld units while in cradles. ACS will load required tables during the initial implementation, and District staff will maintain them as necessary.

Issuance software is user-friendly and uses drop down menus, combo boxes, list boxes and easy to read icons. It will be totally configurable, by means of creating and managing users, violation charges and fines, equipment, remarks, vehicle characteristics, etc. All supporting and administrative functions can be accessed through a secure, centralized website.

Upon the start of a shift, a user is required to login to the system. Only one user can sign on to a handheld computer at a time. As shown in Exhibit 1.2.1.11-1 the user will be prompted for a User ID and password (use of a required password is optional and defined by the client). After entering a valid User ID and password, the system automatically loads any related data associated with the User ID (i.e., badge number and route) as well as the required code tables containing streets, violation codes, vehicle makes, etc.

PocketPEO Login Screen

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The system provides for scheduled downloads of scofflaw, stolen, warrant and other District specified data to the handheld units. The handheld units will notify the user when they have entered a license plate that is on the scofflaw file.

We have developed specialized software for stolen and wanted vehicles. There are two modes, alert and silent, which can be selected at the beginning of each shift by the user or supervisor. In alert mode, the user is prompted to capture the location but does not issue a ticket. The action taken by the ticket writer looks like a sighting capture. In silent mode, the officer is not aware that the vehicle is on the list and issues a ticket. At upload, the ticket is voided with a specific STOLEN VOID code and all of the captured data is saved. The combined file of information captured for stolen and wanted vehicles is available for the MPD and other authorized agencies to view and will always include the tag number or VIN, date, time and location of each sighting. This will enable mapping of each vehicle and other useful reporting.

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After log-in, the user will see the main menu screen as presented below in Exhibit 1.2.1.11-2. From the list the user will select which function they want to use. The screen also shows a Windows menu that also allows the user to navigate through the PocketPEO Software.

PocketPEO Main Menu Screens

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If, for example, the user selects Option 1, Ticket, from the Main Menu, the first of a series of ticket entry screens is displayed. As shown below in Exhibit 1.2.1.11-3 numerous screens include drop down menus designed to increase speed, accuracy, and prevent human error.

Where there are drop down menus to select from, there is a button a user may select to bring down the appropriate list (state, make, body, color, etc.). The user can either scroll through the list or start entering the first character(s) of the desired field, and the list will automatically scroll to the desired input. The desired input is highlighted and selected, allowing the user to tab to the next field to continue the issuance sequence.

The District's violation table will be loaded in to the handheld tables and users will be able to view the violation code and description. Violation codes and States can be ordered in sequence or shown according to frequency of use. The associated fine will populate automatically and will not be editable on the handheld device. We will customize a standard scrollable comments list that users may select from as well as providing for free form comments via data entry. Voiding a ticket record is an easy "one step" process. The system records the voided tickets and can generate reports by user ID. In addition to easy to use drop down menus, our system applies the officer ID to each ticket from initial log-in, date and time from the internal clock, and default data for state, violation code, street name, and remarks from the previous ticket. The user may change any of the

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data that does not apply. Additionally, we have a Quick Ticket feature that saves all data from a record, and allows a user to issue a second ticket to the same vehicle (if District policy allows). Quick Ticket would normally be used to issue a second ticket to a vehicle for a different violation.

PocketPEO Ticket Data Screens

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Our Windows CE software environment provides a user friendly and flexible solution. Screens are easily updated or modified based on the needs of each client. While we believe that we understand the logical flow of data entry for ticket issuance, we will work with the District to ensure that ease of use is maximized for District users.

If the District handheld hardware allows, ACS PocketPEO image capture feature will allow PEO's to take photographic images of violations as part of ticket issuance. Images of violations will be linked to the ticket number and integrated into the eTIMS^{SM} Imaging System for viewing by all eTIMS^{SM} users.

Through the use of an integrated imager in the handheld, the ACS PocketPEO system can capture digital photographs of violations on the street and then upload the pictures to the Central Base Station. Once the images have been uploaded, they can be displayed within the eTIMS^{SM} Imaging System or from within the PocketPEO Ticket Inquiry Screen. Images of violations are referenced directly back to the original violation through the ticket number.

The advantages of this functionality are that eTIMS^{SM} users can bring up actual images of the violation from within eTIMS^{SM}. There are several excellent uses for images of violations:

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- **Hearings**—Through the use of the eTIMSSM adjudication process, with a click of button, hearing adjudicators can bring up an image of the violation scene along with a facsimile of the ticket as well as any citizen correspondence during the adjudication process.
- **Inquiries**—The citizen will be able to see all of the associated images for his or her ticket on the Internet. This will reduce the need for adjudication. Customer service personnel can also use this functionality to be more concise and responsive to customer inquiries. It will be highly effective when dealing with a customer, for a CSR to note the existence of a violation photo and verbally verify the plate number and vehicle make.
- **Noticing**—ACS will also work with the District to explore ways of embedding images of violations in notices and correspondence to further increase compliance and improve payment rates.

Since the handheld application is largely table-driven, meaning that the issuing officer will be offered drop down menus to choose the appropriate data, it provides easy-to-use input capabilities to capture and print customized information including:

- Ticket number, data and time issued, day of the week, officer's name and identification number, route, and agency
- License plate number, two-digit state code, registration expiration date.
- Street number/location, street name from a pre-loaded table, quadrant, side and meter number of location with edit capability (the violation location will automatically populate for meter violations)
- Vehicle, make, model, color, model
- Violation code, description, penalty amount
- Minimum of four lines of remarks, both free-form and pre-formed with edit/delete capability
- Meter identification numbers and street locations can be preloaded to the handheld device
- Scofflaw, stolen vehicles, permits, and other special lists

The ACS PocketPEO uses preloaded data files to simplify the ticket issuance process. The District has the option of printing the issuing officer's name on the ticket through the use of a preloaded officer name table that will be queried by officer badge number. The issuing officer simply logs into the handheld with his/her badge number and the PocketPEO system will tie the officer badge number to the officer name. The PocketPEO system will also check the preloaded scofflaw file for performing scofflaw checks every time an officer enters in a vehicle license plate. If the officer enters a vehicle tag that is found on the preloaded scofflaw file the officer will receive a prompt notifying the officer that the vehicle tag is on the scofflaw file.

Each of the data entry fields contain predefined rules that control the flow of the issuance process. For instance, if a meter number is selected from the drop down list box the list of available violation codes for the officer to choose from is limited to meter violations only. Rules for vehicle plate entry and vehicle identification numbers (VIN) can also be added to insure data integrity. These predefined rules can be changed or added upon request.

All ticket data is stored on an internal flash memory card that can be retrieved in the event a handheld unit is destroyed or fails before being cradled.

The time limit marking feature is standard on our handheld computer system. In addition to providing data entry for marking vehicles in time limit zones, the software stores all plates entered for ease of retrieval when the posted time limit has expired. Additionally, the time limit marking module is seamlessly integrated with the ticket issuance process to speed up ticket issuance for vehicles in violation.

The time limit marking module will provide the following functionality:

- Record time marked and track movement to provide evidence of a vehicle parking in excess of a posted time limit
- Capture vehicle license plate number, state, and location
- Show elapsed time between initial mark and time of second check
- Provide a menu option to mark again, issue a ticket, or return to main menu
- Record additional marks using the same protocol as the initial mark and enter a record of each successive mark
- Provide for re-marking of the same license plate number in a different location

Our handheld units also provide an internal, real-time clock and calendar within the software application designed to supply accurate date and time of ticket issuance. The date and time of issuance, officer name and ID number, and sequential ticket numbers will print on each ticket. This data once entered may not be modified in the field.

The handheld ticket issuance is highly configurable through use of Remark/Comment codes. These canned internal and external remarks can be downloaded to the handhelds, eliminating the need to re-type common remarks. The handheld application will automatically load pre-stored lists and tables. Master files and tables will be placed on the database during initial implementation. Authorized District staff will perform ongoing updates to the database tables as necessary. The system will download updates to master files and tables from the database when said update has occurred. Updates include (but are not limited to) street names, states, vehicle makes, models, and colors, violation codes and penalty amounts, and pre-formed remarks.

User access and security are a primary concern when managing a handheld ticket issuance system. ACS has developed multiple layers of security to allow access to authorized users by function and

responsibility. A user can view reports and modify limited data relative to their ID only. A supervisor can view reports, has limited access to data tables with the ability to modify data as authorized. An administrator has access to all tables and can view and modify tables. User profiles will be established and maintained by the designated system administrator.

- User access may be revoked when appropriate
- Profiles are set up by user type (Trainee, User, Supervisor, and Administrator) and access will be set automatically when level is assigned.

Access to the issuance process is controlled with a user ID and password (optional) sign-on process. Users are identified by an authorized ID number, which is validated against a table on the database master file. Data will be stored safely on the handheld device until transferred to the central base station server.

The handheld central base station server provides a number of reports, which allow the District to verify that data was successfully transmitted and updated from the handheld devices. Exhibit 1.2.1.11-4 shows how a user can access the reporting system by ticket number or date range. When a date range is entered, the following report will be displayed in Exhibit 1.2.1.11-5.

Operational Reports–Query Screen

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Operational Reports–Detail Screen

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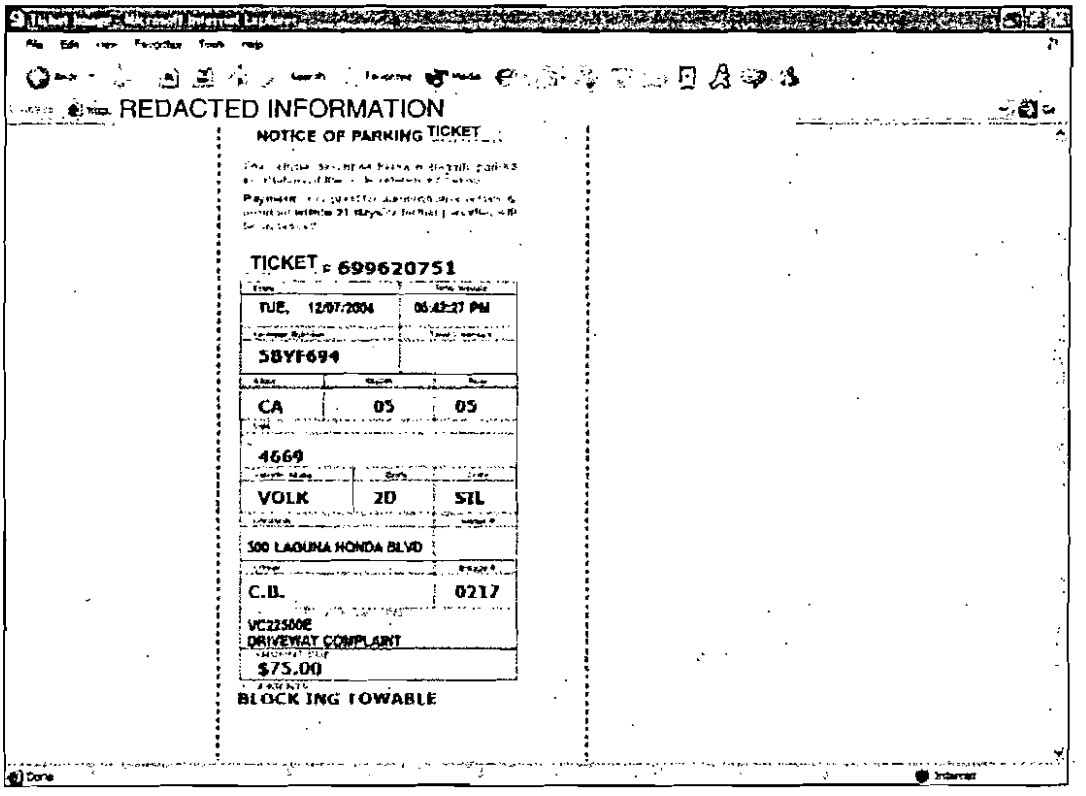
This report shows the number of transactions that were uploaded from the handhelds, the number of errors (or voids, in the case of the District) that were not inserted in the database, and the total number of transactions that came off of the handheld devices. From this screen, a user can drill down to the details of any transaction by clicking on the number in the column. As shown in Exhibit 1.2.1.11-6, users can also bring up a facsimile of the ticket issued once all of the ticket information is uploaded to the central base station. This is very useful in researching and correcting errors.

All ticket productivity data is recorded on the handheld devices and uploaded to the central database server. ACS provides a full compliment of issuance, enforecment and management reports that are available in our web browser based reporting tool including ticket activity by vehicle tag number, vehicle identification number, ticket number, sighting location badge id or any combinations of these parameters. Additionally, reports on our daily DMV information with vehicle identification number are available.

Exhibits 1.2.1.11-7 through 1.2.1.11-11 are just a few samples of our PocketPEO's reporting capabilities. ACS will work with the District to develop and/or modify a suite of reports that provide meaningful information to program supervisors and managers. When wireless is available for handhelds, and during the implementation period for booting and ROSA crews' activities, we will develop the Business Objects Management Dashboard to provide real-time management and productivity reporting.

Facsimile of Ticket Screen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NOTICE OF PARKING TICKET

TICKET # 699620751

TUE, 12/07/2004	05:43:27 PM
58YF694	
CA 05 05	
4669	
VOLK 2D STL	
500 LAGUNA HONDA BLVD	
C.B.	0217
VC22500E DRIVEWAY COMPLAINT	
$75.00	

BLOCK ING TOWABLE

269.TPDC

Exhibit 1.2.1.11-6. Facsimile of issued ticket is accessible through a browser based interface.

Counts by Ticket Officer

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Counts of Tickets by Officer Route

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Officer Detail Report

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Tickets by Geographic Area

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Violation Distribution Report

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Our PocketPEO software is used by most of the large cities in the United States. Innovations in our product come from new technologies that drive improvements in the hardware that the software resides on. The District is perfectly positioned to leap into the next generation of handheld ticket issuance that will incorporate automated reading devices such as bar codes and RFID, wireless communications, imaging with color and even flash for outstanding evidence of the violation, and unsurpassed real-time, web-based productivity and management reporting. ACS is committed to working with the District to ensure that our software fully supports these new technologies.

Communications with Photo Enforcement Vendor

If ACS is selected as the vendor for both programs, as is the current configuration, there will be no need to modify the current configuration to ensure that 100 percent of the violations are provided to the MPD Pre-Approval Module and then updated to the ticket processing database. The photo enforcement tickets will be fully integrated with parking and moving tickets into one database.

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We will work with the selected photo enforcement vendor to accept all captured data and images from identified violations. This set of data will include, but not be limited to:

- Camera site identification code
- Date and time of the violation
- Sighting location
- Infraction Type
- Maximum allowable vehicle speed at the location
- Speed of the vehicle
- Maximum allowable vehicle height for overheight locations
- Height of the vehicle, if captured
- Reliability information (if provided)
- Badge ID for the officers that validate that the radar cameras are set-up, tested, and operated properly
- Beat number and agency (if provided)
- Deployment log images

Secure Review Process for MPD will Control Access

As described above in detail in Proposal Section 1.2.1.1.5, Ticket Issuance, ACS already provides fully secure web-enabled MPD approval for all violations. The MPD is familiar with this system and it is successfully used at virtually every one of our more than fifty photo enforcement programs throughout North America.

Our web-based, secure access portal for MPD authorized access to the citation database is available for use at any web-enabled workstation. ACS ensures safe and secure image and data transfers via our proprietary, password protected system. All images and data sent are protected by several layers of system security.

With the move of this function from the photo enforcement contract to the ticket processing contract, many of the contractor-provided review and validation steps have been eliminated from the requirements. The requirement to perform the typical sequence of obtaining the DMV information prior to officer review to enable the officer to evaluate the image and data against the returned registration's owner and vehicle data is also absent. This RFP states that the MPD Pre-Approval Module will be the first step after receipt of the data and images from the photo enforcement vendor.

To maintain a similar level of quality assurance prior to mailing, to ensure that no incorrect notices are mailed, the officer will be required to perform a series of validations to approve the citation. This includes a review of the actual violation criteria, data and images, and deployment logs to ensure that the:

- Targeted vehicle matches the vehicle in violation
- Location in the image matches provided location photographs to validate the location code captured (which also determines the speed limit, typically)
- Violation data provided matches that on the image data box or data bar
- Tag or USDOT number was captured correctly since there will be no corroborating vehicle information
- Vehicle cited in an overheight violation appears to be overheight for the site (the District's current system does not provide the height measurement of the vehicle)
- Data and location on the images matches that on the deployment log images

Our current software supports these features and they can be performed by MPD personnel instead of our staff if the MPD desires. Multiple officers can review simultaneously. Once the officer clicks on the ACCEPT button, the images and data for the next event appear automatically. If the officer approves the citation after this review, he or she simply selects the ACCEPT button and the system automatically posts that officer's badge number as the approving officer and brings up the next ticket's data and images. If the officer desires to have a supervisor review the images, there is a simple button that routes the record to a supervisor.

If a citation does not merit approval, the MPD officer or representative enters the specific reject reason and can even change the plate number in a dynamic entry if required. This image will remain in database along with the date and officer ID and a comment explaining why photo was not processed into a ticket. We will maintain the data and images for rejected violations for the requested one year. This information can be also be accessed by camera number, date, officer ID, and location.

If a new license plate number is entered by an officer, the treatment schedule logic in our database immediately initiates a re-request from the DMV for a registered owner record for the corrected plate number.

Once issued, it is transmitted to the ticket processing database and the ticket will be incorporated onto the tag record with any other photo enforcement and parking tickets already issued to that tag. It will contain all of the data and images, including the deployment and other logs associated with the violation. MPD approval constitutes citation issuance. All activity in the officer review process is stringently controlled and captured for audit and review, as is all activity on the citation database.

Upon MPD approval of a violation, it is assigned an "approved" status. All citations with an "approved" status are sequentially numbered and printed in a batch within 72 hours on MPD letterhead as a Notice of Infraction to the vehicle registration owner.

1.2.2 Back-Office Support Services

Through the addition of new management and analytical support, and by incorporating Business Objects into virtually every facet of our program, our daily processing operations will provide outstanding customer service.

Features and Innovations

- Local back-office support infrastructure in place includes a staff experienced in current manual processing requirements
- Existing drop box procedures easily adjustable to ongoing District needs
- New Business Objects reporting enables real-time review of manual processing operations
- Unprocessable correspondence logged and fully auditable like unacceptable payments

ACS currently provides all back-office support for the District including but not limited to the processing and entry of all handwritten tickets, mail-in payments, correspondence processing and imaging, problem research and mail adjudication activity.

ACS has bolstered our previous front-line processing infrastructure by adding a dedicated Senior Operations Manager responsible for the oversight of our subcontractors and quality assurance. In addition, we are hiring a dedicated Business Objects (BO) Database Administrator who will develop the same type of real-time productivity and management reporting that he or she will develop for the DMV and DPW management.

We are also in the process of hiring additional programming staff for our Tarrytown D.C. team. Our intent is to ensure optimum productivity, compliance to contract requirements, and data entry accuracy with a model of "no single point of failure" for personnel as well as for hardware, software and communications.

This additional level of oversight will be added to our current back-office support staff whose training has been developed through years of processing all types of DMV activities relating to parking, moving, and photo enforcement tickets including the appropriate handling of fines, penalties, and fees such as impoundment, boot, tow, and returned check. ACS currently images all handwritten tickets for the District along with all incoming correspondence, refund request, inappropriate payment media, and in-person hearing records and evidence.

Since we have been fine tuning our payment processing procedures for the District since 1985, we are well equipped to process all payments that arrive from the DMV or are included with incoming correspondence. We will work with the DMV to ensure that our current processing and quality assurance procedures remain acceptable and will modify them to take advantage of our new web-enabled eTIMS^{SM} and BO reporting capabilities.

eTIMS^{SM} has a user-friendly interface which delivers more information, simplifies training, and is easier to navigate. This newest generation of TIMS will eliminate the separate network which currently supports our system at multiple D.C. locations and will present a single view of all

District parking, moving, and photo enforcement tickets. Web-based eTIMS^{SM} will also allow for email communications with citizens requesting information or wishing to adjudicate their tickets.

ACS fully understands, accepts, and agrees to provide the necessary equipment, software, personnel, and resources to enter and update all data from correspondence, associated payments, additional sources of documents that require imaging, handheld issuance devices, handwritten parking and moving tickets, and all photo enforcement sources.

ACS will provide the staffing and equipment required for the processing of all related correspondence, manual ticket entry, manual ticket processing, mail-in adjudication, document imaging and all other related back-office activities associated with ticket services. Through years of processing these related services for the District, ACS understands the personnel oversight and equipment requirements needed to ensure maximum efficiency of processes with minimal error.

Our processing office has always been located in the District since we commenced work on this contract, first at 950 15th Street NW, then 1001 K Street NW, to 1350 Connecticut Avenue NW, then to 1200 K Street NW, and now at 1133 15th Street NW. Our State and Local Solutions headquarters is at 1800 M Street NW. During the fall and winter of 2005-2006, we were fortunate to share our current space with a dozen DMV back office processing staff and their managers while the District was migrating staff from its old building at 65 K Street NE to 301 C Street NW. We have a number of other facilities in the District that support other contracts, such as Meters and Medicaid Billing. We will continue to run our processing operations in the District during the course of this contract and will be delighted to share our space with DMV staff as required.

Manual Processing

ACS currently has the infrastructure, personnel, equipment and knowledge gained through a continued relationship with the District to support the manual work required for the processing of incoming citizen correspondence, mail and drop box payments, hearing requests, imaging of documents, data entry of handwritten tickets and other transactions, and refund and other payment adjustments.

ACS has in place an experienced staff and management who understand the nuances of District required procedures and guidelines to support the processing of handwritten tickets, mail-in-payments, and correspondence. While these change over time (we no longer accept foreign currency, for example), we work in concert with OTR and DMV to ensure that every dollar accepted is updated and deposited accurately and timely, that every piece of correspondence is handled appropriately, and that every customer inquiry is answered complete. Through the use of our Web-based eTIMS^{SM}, we will be able to expand our support of citizen requests that arrive via email. We currently provide hearing scheduling support for photo enforcement that arrives via email from our Website.

ACS, in concert with the District, established the current DMV drop box procedures for the retrieval, processing, and resolution of these time-sensitive items. People drop requests for adjudication and comments into the drop box but most of the items received are payments. Our bonded courier arrives twice daily at 301 C Street and other DMV facilities and collects drop box contents using our see-through sealed plastic uniquely numbered envelopes. These are brought back to our office for processing.

Our consolidated database with all possible fees fully incorporated will ensure the application of consolidated payments for multiple ticket and fee transactions. Since the volume of payments will decrease dramatically with the move of the lockbox to another contract, our staff will process all payments received, drop box and others, directly into eTIMS^{SM} in real-time the date of receipt. We will use cashiering software and incorporate the TeleCheck Eclipse machine into our local operations to ensure full balancing and check validation prior to deposit.

We will image all incoming mail and payments, including the envelopes to provide proof of the date received from the drop box. Currently there is a label on the drop box alerting citizens that payments put into the drop box after a certain time of day will be credited to their account the following day. Our courier always picks up after this time and any payments we receive at our office from the two daily runs will be processed the date we receive it.

ACS also has existing procedures in place for the imaging and indexing of requests for mail adjudication, in-person hearings, and a host of other mail categories. These will be reviewed this summer for any opportunities to consolidate queues to improve the response time to the citizens. As stated, many times requests come in for more than one ticket that require separate handling. We are used to this and will not have any trouble providing auditable documentation that these are handled in a timely and appropriate manner.

We are providing a completely upgraded Interactive Voice Response (IVR) system to provide full support to citizens who do not want to or have the ability to transact their business over the Internet. Besides a significant hardware upgrade, some of the functional features that our IVR will support include:

- Payment of tickets and fees by credit and debit cards
- Adjudication requests with provided options for dates and times based on the officer's and DMV's hearing calendars
- Interpreters requests for adjudication
- Full inquiry into the status of tickets, including dates when penalties and deemed liable findings will be applied
- Release of boots and tows through payment of their amount owed for the seizure, with adjudication actions automatically factored in to their totals
- Auto-voicemail messaging for registered users to notify them of upcoming penalty application, deemed liable findings, and scheduled hearing dates and times
- Voice recognition software capability so the users can speak or touch their responses

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- Spanish version of the IVR scripts
- Ability to send a text message, especially for a payment receipt notification
- Direction to the Mayor's Call Center if they need to speak with a live representative

Perhaps the best feature that we will offer is the same real-time productivity and management online real-time review of our operations that we will develop using Business Objects for DPW and DMV management. This will enable DMV authorized personnel to monitor our workloads and performance on a daily basis, with routine accumulated totals for week-to-date and month-to-date statistics. This capability will enable contract monitoring in real-time based on objective measurements. Although we have dramatically improved our routine contract performance reporting, with Web-based Service Level Agreement (SLA) tracking with hyperlinks to supporting documentation, we continually strive to take advantage of innovative tools.

Real-Time Update for Mail-In and Drop Box Payments

As noted above, we already make two courier runs a day to pick up items from the drop box locations at DMV. We will transfer ownership of P.O. Box 2014 and our other current P.O. Boxes to the District upon contract award so that they can migrate the use of these boxes to the lockbox contract, as they are well known to the citizenry, especially P.O. Box 2014, since it is written on the back of each ticket and has been used by the District for lockbox payments for over twenty years. We stamp each item with the date and time it was collected from the drop boxes, which is noted on our courier transmittal documentation.

We will scan all documents received as correspondence and payments, including envelopes, into our imaging system including validations while reviewing to ensure all legible postmarks are captured in the imaging process. Items with illegible postmarks will be stamped as such.

Since we will be processing all ticket payments in real-time on a cashiering machine, eTIMS^{SM} will automatically record the date and time it was updated and the operator ID that performed the payment. ACS will also capture and process into the system all data elements necessary from each ticket and payment.

Our scanning processing system has the capability to allow additional correspondence to be indexed to existing tickets or hearing cases. Additional correspondence, such as the evidence presented at hearings, documents requested by the District staff to complete processing of disposition transactions like vehicle repair receipts to substantiate disabled vehicle claims, will be scanned through the same workflow processing system and then indexed to the same ticket(s).

This will be enhanced through the use of bar code printing onto all possible documents. Our automated batch processing equipment allows us to handle source documents with Optical Character Recognition (OCR) scan-lines and bar codes. All tickets, payments and correspondence are logged, batched and scanned and data regarding each day's batches will be available for review online using our BO Dashboard Manager tracking tool.

All handwritten tickets and system generated documents will have OCR or barcodes to enable efficient payment processing, imaging and to expedite location of the violation in the ticket system. The information captured in our data entry process includes but is not limited to:

[redacted]

There are controls in place within the batch data entry system as well as the individual ticket level entry to ensure ticket number, violation code, plate number, plate state, and amount of fine are accurate and on the system. If a ticket is not yet turned in by the ticket writer, eTIMS^{SM} ticket processing function accommodates transactions on tickets not yet updated to the system.

eTIMS^{SM} has a feature that easily handles this scenario. Authorized users may process an "Add Ticket" function. This allows for entry of the all of the requested data elements and a few others that allow us to track which ticket writers are not submitting their tickets in a timely manner, such as badge number and issuing agency. Once completed, this creates a skeleton record of the ticket on eTIMS^{SM}. The user may then process transactions, such as payments or dispositions against the skeleton record. Incoming correspondence may also be scanned into the system for review pending receipt of the actual ticket.

The time, date, and amount of these transactions are recorded on the skeleton record. Once the actual ticket is data entered and updated to the system, eTIMS^{SM} will match all skeleton information and create a single ticket record with comprehensive issuance and processing data for the ticket number. All skeleton tickets processed will be reported each day on the eTIMS^{SM} Add Ticket report. A follow up report is generated 30 days after the 'add date' if the actual ticket has not been updated to the database. These payment transactions are then reviewed and researched as to why the ticket has not been processed.

The data captured for these tickets includes, but is not limited to the following:

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[redacted]

Besides the routine cashiering reports that we will use to balance the payments updated to the payment documents processed by cashier and for our lockbox in total, we currently provide reporting to our Contract Monitor that shows that the payments received equal the payments updated and the dollars deposited into the District's account. The reports will be balanced by the method of payment as well as the GL source code for the payment. All tickets and fees will be able to be paid on eTIMS^{SM}, including some fees currently not captured, such as transcript and abandoned auto storage fees.

These reports will all be able to be viewed remotely using Business Objects. All payments received are expected to be processed the day of receipt. Any payments that cannot be processed will be returned to the submitter as unacceptable (such as unsigned checks or checks that are rejected through the TeleCheck Eclipse validation service). If we have payments that have not been processed because they are awaiting verification and reconciliation prior to deposit, we will include this information in our routine reporting.

Error-Status Resolution is Automated and Auditable

The District's program is far more complex than any other program in the country. Many edits are built in to prevent errors from updating to the database. Any project or system that includes human beings will inevitably have some errors at some point. Anyone who suggests that they have invented a system that eliminates all errors is naïve. What can be done to prevent errors from update is to put in place checks and balances that find errors so they can be corrected before they are on the database or affect a citizen's record.

There are some things that can be put in place to minimize errors from occurring, such as our existing double blind batch data entry system for tickets. All fields in the batch are keyed by one data entry operator and the batch is keyed a second time by another operator. Any differences are resolved by a supervisor prior to update. With the volume of tickets processed by this contract, estimated to be over 2.2 million per year and potentially much higher, even a small percent error rate translates into an enormous number of customer service complaints. Considering that the Mayor's Call Center will now be accepting these calls, the selected vendor must show they have a system in place that will not only categorize errors, but one that will do everything possible to minimize the risk of processing errors to update.

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As we noted earlier, payments will be keyed directly to the person's record online in eTIMS^{SM} the day they are received. This will eliminate the risk that data entry errors in a batch system would apply a payment to the wrong record.

eTIMS^{SM} online edits are simple. When an incorrect ticket number, fleet or rental or government program number or Installment Payment Plan number are keyed in, the system immediately returns a message that the number cannot be found. This allows the person keying the number to enter the correct number. If the person mis-keys a ticket or other number and it is a valid number, just not the correct number, all of the associated data for that record is displayed on the screen to easily enable the person to see that they keyed a ticket or number other than the desired number.

ACS proposes to adhere to our established error status resolution control measures that are in place today. Fully aware of revenue and public relations implications of ticket entry errors, our data input operators work every day with the goal of a zero error rate in clear focus; however on those occasions where errors occur, ACS has built in processes to ensure correction and updates of such errors within 24 hours. Sometimes what looks like a four to everyone in the data entry process is really a nine and this is not discovered until after the ticket has been updated to the system.

The ACS data entry operation is overseen by quality control procedures that help to keep its data input error rate well below the lowest standard error rates. Entries that are flagged as errors are either re-keyed or corrected online after the update cycle. Warnings are be reviewed and corrected online as necessary. Rejects are compared to the original source document and corrected. Once corrections are made the batch can be re-submitted for update during the next cycle.

The Data Entry Transaction Management system is programmed to extract only verified batches to the output file. As batches are written to an extraction file, a record is generated and output reports show that the batch has been both keyed and verified. Rejected batch entries are reported on the Transaction Update Reject report showing the batch type, error type, and reason for rejection. This report is worked on a daily basis and all errors are resolved in a 24-hour business period.

ACS will contract, at our expense, with an OCP-certified District LSDBE outside audit firm to perform standard IT audits of all activity and financial transactions and our control functions every three months. We will provide the results of these audits to the District as soon as they are completed.

Blank Ticket Stock

ACS currently provides rolls of handheld parking tickets to the District. As we have in the past, ACS will ensure that all ticket stock is of superior quality, generated by qualified firms with a history of on-time delivery and error-free tickets. As requested, we will:

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- Provide blank tickets annually to the District. The tickets will be in rolls for handheld tickets. The volume will be determined by the usage rates of the District issuing agencies including DPW and MPD. We will coordinate with these agencies to ensure that the ordering stays ahead of usage so there is no danger of running out of stock. We will ensure that the stock matches the technical requirements of the ticket issuance devices.
- Maintain inventory control and coordinate inventory levels with the selected printing contractor. To ensure the best possible quality for the price, ACS will solicit three bids for production of ticket roll stock for remote handheld devices and MDT's and will select the lowest responsible bid.
- Include on invoices to the District any direct cost for ticket printing that shall be reimbursed by the District. We will include a copy of our invoice from the vendor.
- Assume responsibility for proper functioning of procured ticket stock for intended purpose and ensure contractual performance by the selected printing contractor.

Ticket Processing for Parking and Moving Violations

ACS' experience with ticket formats, multiple agencies, and divisions within those agencies create an efficient and error free data entry process.

For over twenty years ACS has performed the data entry of parking and moving tickets for the District. This experience helps ACS to understand best that in order to accommodate characteristics that make the District's parking environment unique, the District's parking enforcement program requires the use of data entry procedures that are tailored to meet District specific needs. We know where to find all the information needed to enter data, and we are acquainted with the handwriting styles of the ticket writers. Our familiarity with ticket formats, handwriting styles, license plate patterns to include special plates, and the District's street names increases both speed and accuracy.

Incoming tickets are date stamped and batched by incoming agency such as MPD, DPW, GAO, Capital Police, Park Police, and other enforcement agencies. They are picked up by our courier from the designated spot at DMV's offices at 301 C Street NW and delivered to our office at the beginning of each work day. Each ticket will be run through a BATES machine that will date and time stamp our receipt of the tickets, prior to processing. We go through the tickets by hand to ensure that the tickets are properly coded for issuing agency and violation code. These are often written on the ticket using a short code for the agency and this must be translated into the agency code. The ticket may or may not have the violation code written, and many only have a written description of the violation. This is all that is required, but we have to review all of the tickets to ensure that the written code matches the written description of the violation.

The following data input fields are double blind keyed with every field keyed by two different operators with supervisory corrections as described above:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Additionally, moving tickets have:

- [redacted]
- [redacted]
- [redacted]

Warning and void tickets are keyed with as many data elements as are on the tickets but they are always updated with a fine amount of zero. Warning tickets are currently keypunched to a separate offline database per our current contract specifications. If the District wishes to continue this practice, including the ability to run reports from the data, we will provide this service. We can also update them to the regular database.

ACS will ensure critical data integrity by the use of various online and off-line edits and controls at each stage of the update process. Online edits are utilized during the actual keying process and offline edits are utilized at the end of the data entry process by the system. During the first entry process the operator will enter a value in the field. On field exit, it is validated. If the validation fails, an error message is displayed in the status bar at the bottom of the data entry screen. The operator is not allowed to exit the field until a valid value is entered. This feature effectively eliminates data entry errors that commonly occur during the initial stages of this process. Since the data edit rejection sometimes is due to ticket writing error, when we determine that a field has a value that was clearly written by the ticket writer, it is flagged so a report can be generated at the end of the shift. This report will be provided to DMV.

Online automatic input editing prevents, for example, numeric inputs where alpha inputs are required, or alpha inputs where numeric inputs are required. Automatic editing forces keypunch

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operators to adhere to standard formats, which narrows error possibilities. Where possible, inputs are subjected to possible ranges, thereby eliminating the incorrect entries. For instance, where a data field might require a two-digit entry for the month, only 01 through 12 are acceptable values.

When balancing the batch, the fine amounts of the tickets are calculated separately and this amount is matched to the amount keyed for the batch. The District has a rule that the lower of the values of the fine table or the fine written by the officer on the ticket is updated to the database, except for overweight and IRP violations, which have the opposite logic. We currently store all keyed tickets for at least the one year period required in our current contract. ACS currently uses the following edits to ensure accuracy of:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

The aforementioned control, edit, and verification procedures comprise the most significant means of attaining the highest possible accuracy in data entry. ACS accuracy rates routinely exceed 97 percent. As demonstrated, quality assurance checks exist at each step of the process and are reinforced through various system and staff checkpoints, thus preventing most errors altogether and catching the remainder very early in the process. All of these activities are done within 24 hours or the next business day of receipt from the ticket writing agencies.

Error Status Resolution is Automated to the Greatest Extent Possible

ACS proposes to adhere to the error status resolution control measures that are in place today, including all of the processes described above. Fully aware of revenue and customer service implications of ticket entry errors, our data input operators work every day with the goal of a zero error rate in clear focus: we reduce their pay if they have errors in their output, so speed alone will not be an advantage to them; they must also be accurate. However, on those occasions where errors occur, ACS has built in processes to ensure timely correction and updates.

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The eTIMS[SM] update cycle automatically performs an additional series of data edits and produces update reports, which include the following information.

- [redacted]
- [redacted]

Critical fields' error status codes representing items such as ticket number, license plate number, vehicle identification number, and state may be verified upon completion of each batch at data entry. The verification process or second entry performed by a different operator involves the re-keying in a blank screen of all fields of the ticket. Any discrepancies identified must be reviewed and resolved by the supervisor before the batch is considered complete. These extra steps ensure that the data applied to eTIMS[SM] is of the highest possible accuracy, resulting in correct name and address acquisition from the DMVs, and ensuring accurate noticing and all other processing activities as the ticket moves through the life cycle.

The Data Entry Transaction Management system is programmed to extract only verified batches to the output file. As batches are written to an extraction file, a record is generated and output reports show that the batch has been both keyed and verified. Any rejected batch entries are reported on the Transaction Update Reject Report showing the batch type, error type, and reason for rejection. ACS has a goal of working with District employees to resolve all errors within a 24-hour business cycle; however if there are remaining unresolved items they will be couriered to the attention of the Hearing Support Manager.

Mail-In Adjudication is Prioritized and Suspended

Our solution incorporates stringent quality tracking and validation to ensure that incoming mail is indexed to the appropriate workflow queue so it can follow the correct treatment schedule and be incorporated into case folders for adjudication.

Successful operation of the District's ticket processing program is contingent on the ability to process correspondence in a judicious and timely manner. This highly visible function must contain stringent controls and audit trails to be fully accountable. Inconsistent application of policy will increase complaints, as well as the number of requests for hearings.

Correspondence processing begins when the mail is picked up from the US Post Office by our bonded courier. We currently maintain multiple PO Boxes, such as PO Box 2014, which is the address written on the back of each issued parking and moving ticket and PO Box 37075, which is used for photo enforcement tickets. We also have separate PO Boxes for fleet correspondence. The mail is delivered to our secure lockbox. Mailroom staff open, sort, count, batch and scan all incoming correspondence.

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Each letter is read to determine which type of correspondence it represents. As noted in the RFP, the most common are requests for mail adjudication, an in-person scheduled hearing, and rescheduling of a previously set hearing, and requests for appeals following adjudication. We have dozens of other types of queues designed to automatically generate letters or other actions in the treatment schedule depending on the request. For example, meter outage letters are sent directly into a queue that allows the system to generate a meter review request if the meter could not be determined to be working or not working at the time of the infraction. With an increased emphasis on greater web access for customer inquiries and adjudication, we will also be handling web adjudication requests and inquiries.

A detailed accounting of our process of handling incoming correspondence, including our scanning and indexing processes, is included in later in this Proposal Section. We have significant quality controls built into our processing steps and will review these in detail to determine where else we can improve our operations. We already have all of the routine processing steps in place, such as a restriction on accommodating a rescheduling request if it is made less than 72 hours from the hearing date. We will continue to work with the District to ensure that incoming requests for adjudication are processed as quickly and as accurately as possible.

Appeals are Validated for Eligibility

Our dedicated appeals eTIMS^{SM} online solution will ensure that all appeals are handled accurately and timely. Our processing team will ensure that there is clear chain of custody for all hardcopy adjudication and appeal requests and that all requests are date and time stamped (either electronically or with a manual stamp) so that the images of the requests, which will be available for viewing online, are irrefutable evidence that a request was submitted timely.

All requests for adjudication and appeals will be captured and processed appropriately, whether they are submitted online, over the phone, in person, by mail, or into our drop box, conveniently located at the DMV at 301 C Street, NW right outside of room 1157, which our courier visits twice a day. We will modify our courier schedule to visit new ACS drop boxes located at 95 M Street SW and at 441 4th St NW. During our twice-daily courier runs, all stops within a building are visited to ensure prompt pickup and delivery of any items between ACS and DMV.

As we noted in Proposal Section 1.2.1.6, Adjudication, the first step after we receive or retrieve the request is to validate it based on the District's processing rules. If the request is not acceptable, the citizen will be notified and the record updated. The District DMV staff will have the option to research incomplete requests. We expect to automate the process as much as possible to reduce the number of research items. For example, when applying for an appeal online, the respondent would be presented with a list of requirements that must be met and would have to check off a box signifying that they understand and accept the responsibility to meet all of the requirements, such as paying the ticket and fees, for example, before they could move to the next step in the process.

If the respondent meets all of the requirements, the request will be processed and updated with all required data elements. The purpose of capturing specific information related to each request is to ensure that there are no scenarios whereby a request would not be able to be tracked to a specific case folder for final resolution. ACS is committed to working with the District to enable them to provide fair and equitable adjudication and appeals in as timely and accurate a manner as possible.

Correspondence is Posted Quickly and Accurately

ACS will provide fast and accurate responses to correspondence inquiries to minimize the impact on District staff and operations and to provide the best possible customer service. Each day, hundreds of pieces of correspondence are opened, sorted, and batched within our lockbox. ACS will establish new P.O. Boxes to facilitate handling of incoming correspondence and will process correspondence and payments that arrive at those P.O. Boxes only to ensure a clean transition to the new lockbox vendor. Correspondence with payments processed first so that checks or money orders are handled online within the secure lockbox environment. All payments are imaged along with the payment document (ticket, notice, etc.).

To ensure that all correspondence is initially processed within the same business day of receipt, a lockbox clerk begins batching correspondence as soon as mail opening begins at 7:00 a.m. each day. Each envelope with correspondence is date and time stamped. All documents including the envelope, photos, letters, and evidence submitted are stapled together at this time.

Beginning at approximately 8:00 a.m., the Document Control Clerk from the Customer Care Department starts collecting batches of correspondence from lockbox. The Document Control Clerk then distributes correspondence among the clerks, depending on workload. Our approach to managing this workload is to ensure that 100 percent of all correspondence is initially processed on the same business day it is received. This ensures that the online suspend report which gets printed each morning will show a complete log of all correspondence received the prior day and provide categories of complaint types.

All mail received via Certified Mail, FedEx or another premium mail delivery service is separately logged and imaged with the envelope. This ensures that the citizen, DMV staff, and auditors can validate all mail received in this manner.

Each page of every letter will be scanned front and back into the workflow system and will be indexed to the associated ticket numbers, using either the barcode on the tickets or notices or manually entered if this information is not available. Each record also receives a temporary suspend to stop the treatment schedule based on the type of request. Some queues have an automated correspondence letter that will be sent to a citizen based on the contents of the correspondence. Outgoing correspondence is printed incorporates the District's letterhead and are generated as .PDF files and are captured as images associated with the ticket for future reference.

All of the data associated with scanning and indexing correspondence to the appropriate ticket numbers is captured in eTIMS^{SM}, including:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

If the ticket is not yet on eTIMS^{SM}, ACS will capture and store the following data as part of its correspondence indexing process:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Our onsite document storage and retrieval methodology ensures that the most recent 30 days of correspondence files remain on site at our local office. Records that must be retrieved from our offsite location are typically available the next business day and no later than within two business days of receipt.

On day two, the system will generate tracking reports so we can reconcile all of the correspondence received. To ensure that all correspondence received was processed the same day it was received, the document control coordinator will verify the following:

- [redacted]
- [redacted]
- [redacted]
- [redacted]

A document control log will be produced daily with the above information. The total counts will be audited and balanced. If the counts do not balance, an online transaction report and the image

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processing log report will be researched to locate the unprocessed correspondence. In the event that a correspondence item was not processed, processing action will be taken to ensure that the District's performance standard is met.

The Image Management System can produce reports for each work queue, including number of items in the queue, items entering and leaving the queue each day, and the oldest item in the queue. This will allow us to tailor our performance management methodology to satisfy the District's requirements.

ACS will continue our practice of internally auditing random samples of all correspondence processed. This auditing entails retrieving the correspondence documents, reviewing the transaction in the citation database, and verifying the transaction against the District's processing rules. The random audit is performed daily.

Unprocessable Correspondence Will Be Treated Like Unacceptable Payments

We have had procedures and forms to track payments that cannot be updated due to a missing ticket number or other missing critical information since we started this program in 1985. We will apply the same error status resolution procedures to correspondence that cannot be indexed and updated to eTIMS^{SM}.

If we receive mail that does not include ticket numbers, typically bankruptcies or credit repair letters, we will research the name or other identifying information on the letter to see if we can find a tag or driver's license number on the database. If the ticket is included with the letter and the ticket is not updated in eTIMS^{SM} yet, we will add the ticket(s) to the database with the following key data elements:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

We will then image the correspondence and index it to all of the tickets on the correspondence. All of this "research" correspondence will be handled within 24 hours of receipt.

Our system will ensure that each piece of incoming correspondence is accounted for and submitted to the automated workflow scanning system to begin the treatment schedule and allow for prompt adjudication.

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Other Correspondence will be Tracked and Forwarded to DMV

All mail received will be accounted for and addressed appropriately. All mail received that is associated with ticket processing will be scanned so the appropriate action can be taken, whether it is a request for adjudication, an inquiry that needs a response, or notification of an address change.

However, almost every day we get mail that is not addressed to the DMV. These are not opened but are stamped "return to sender" and our courier takes them back to the Post Office for correct delivery.

Sometimes we get mail that is best categorized as obscene. Almost all of the time, the sender has taken care to ensure that it cannot be traced back to a tag or DLN, but occasionally the respondent is easily identified. We will work with the District to take whatever action they deem appropriate for these records, since we understand that sending obscenities through the mail is against the law.

We also get mail that is addressed to the DMV or another District agency that does not have anything to do with ticket processing. These will be tracked and logged and forwarded daily to the appropriate person at the addressed agency. Our bonded courier goes to 301 C Street twice daily and also goes to other DMV, DPW, MPD, DDOT and other agencies on a daily or as needed basis. Any DMV-related correspondence that is not related to ticket processing will be sent to the attention of the Hearing Support Manager with a transmittal. We will monitor any other items that cannot be resolved and work with DMV management to develop procedures to ensure that they are identified and tracked for auditing purposes. Our tracking documentation will show that this correspondence will be updated, returned to the Post Office, or forwarded to the DMV and other issuing agencies within 24 hours of receipt.

ACS will continue to dedicate our most experienced senior ticket processing personnel from our District office and in our Data Center in Tarrytown to this program, names program management and staff are familiar with such as [redacted], and [redacted], to ensure that the implementation and daily operation of our fully Web-based eTIMS[SM] and all of its associated new functionality take as little time as possible away from the District DMV's limited time to transition this service.

In addition to the required onsite Systems Administrator, we are augmenting our historical operational knowledge with new IT resources both here and in Tarrytown, including a dedicated Business Objects DBA, a senior IT professional who will work with our new Program Manager, [redacted], and more programmers who will work with [redacted] and [redacted] to continually manage and monitor our responsiveness to IT initiatives. Our new Senior Operations Manager, [redacted] is bringing a fresh look to our daily production and quality assurance steps support for this program.

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All of our back room processes are performed with two core thoughts in mind. We have the most historical knowledge of what types of requests and transactions are processed in the District's ticket processing and photo enforcement programs and we would be thrilled to be able to implement the most technologically advanced programs and services in support of these functions. Every citizen's interaction with the DMV, whether by mail, in-person, on the IVR or Internet, should be swift, accurate, and complete—our pledge if selected as the District's partner.

1.2.3 Mailing Services

ACS offers a sophisticated noticing capability that will enhance program effectiveness through the use of incorporated images on the notice.

As described in detail in Proposal Section 1.2.1.3, Notifications, ACS is already producing all of the requested notices, outgoing letters, and other associated correspondence required in this RFP. We mail millions of notices and pieces of correspondence a year for our clients nationwide and closely manage the process to ensure the lowest possible postage and highest level of accuracy for the District.

The daily file of data sent to our LSDBE mail house vendor, Toucan Printing, will incorporate all outgoing notices and correspondence eligible based on the treatment schedule. Toucan prints, folds, stuffs and mails the notices and correspondence the day following receipt. Toucan will provide in return a file that has the .PDF image records indexed to the associated ticket numbers for update to eTIMS^{SM} that night, the same date as the mail date of the notice or letter.

We understand that the cost for postage is a pass-through reimbursable expense and we will document our costs on our monthly invoice.

One of the exeiting options that will become available with the purehase of upgraded handheld ticket writing devices by District agencies is the ability to print images on outgoing notices or correspondence to citizens. This will enable respondents who do not have access to the Internet to see the images associated with their violation without having to go to the DMV for a hearing. Images should increase the payment rate and reduce adjudication requests.

Unparalleled Experience in Mailing Notices for All Types of Violations

No other company has mailed as many parking, moving, and photo enforcement tickets as we do, both here in the District and throughout North America. We work with all of our clients to share success stories and best practices related to notice style, design, wording, and effectiveness rates.

Once Toucan receives the electronic file, they will generate the notices within 24 hours. They ensure that we print notices onto proper forms with the proper District logo, currently incorporated onto our notices today.

We already use various forms to print the District's notices and other outgoing notifications, including but not limited to:

- **Ticket forms**—Used to issue tickets
- **Notices forms**—To generate notices for the treatment process
- **Pre-drafted correspondence forms**—For correspondence outside the normal ticketing and treatment process

- **Pre-drafted fleet application forms**—For applying for participation in a fleet program
- **Pre-drafted fleet program contract forms**—To establish participation in a fleet program
- **Pre-drafted installment plan contract forms**—To establish participation in an installment plan
- **Mail adjudication Hearing Records**—For notifying citizens of the results of their adjudication requests

If there are any changes to these forms that the District requires during the course of the contract, we will work with Toucan to provide samples for their review and approval.

All Possible Addresses Validated Prior to Mailings

We will continue to commingle and pre-sort all of our outgoing work for the District to enable us to provide the lowest possible postage rate. At Toucan, the front of each notice will be imprinted with a bar code containing the address and Zip Code (which reduces postage costs and enhances deliverability) and metered with first class postage. USPS receipts are obtained and reconciled with the batch totals from Notice Management and the print totals from Toucan.

For D.C. parking, moving and photo tickets, we will ensure that we have updated address changes from the Destiny file prior to mailing. All notices are mailed in full compliance with the U.S. Postal Service (USPS) Domestic Mail Manual. While the notices are being generated by eTIMS^{SM}, software from Group1—the industry leader—is used to ensure address normalization and the most complete zip code possible to minimize returned mail.

We will be responsible for all costs associated with the mailing of the required notices except for postage, including form and envelope design and production, and mail house charges.

Lastly, ACS produces reports providing a variety of information related to noticing and mailing statistics. While some small percentage of tickets legitimately remain unnoticed (such as DMV no-hits), these reports allow both ACS and District managers to confirm that eTIMS^{SM} is generating timely notices for all tickets that meet the District's criteria.

1.3 FUNCTIONAL REQUIREMENTS MATRIX

Per RFP Requirement L.23.1.1.c, ACS submits the Functional Requirements Matrix, Exhibit 4, for the District of Columbia review.

Exhibit 4

REDACTED IN ENTIRETY

REDACTED INFORMATION

Business Objects is flexible, user-friendly, and intuitive. Creating ad-hoc reports with Business Objects is as easy as dragging a few business indicators onto a blank sheet. Users are presented with everyday business terms and no standard query language knowledge is required. The report generator allows users to combine data easily and intuitively and permits drilling, slicing and dicing, advanced ranks and sorts, calculation creation, and complex graphing. Users can quickly create powerful, highly customizable reports that contain tables, charts, hyperlinks, and pictures.

Even though Business Objects is easy to use, Adjudication Services' staff and management already have their days full servicing District residents and visitors at the DMV. We believe that an on-site full-time resource will make this program as effective as possible. That's because we see Business Objects as more than a simple tool to view data. We want to harness its full power to improve the agency's service delivery.

In addition to the standard adjudication reports that will continue to be delivered, ACS will work with the District's users to establish routine reports as well as assist them with ad hoc queries. Users can set up reports to run on a schedule or on a pre-determined recurring basis. All reports are available via the web browser on the user's desktop, making it easy to export and incorporate the data retrieved from the reports into other applications, such as Excel or Word. Printing the reports is as easy as clicking a button. Our customized user manual will provide additional training and user help. Exhibit 1.2.1.1-3 shows the Table of Contents page from one of our Business Objects user manuals.

Besides our dedicated DBA, ACS' on-site IT Systems Administrator will also be well-versed in Business Objects and they will both routinely provide training and advice on report creation and modification. This tool is expected to provide a wealth of information regarding the District's data, such as issuance, payment and adjudication statistics, as well as trend and variance analysis reporting, workload balancing tracking and monitoring, and productivity analysis.

Our DBA will create a tool we call Management Dashboard. This visual tool will capture key productivity information and present it to supervisors in an easy-to-understand view. For example, the Chief Hearing Examiner will use this tool to view which Hearing Examiners are logged on, which are in mail adjudication workflow, which are conducting what type of hearings, how many each person is processing per hour, how many they have completed, how many are in each workflow queue, no show rates, and other critical data to easily enable her to manage the available resources to best service the public. By capturing inquiries on the eTIMS^{SM} database, a new feature, we will also be able to track waiting time for citizens serviced at Adjudication Services. When the initial inquiry is made on a tag or permit number at the information counter to the final activity of the day, our Management Dashboard will monitor and display the average, minimum, and maximum wait times for various activities, allowing Adjudication Services management to ensure that service delivery metrics are being met or exceeded.

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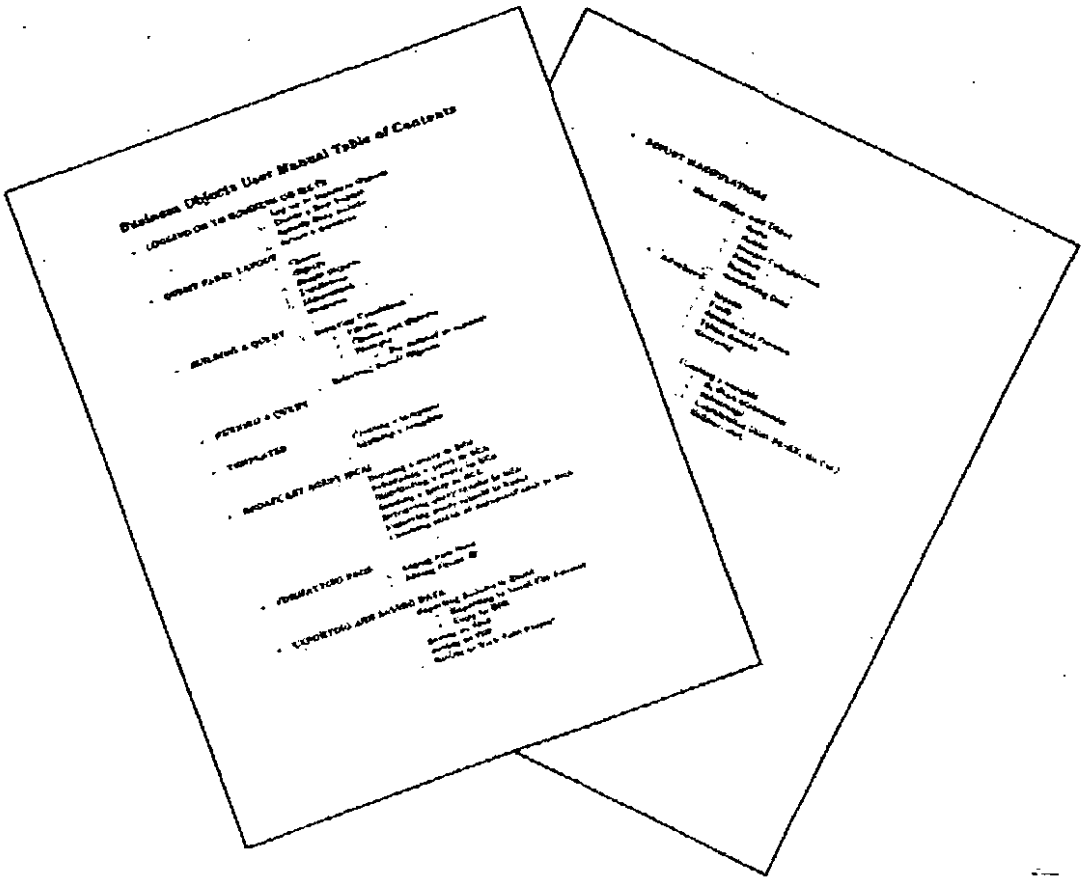

Exhibit 1.2.1.1-3. We will work with the DMV to ensure that using Business Objects is as easy as possible.

The Business Objects ad-hoc tool allows the user to easily generate and manipulate standard reports. Users are able to start with either a new query, use an existing ad-hoc query, or modify an existing query. Objects within Business Objects are organized into intuitive categories, no matter where they reside within the database. Given that most users do not have a complete understanding of the structure of the data beneath the tool, this feature allows for a more useful and efficient way to categorize the data. Once expanded, the user can view available data elements to help develop their query. The query is separated into two work areas, which allow the user to define the data elements needed in the result set and data elements needed in the query criteria. Data elements can be used both as a display and as restrictions.

Once the query is executed, a report is returned. Users may readily manipulate a report's stylistic parameters (e.g., color, font, borders and shading, line and page breaks) and may include filters, sorting, ranking, calculations, functions, and variables.

Ranking enables a user to view both the largest numbers and the smallest numbers in a report. Once the ranking threshold has been determined, the Business Objects ad-hoc tool hides the data that does not need to be displayed. The hidden data is not deleted from the report and can be viewed simply by removing the ranking. Ranking also sorts the data in descending order. Additionally, users can rank Top 10/Bottom 10 and perform other powerful ranking functions. Users can also hyper-segment data and track cases over time by using the ad-hoc reporting tool's set-based and time-series analysis technology.

Filtering enables a user to select specific valid values to be displayed in the report, although much more data has returned in the query. This allows the user to display only pertinent information without having to limit the query conditions. Although the data is hidden from the report, it is still available and can be accessed simply by deleting the filter.

Business Objects can be used to plan and schedule resource-intensive reports. This feature saves significant time for users in terms of report development timeframes. Large reports can be programmed to run overnight so as not to impact performance during peak hours. Additionally, users may retrieve and send reports through a secure FTP site.

Users may request an action only if a specified condition is met within the report by using the Condition function. The user creates a particular condition and further actions can be taken only if the defined criterion is reached.

Our solution for reporting for this program is to harness the functionality of Business Objects to service the business and program needs of the DMV. By providing a dedicated expert staff person for this part of our offering, any work related to ad hoc reporting will not require any resources from our Tarrytown eTIMS^{SM} group and will allow us to be as responsive as possible to the informational and management needs of Adjudication Services and the DMV.

1.2.1.2 System Interfaces

We will work with the District's agencies to ensure that information resident in multiple systems throughout the District will be incorporated into eTIMS^{sm} and that critical ticket processing data is transmitted to the appropriate agency in the most robust fashion possible.

Features and Innovations

- Ability to accommodate a wide variety of interfaces based on the District agencies capabilities and needs, now and in the future during course of contract

As presented in the RFP, the District of Columbia requires a ticket processing vendor which can share in its vision to provide robust data exchange capabilities between loosely-coupled District applications. The results of a successfully implemented interface strategy can yield significant benefits to both the District and its citizens in the areas of dramatically improved customer service, data entry error elimination and data entry cost reductions.

ACS has partnered with the District to develop a diverse set of interface methods in order to accommodate the interface capabilities of the different District applications. The current communication methods employed by these interfaces, range from real time Web services to batch FTP services to hard copy via courier transmission.

Our interfaces with other District entities that have data or activities that affect ticket processing (or vice versa) will be conducted through our fully redundant FTP/Web Services "Hub" Server which will be located at our Data Center. This server, which will act as the main conduit of information to and from eTIMS^{SM}, is described in detail in Proposal Section 1.4.7, Standards for Data Transference.

The FTP/Web Services "Hub" Server will be redundant and offer 99.99 percent up-time availability, excluding planned maintenance outages, which will be coordinated with District management to minimize citizen impact. eTIMS^{SM} can be configured to push and pull files to the "Hub" every two seconds for any new "real-time" transactions that have been uploaded by the District's agencies to achieve near real time interfaces.

We look forward to automating as many interfaces as possible for this program. We will work with the District agencies to jointly develop and implement the API's necessary to maximize the amount of information that is mutually available. Today, ACS provides interfaces with three District applications:

- **DMV's Destiny**—ACS currently provides daily data exchanges via FTP to the DMV for registration and DLN hold and clear requests. Destiny provides ACS with a daily FTP transmission of all payments received and a weekly file of their registered tag database, which includes new address indicators and stolen and wanted vehicle information.
- **Office of Tax and Revenue**—ACS provides a monthly refund check request file via a Web service interface based on adjustment transactions entered into TIMS and daily

SOAR documents via courier. DMV provides a daily recap of the depository account transactions for balancing purposes.

- **Hansen Customer Care System for the Mayor's Call Center**—ACS receives a meter outage investigation file via FTP. Upon receipt of the complaint information, ACS automatically generates meter investigation transactions into the TIMS meter subsystem which create investigation work orders for the maintenance crews.

We will enhance our interface with Destiny to provide a real-time interface. The required WS-SFTP interface will not support a true real-time interface. We believe that a real-time interface is required in order to deliver or achieve the District's customer service delivery objectives. We will work with the District to define a methodology or a Destiny ticket processing service real-time interface. Suggested methods could include messaging or Web Services.

Some of the data that would be incorporated into this interface includes information about all open tickets including the amount due so these tickets can be paid within Destiny in a seamless manner. This is especially important for the non-core DMV sites such as Penn-Branch and Georgetown. We will use the Web Services server to manage this interface and will work with DMV management during the implementation phase to ensure that all appropriate data passes between the two systems in real-time. We will also work with the DMV to obtain real-time access for name and address data for tags and DLN's.

ACS continually works with our clients across North America to find innovative ways to integrate new technologies to solve business problems in the most cost-effective manner. For example, for the Arizona FARE project (which provides statewide Court collections), a collection of real-time and batch custom interfaces using messaging technology were built to provide the individual courts with accurate payment and debtor information without requiring changes to the host court systems.

For the City of St. Louis' ticket processing program, there was a business need to enable real-time communications from the police patrol cars to determine boot-eligibility. A messaging interface using either JMS (Java Messaging Service) or Websphere MQ was not a viable solution due to the constraints of the existing City applications. After technical discussions with both the Police and IS groups, it was determined that a real-time, Web service would provide the functionality required without requiring significant legacy system changes or impacting police operations. This Web service developed by ACS employs SOAP technology over a secure intranet connection with XML data streams to the eTIMS^{SM} system. ACS believes that a similar approach could be a very effective solution for real-time interface requirements to some of the District's systems.

We are keenly aware that the most successful technical interface does not properly support the business process requirements of the District. Significant enhancements to the legacy systems will prove to be inadequate at best. Even within the same application, a "one size fits all" technical interface solution may not be viable due to specific business process time requirements.

As part of this procurement, ACS will work with the District to enhance the ACS eTIMS[SM] application to effectively interface with the requested applications through a secure FTP interface using our FTP server located in our secure Data Center as requested. We believe that for some of the real-time requirements mentioned in this section and other sections of the FRP, true Web services solution would be a better approach.

DPW Centralized Boot System Interface

DPW manages fleet information for the District of Columbia. We will work with the Fleet Management office to ensure that we are able to obtain updated vehicle information for all vehicles assigned to specific agencies to upload into the government fleet adjudication database. The information that we will receive will include the agency code, the date of assignment, the license plate and state and the vehicle make. Using our secure FTP server architecture, this communication will be automated and verifiable. We are fortunate to have as our Senior Operations Manager [redacted] who recently was the Program Manager for the Fleet Management program for DPW. She will work with our Data Center to ensure that we have obtained the best possible information and will be an invaluable resource for this part of our program.

DPW Centralized Towing System Interface

The District tows vehicles for a variety of reasons. Some have to do with public safety and require a quick relocation of a vehicle. Some vehicles are abandoned or junked and are towed to the DPW Blue Plains AIMS impoundment lot. Some are blocking rush hour lanes and need to be towed off of the main commuter arteries. Some are towed because they owe the District a significant amount of money from outstanding tickets and fees.

To accommodate these towing needs, the District contracts to private companies and maintains its own fleet, under DPW and MPD, to handle vehicle tows across the city. DPW maintains a ticket processing system workstation at their 15th Street NE location to enter information about tows into this system as well as their centralized towing system.

We will coordinate the joint development and implementation of data transfer with the DPW centralized towing system to pass tow eligibility, fee payment and disposition information and to receive tow fee information for update to eTIMS[SM].

DPW AIMS System Interface

ACS will provide full accountability for fines associated with impoundment and storage of vehicles through automated interfaces with AIMS. The DMV wants to be able to obtain and provide complete information related to towing and storage of vehicles that are removed from sites throughout the District. While initial tows are captured in the CAD system described below, once they have stayed several weeks at the main tow lots without being claimed by their

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owner or the lien holder, they are transferred to the District's Abandoned Auto tow lot at Blue Plains, located 500 Shepard Pkwy SE off of I-295.

ACS has supported the Abandoned Auto program in the District since it was transferred from the Metropolitan Police Department to the Department of Public Works in 1991. TIMS' terminals were first deployed to the Abandoned Auto lot to provide ticket and fee information to the person claiming the vehicle. Since initial deployment, the program moved to Blue Plains, which is located next to the MPD tow lot. Initially a subsystem of TIMS was used for this function, and then it was transferred to a separate system maintained and updated by [redacted], now retired, and others at DPW.

The current system used by DPW for this function is called Autopound Inventory Management System (AIMS). It is a Web-based system that provides search options including finding a vehicle using:

- Its unique identifier number, called a PCN, which contains the impound date and time in the number
- Tag number or VIN
- Impound date to find the vehicle
- Owner information

Some of the key fields in a typical vehicle record include:

Typical Aims Vehicle Record	
Field Name	**Description**
PCN	A unique identifier number for the towed vehicle
Status	Shows the current status, such as STORAGE
Impound Date and Time	Shows when the vehicle was originally impounded
Notification Date	Registered owner (and lien holder if any) is required to be notified that vehicle has been impounded and will be auctioned if not retrieved
Transfer/Move Date	If the vehicle was moved to or from another location
Location Towed	Street address that shows where the vehicle was located when it was initially impounded
Reason	ABANDONED or JUNK, for example
Company	Name of tow company
VIN	Vehicle identification number

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Typical Aims Vehicle Record	
Field Name	**Description**
Make	Vehicle make such as NISSAN or FORD
Model	Model such as MAXIMA or EXCURSION
Year	Year of vehicle, such as 95 or 04
Color	Color of the vehicle, such as BLACK or GREEN
License Plate	If the vehicle still has its license plate number, it is recorded
State	State of the license plate if it is still on the vehicle
Location	Space on the abandoned auto lot, such as AB5-43
Parking Ticket(s)	Yes or No, depending on the ticket system data
Body Style	4 DOOR, for example
Owner Information	Name and address
Lien Holder Information	No Lien Information or data about the lien holder for notification purposes
Fines	Calculated storage

You can also list the current inventory by make and year of vehicle, search for a vehicle using a partial plate number, or list archived vehicle data. Of course, one of the most important search criterion is the Hansen Number, which is the number assigned to the trouble ticket by the Mayor's Call Center (202-727-1000). It also allows authorized users to modify holds on vehicles.

ACS will interface in near real time with AIMS via our Web service server. When transferring files to and from DPW's AIMS, files will be put on the "Hub" in a specified format and folder. Ticket information for vehicles in the AIMS program database, such as license plate, state, vehicle make, and abandoned auto storage fees would be transferred to eTIMS^{SM}. DMV fees and any other pertinent information about vehicles that are eligible for release, due to payment or adjudication actions, will be provided to AIMS through this server.

This will enable the users at Blue Plains, users and citizens at the DMV offices, and citizens accessing the systems via the Web to view one accurate, combined set of data related to outstanding tickets and fees owed on towed, abandoned vehicles.

The District uses Liquidators.com to provide for online auctions of its abandoned vehicles if they are not claimed by the owner or lien holder. ACS will ensure that when payments are made through the online auction process, the auction proceeds will be used to offset outstanding tickets, tow and storage fees, and any other ticket-related fees.

DPW LPRS System Interface

Leveraging the advanced image recognition capabilities of an LPRS System with various data feeds will allow the District to attain its enforcement and security goals. There is enormous potential to improve the efficiency and effectiveness of the District's parking enforcement programs by integrating the strengths of a License Plate Recognition System (LPRS) with law enforcement and parking data stores.

Valuable applications include stolen or wanted vehicle identification, enhanced enforcement and adjudication of time limited parking violations, correspondence with images and support for the District's Registered Out-of-State Automobile enforcement program. ACS currently works with and supports the LPRS vendor AutoVu in other cities across the United States and has worked with another DPW LPRS vendor, Remington Elsag, on a recent test deployment of their equipment. We will work with whatever LPRS vendors DPW chooses and fully integrate our booting and ROSA software to work seamlessly.

The systems read license plates from vehicles while validating them against a database. If a match is found, it is flagged for operator action. Various "hot lists" such as boot eligible, stolen or wanted vehicles, and residential parking permits can be assembled and distributed securely to the LPRS application. Other potential "hot lists" can consist of plates that are on various Federal Government watch lists and can be used to assist in Homeland Security initiatives.

The LPRS technology provides for a "chalkless system" for monitoring parking time limits and reduces the potential for industrial injuries that are generally associated with officers having to chalk tires by hand or through the use of a mobile hand held computer. The area covered by an officer is greatly expanded. Surveillance is enhanced in restricted zones and can provide the District with an additional tool in locating Registered Out-of-State Automobile (ROSA) violations and parking scofflaws. ACS originally pioneered and facilitated the District's ROSA program by providing the necessary computer technology and systems integration expertise. ACS will continue to support the District's ROSA initiative by working with the LPRS vendor to provide a list of ROSA "sightings" and "plates" to alert the operator to violations. This will greatly reduce the amount of tedious data entry for enforcement officers and leverage existing District assets.

LPRS enhances parking enforcement capabilities, supports adjudication of violations and accentuates the effectiveness of correspondence through image capture and integration with eTIMS^{SM}. The LPRS application is capable of not only scanning plate images but, of storing plate images for future reference. ACS will work with AutoVu or any other LPRS vendor to retrieve and catalog plate images so that Hearing Examiners can work more efficiently and address citizens with the proper information during the hearing process. They can also reference the plate images along with any correspondence or notices that are part of the eTIMS^{SM} case folder. ACS will also integrate these plate images with outgoing correspondence to accentuate the effectiveness of mailings and help citizens understand the District's enforcement activities.

Our MDT software incorporates a system that is used to detect violations based on time/location data. As the mobile system is driven through a 'beat', it records an event each time a parked vehicle is detected. For each vehicle event, the position of the automobile, the vehicles' image, location, time/date, and actual plate number are read. The system, easy to use, can be expanded to meet whatever requirements are established. This mobile plate capture application can also be used to facilitate large scale parking surveys to measure vehicle occupancy and turnover in extensive geographic target areas.

The flexibility of our system permits mobile teams to be set up in specific or target areas such as school districts, residential zones or heavily traveled streets. Rapid deployment will permit the District to address problems and citizen complaints in an expeditious manner. This would enable "scout" LPRS vehicles to gather data which can be transmitted to multiple "tracker" immobilization and impoundment vehicles hopping from capture to capture without having to take any time between seizures.

DPW Centralized Towing System Interface through CAD Listener

We will work with DPW and their Centralized Towing System vendor to develop an interim interface using a CAD listener to interface in batch mode to obtain fee information for towed vehicles. As a more sophisticated interface becomes available during the course of the contract, we will upgrade our interface with this system.

One view of data across multiple platforms will ensure that the District maximizes collections and closure rates while optimizing customer service. ACS supports this vision 100 percent and will provide our secure, Web Service Server to automatically handle the interface and exchange of data between eTIMS^{SM} and the District's agencies.

1.2.1.3 Notifications

eTIMS^{SM} treatment schedule logic automatically identifies which citations are to be noticed based on the timing and criteria established by the District.

Features and Innovations

- Dynamic notice printing and treatment schedule facilitate modifications
- Sampling and salting provides quality assurance
- Incorporated images on notices increase compliance and reduce adjudication requests
- Automated interfaces with other DMV's for Interstate Compact violations

Notice timing and selection criteria are set in the eTIMS^{SM} District of Columbia client table and can be modified as required through the use of an online module by authorized DMV personnel. ACS will work with the District to provide the highest quality of noticing and ensure program effectiveness. We are already producing all of the required notices and will migrate to dynamic printing of standard and variable text shortly after contract award.

District notices will be produced daily based upon RFP specifications throughout the life cycle of a citation. eTIMS^{SM} is capable of sending both plate and citation level notices and will be enhanced to generate consolidated notices. Notices will be prepared and mailed to vehicle owners or responsible individuals in accordance with the District specifications. In a case where a citation is suspended, no notices will be generated until the citation is reactivated.

We have developed notice formats based upon District specifications regarding form, content, sequence, and timing. The following represents notices we are currently mailing on behalf of the ticket processing and photo enforcement programs:

- **Red Light and Photo Radar Ticket Issued**—Informs the violator that their vehicle was cited for either running a red light or exceeding speed laws. This is the actual citation for this program. The issue date is the mail date of the notice.
- **Red Light and Photo Radar Ticket Overdue**—Informs the violator of their failure to answer an outstanding red light or speeding violation by the 30th day following issuance. This is typically mailed 33 days after the issue date. A penalty has been added to the amount of the original fine.
- **Red Light and Photo Radar Ticket Deemed Admission**—Informs the violator that they have failed to answer, either by payment or request for adjudication, an outstanding violation by the 60th day following issuance. A disposition of "deemed liable" is automatically entered.
- **Moving Ticket Overdue (Notice of Suspension)**—Informs the violator of their failure to answer by the 30th day following issuance and alerts them that they are in jeopardy of having their driver's license suspended. This is typically mailed 33 days after the issue

date. For District drivers, notification of this status is sent to the DMV if there is no response by day 45 following issuance.

- **Moving Ticket Deemed Admission**—Informs the violator that they have failed to answer, either by payment or request for adjudication, an outstanding violation by the 60th day following issuance. A disposition of deemed liable is automatically entered.
- **Moving Ticket Non-Compliant**—Notifies motor vehicle departments that participate in the Interstate Compact Agreement that their constituent has not paid or adjudicated their moving violation from the District. These are mailed weekly to the State DMV's, and the local DMV has the opportunity to suspend their driving license until they satisfy the ticket. These are also sent to Destiny so that their privilege to drive in the District can be suspended. We will work with the DMV and other participating states to automate as many of these transmissions as possible.
- **Moving Ticket Compliant Status**—Notifies participating motor vehicle departments that their constituent has satisfied their moving violation from the District. These are mailed weekly. We will work with the DMV and other participating states to automate as many of these as transmissions possible.
- **Parking Ticket Overdue**—Informs the violator of their failure to answer an outstanding parking violation by the 30th day following issuance. This is typically mailed 33 days after the issue date. A penalty has been added to the amount of the original fine.
- **Parking Ticket Deemed Admission**—Informs the violator that they have failed to answer, either by payment or request for adjudication, an outstanding violation by the 60th day following issuance. A disposition of deemed liable is automatically entered.
- **Partial Payment**—This is mailed in lieu of the overdue notice if the ticket is in a partial payment status. It shows the outstanding amount due.
- **Post Hearing Payment Overdue**—For tickets that have been through the adjudication process and have been deemed liable, this notice informs the violator that they have failed to pay the amount due as determined by the Hearing Examiner.
- **ROSA Enforcement Information**—ROSA warning notices are mailed if a vehicle is sighted by the ROSA crews following a sighting. These notices alert the registered owner that their vehicle must be registered with the DMV if it is domiciled in the District for more than 30 days. The actual ticket is issued if the vehicle has failed to meet the registration requirements and has been properly warned. Subsequent noticing for these tickets follows the parking ticket noticing stream.

We will provide an online module that will allow authorized DMV users to add new notices, revise existing notices, or modify the timing and other treatment schedule parameters. For example, when the District begins overheight enforcement, these tickets will be moving tickets that are issued to the vehicle owner. These are Motor Carrier violations. Consequently, these notices will require unique text since a USDOT number rather than a tag is associated with each violation.

Adjudication Correspondence will blend Pre-Approved and Variable Text

Once tickets reach a level that requires adjudication, a series of notifications are available for mailing. Adjudication activity will typically begin with the scheduling of a walk-in hearing, request for a hearing with the issuing officer present, or a request for an online hearing. As the constituent makes a hearing request, the date assignment occurs in eTIMS^{SM} based on the DMV and issuing officer's (and interpreter's, if necessary) availability calendars and a Hearing Date Scheduled correspondence notice is automatically generated and sent. An updated name and address will be captured at the time of the request.

The Hearing Record is the document that is produced as a result of an adjudication action. It contains basic ticket and tag or license information, the name and address of the owner or driver, and provides both boilerplate information based on the violation codes and information specific to the case that is entered in free-form text by the Hearing Examiner. If there are multiple tickets being adjudicated, the system automatically picks up the boilerplate text for each different violation code and incorporates it into the outgoing adjudication correspondence Hearing Record. After the hearing examiner signs it, it can be given to the citizen who is attending an in-person hearing, mailed or delivered electronically, based on the type of hearing. This same Hearing Record is available whether the adjudication is conducted in-person or via the workflow, and will incorporated into our online web-based eTIMS^{SM} offering.

In the event the constituent disagrees with the adjudication decision, they may file for an appeal. If an appeal is accepted, a notification detailing their appeal filing date is generated and sent to the respondent. It is similar to the hearing scheduling adjudication correspondence, notifying them that their request for an appeal has been accepted and alerting them that they will be notified of the outcome pending review by the Appeals Board.

Once the appeal process is complete, the appeal decision notification, Outcome of Appeal is generated and sent to the constituent. These will be automatically generated based on the Appeal Board actions.

Financial Notices Enhance Customer Service

ACS' noticing strategies include a large variety of notice types. Among the various notices currently sent on behalf of the District of Columbia are financial notices designed to inform the constituent of a variety of financial statuses. If the specific condition exists on an account, any of the following financial notices will be generated:

- **Overpayment**—Informs the violator that they have overpaid their ticket and requests confirmation of their mailing address and notifies them of the refund process. This notification is returned to our office for processing so that a refund check can be cut by the District's Office of Tax and Revenue (OTR). This currently is handled as a monthly file transfer to OTR, but we will jointly work with OTR to migrate this to a more frequent

cycle. We will also automate the refund process for requested refunds so this does not have to be performed by a DMV staff member.

- **Underpayment**—Informs the violator that they have underpaid their ticket. This notice is detailed above as the Partial Pay notice. These notices contain the amount paid, amount still outstanding, the due date of the payment as well as any penalties that have been assessed.
- **Late Payment/Delinquent**—Informs the violator that they are in late payment status. These notices are detailed above as the Overdue, Deemed Liable, and Post Hearing Payment notices. These notifications include the current amount due, original amount due, the original due date, the new due date, original penalty, as well as any additional penalties.

For these and all notifications mailed, the printed mail date will typically be the date that it is printed, given the move to daily noticing. The number of days between the print date and the mail date will be a parameter and will be table-driven so it can be modified by authorized DMV staff.

Consolidating Updated Information onto Notices Facilitates Compliance

Since the District wishes to move to consolidated noticing, we will incorporate the ability to select consolidation for the notices. All violations that are associated with a tag number or permit number will be included on a single notice, if they are in the appropriate stage of their treatment cycle to receive that specific notice.

We will develop new notices that shall function as a statement of violations, regardless of the age or status, which will function as an answer to the question "How much do I owe?" It will resemble a statement that will show overdue items separately, and show the status for non-overdue tickets. For example, it will show the date that a ticket would double, the date that a ticket would be deemed liable, the date of DMV notification of non-compliance, their boot-eligible status, all as of the date of the notice.

Tickets assigned to collections will also be separately highlighted with information on paying those tickets online directly to the collections vendor. Of course, if the payment for tickets in collections is sent to our lockbox, we will process the payments and notify the collections contractor so their database will be updated.

These notices will be mailed to the most recent name and address of record. As we receive updates to DC tag and DLN records, we post the new mailing information directly into our ticket processing database. Any subsequent notification of any type will be sent to the updated address. Ideally, during the course of this contract, we will be able to obtain updated name and address records for non-DC records as well so we can follow the same protocol.

This notice will be generated if more than one violation is unpaid on the eTIMS^{SM} database and present at the time notices are scheduled to be generated. The data for all outstanding violations will be consolidated on to one notice. As requested, all overdue tickets will be highlighted.

We provide routine sampling of all notices generated to ensure that they are completed accurately and timely. We also have built-in salting, whereby a number of notices are mailed from each run and are included in the mailing so we can validate that the notices were actually mailed.

Online Notice Samples and Review Process Expedites Revisions and Approvals

Our notice design process not only ensures that notices are professional and legal, but also allows flexibility to accommodate the District's changing needs. Our forms are computer generated, including DMV and MPD letterhead. We will provide the ability to modify the forms online and submit changes in a secure mode for authorized users. New forms can be added by either modifying an existing form online or using a "Wizard" type form development tool that will be part of our Business Objects service delivery. This will allow the user to preview the form and make any changes before submitting it for proofing and then final production. This will also allow for a library of notices to be maintained.

DMV staff can add forms based upon a variable-driven table. For example, when the District begins issuing overheight enforcement citations, these can easily be incorporated into the noticing stream.

All Incoming and Outgoing Notifications are Maintained Online

The District requires its contractor to maintain online all original documentation related to parking, moving, and photo citations in a readily accessible fashion. It must also be secured, given that virtually all of the incoming and outgoing notifications contain sensitive name and address information.

Outgoing notices and correspondence images will be generated upon mailing and will be accessible within eTIMS^{SM} and to authorized users online. All incoming ticket-related correspondence is imaged as it is received. This process is described in greater detail in Proposal Section 1.2.2, Back-Office Support Services. Each piece is associated with all included tickets so it will appear online no matter which ticket is accessed. An example of our image viewer is depicted below. As you can see, we use thumbnail images to easily enable the user to quickly select the appropriate image. If the postmark on an envelope or the back of a cancelled check needs to be reviewed, it is a single click away.

eTIMS[SM] Viewer with Thumbnail Display

REDACTED INFORMATION

In addition to notifications, both incoming and outgoing, we will store online images of a variety of other documents, including payments, tickets, evidence, hearing records, as well as audio files for hearing transcripts. If the hand held or MDT devices that are used for this contract have audio capture enabled, we will store those audio files as well. We will also store and make available online video streaming captured by the photo enforcement vendor, if the District migrates to video to augment the image capture of the photo enforced violations (or solely video, such as is used to detect overheight violations).

We use Iron Mountain, a local firm, to store all incoming correspondence and other program files. They are a secured, climate-controlled facility. We have weekly deliveries and pick-ups and can retrieve items more quickly if necessary.

For web access to stored images, since many of them contain sensitive information, we will restrict access to authorized internal DMV and other District users and to citizens who complete a registration with the DMV. This online registration will ensure that the person who is logging on is the person who has been authorized to view the data and images associated with a tag or permit number, and other data associated with fleet programs, officer hearing calendars, and other specific programs.

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Nixies (returned mail) should be minimized with our new method of applying name and address updates, especially for DC tags. We also automatically provide re-requests for nixies to the state DMV to try to obtain a better name and address. We normalize addresses using Group 1 software to ensure the highest possible rate of delivery. By using National Change of Address (NCOA) and other services offered by the USPS and Accurint and R.L. Polk for alternative name and address updates, we work to achieve the lowest possible nixie rate.

We are constantly researching ways to make even greater improvements, and we will work with the DMV during this contract to leverage other avenues for obtaining mailing addresses that are as up to date as possible. Moreover, by offering online registration by citizens to enable them to view specific information about their accounts, we can provide web-based noticing instead of land-based. Understanding that the D.C. Code may need to be updated for noticing delivery methods, if the person waives their right to receive notices and agrees to accept other correspondence via email or on the Internet, it should be acceptable to bypass hard-copy notices. This would eliminate the expense of postage and the problems associated with nixies.

When we do process nixies, we capture all of the requested information, including the original mail date, the notice or correspondence type, the name and address of the respondent, the tag or permit number associated with the nixie, and the returned date.

Notifications in their many forms represent one of the main forms of communications between the DMV and its customers. They should always be accurate, timely, and professional. Integrating this process with the Internet will provide more real-time information and the potential for dramatically reducing the time from an inquiry to its resolution. We will fully support the District's customer service and delivery goals and will leverage our fully-Web enabled eTIMS^{SM} to provide the best possible face to the public.

1.2.1.4 Payment Processing

The District has deposited over $1 billion into the General Fund from parking, moving and photo enforcement violations during the period that we have been working on these programs, since 1985 for ticket processing and since 1999 for photo enforcement.

Features and Innovations

- Ability to handle multiple ticket and payment types seamlessly
- Automated Web-based or in-person installment payment plan
- User-friendly reporting package available for auditing and management control

ACS understands that making payments easier for the Cashiers, Legal Instrument Examiners and citizens, whether it is in-person or on the Internet, will provide the best possible customer service experience and maximize collections. Additionally, automating the many interfaces between systems that are currently manual or do not exist will allow a secure, auditable transfer of funds to the correct accounts. Since all tickets processed under this contract can be tracked through the General Ledger (GL) code, our single collapsed database can accommodate all types of tickets issued by the District, including parking, moving and photo enforced tickets, and any associated fees.

Our proven procedures ensure that payments are processed accurately, with attention to detail, and citizens receive prompt service. The ACS service offering will process all mailed, in-person, phone-in, and web payment transactions including parking, moving, and automated enforcement tickets and associated fees. Payments processed at DPW locations for tickets and fees will be updated in near real-time to eTIMS^{SM}.

All Tickets and Fees are Presented in a Consolidated View

Whether in-person or on the web, access to outstanding tickets and fees, from eTIMS^{SM} or other associated systems such as AIMS or CAD, is simple and secure. Typically, the citizen or cashier enters a driver's license or vehicle tag number into eTIMS^{SM}. Alternatively, they can enter a specific ticket number to get to their record. Access is also available using the VIN or the respondent's name.

For fleet companies, access is also available using the Fleet company number or name. All tickets and fees associated with a specific case folder can also be accessed using the case folder number, which is unique.

For the citizen or a cashier, this type of inquiry is very specific and should be as quick as possible to minimize the time the citizen has to spend in line to resolve their tickets. For Legal Instruments Examiners, who may be doing research and not have a specific ticket or tag number available, or for call center staff who are trying to help a citizen find out where their neighbor's car was towed (the one they borrowed), sometimes the need to search out tickets, fees, and other information based on partial information is critical. These cases are also easy to resolve using

eTIMS^{SM}. Partial searches based on name and even color and/or make of impounded or immobilized vehicles is easy and returns a list of likely records for further review.

Once the record is accessed using one of these search methods, one screen presents a comprehensive picture of all monies owed for all tickets and fees. Payment is a few clicks away.

We will include some new fields on the Internet that will make it much easier for citizens to ensure that they are complying with the District's requirements for payment. We will show online the dates that the tickets must be paid to avoid paying a penalty or having a finding of deemed liable entered automatically against the ticket. Citizens will not have to calculate this themselves and can be assured 100 percent that they are meeting the critical deadlines for compliance.

If there is more than one record for a particular tag, if it was reissued, for example, eTIMS^{SM} presents a screen that shows all entities with the tag number, VIN, DLN, name and address of the registered owner or driver and the alternate owner, number of open tickets, total amount due and additional information such as the seizure status and fees owed. This makes it very easy to select the desired record and quickly pay the tickets.

eTIMS^{SM} will obtain all financial information regarding auctioned vehicles from AIMS through our FTP server in near-real time status. DPW will work with the current AIMS vendor, Vantix, to modify AIMS to pass auction results to eTIMS^{SM}. We envision that when DPW, using AIMS, collects the auction proceeds from Liquidator.com, they will first post money toward any tow and storage fees associated with the original impoundment. Once that has been satisfied, we expect that AIMS will send eTIMS^{SM}:

- The VIN
- License plate if known or available
- Registered owner's name and address
- Amount collected from the sale minus any fees from Liquidator.com
- Amount posted toward AIMS fees
- The GL code for the AIMS-posted monies
- Amount remaining after AIMS amounts have been satisfied, which is the amount we can post toward eTIMS^{SM} tickets and fees

The money collected will be posted toward the impoundment fees first and then toward outstanding tickets until the money is exhausted, paying the oldest tickets first. We will have no problem posting a partial amount to a ticket or fee.

For the auction dated April 21 2006, there were 207 vehicles for auction. Only a few were getting bids higher than $5,000 and most were going for less than $1,000. If this is typical, assuming there is any money left after the impoundment fees, tickets and other fees in eTIMS^{SM} have all been paid, the remaining balance will be credited to a GL code that will be provide by

the District and will go to the general fund. The actual deposit will be made by DPW at the time the monies from the auction are collected, but we will work with DPW and the AIMS vendor Vantix to ensure that there is 100% tracking and reporting on the distribution of the funds to the proper GL codes.

eTIMS^{SM} will automatically generate a notice to the customer detailing the actions taken, including listing the individual tickets paid along with any penalties and fines from AIMS and eTIMS^{SM}. If the citizen still owes money, which will often be the case, this will be reflected on the statement along with instructions on how they can satisfy their obligations. We will work with DMV on the wording and style for this notification.

Consolidated Database

All parking and photo enforcement tickets and fees will now be included on one record, listed by license plate number. The different databases will be collapsed in a manner similar to that currently underway to combine the two photo databases. This means that all tickets and fees can be paid with a single payment online or on the web. Moving tickets associated with a plate can also be included in a single payment. Fleet companies will be able to pay all tickets associated with a particular monthly report with one payment, across however many tags are included on the report.

One of our newest features is our Collateral Payment Solution. This is helpful for an individual who wants to pay for all of his or her vehicles and for DLN's with outstanding tickets and fees. The respondent will be able to select up to five different entities (tag numbers and/or DLN's) owing up to 300 tickets and fees. A single payment can then be made against all of the outstanding debt for those records. The payment will receive a unique transaction identifier number that can be audited and reported and will be printed on the receipt.

The GL codes for each type of ticket and fee will be loaded into the system when we start the contract and all monies will be reported to SOAR by GL code. The GL Code and transaction identifier is captured on each individual transaction for export to SOAR.

Daily SOAR Interface

Within ACS' comprehensive package of performance and management will be a feature required by the District to allow the export of the daily activity information into the District's accounting system (SOAR). We already provide routine documents with all of our lockbox payments organized by GL code for input to SOAR. This electronic transmittal will provide information included in eTIMS^{SM}, which is retained online in the system as part of the transaction record.

This information includes, but not limited to:

- Cashier ID or employee ID, ensuring that all financial activities can be traced and matched to a specific individual
- The date and time of the transaction
- Any financial activity on a record, including payments, adjustments, refunds, bad check transactions, credits and debits, and overpayments

Our comprehensive online and web payment reporting already categorizes monies received by the type of ticket activity (payments, adjustments, etc.) and the method of payment, such as cash, check, credit card, and money order. As we add the GL codes to the type of ticket and fee paid, this reporting will be easily expanded to encompass all types of ticket activity and all types of payment sources, including e-check and debit cards.

When a person wants to pay their amount due using more than one method of payment, this is accommodated through the in-person cashiering and web software. For example, if the person wants to pay $1,000 cash and $500 on a credit card, the cashier applies the money to the oldest tickets first with a cash transaction and then the balance is paid using the credit card option. The payments are reflected online on the ticket records as appropriately paid by the correct payment type and all of the totals reflect the correct type of payment so the cashier balances to the penny for each type of payment received.

TeleCheck Eclipse Will be Used to Validate Payments

We use TransFirst as our partner for processing validations for all financial transactions. The District wants to make sure that its selected vendor is using an established firm that offers the lowest possible merchant fees and fast processing to ensure the best possible customer service experience. We have moved to this firm for all of our contracts nationwide because it offers significantly lower merchant fees than other payment validation firms.

The validation process for paying on the Internet is transparent to the user, except for a short period when the payment is being validated. The user selects their preferred payment method, credit card, debit card, e-check, or check and types in the required information such as the card number, expiration date, security code or PIN for card transactions or the bank routing and account numbers for checks. Credit and debit cards will be acceptable on the IVR and on the web. Because we are such a large company, we are able to leverage our size to arrange for corporate-wide arrangements with many companies and our clients benefit too. We process hundreds of millions of dollars for our clients nationwide using these verification services and are able to negotiate the lowest possible merchant fees, which we accept responsibility for paying.

For in-person payments, the District has already selected an outstanding device as their standard for processing and validating in-person payments, including check encumbrance. Exhibit 1.2.1.4-1 provides an overview of the TeleCheck Eclipse machine and its capabilities. It will

handle not only the validation component of the payment but will also image the checks presented and will ensure 100% reconciliation for all payments accepted to the ticket processing database. The TeleCheck Eclipse validation machine ensure that when there are insufficient funds on the presented credit or debit card to cover the transaction, the payment will be denied. We will subscribe to TeleCheck's Electronic Check Acceptance service, which guarantees 100 percent of funds accepted by check as long as its proscribed instructions are followed.

TeleCheck Eclipse Validation Machine

Eclipse Specifications

Memory

- 1 Mb - 4 Mb flash
- 512 Kb - 4 Mb static RAM (battery-backed)

Processor

- 32-bit, 24 Mhz Motorola 68302

Display

- Backlit graphic LCD COG display
- Eight lines by 20 characters (128 x 64 pixels)

Keypad

- 16 keys (programmable keys)

Imaging

- 300-dpi capture
- Capable of imaging documents as large as 8.5 inches by 3.7 inches

Printer

- Hewlett-Packard Inkjet Technology
- Single-color cartridge (HP51604A)
- Prints on documents and roll paper
- Landscape and portrait modes
- 4.5 lines per second

Modem

- 14.4 Kbps synchronous/asynchronous

Interfaces

- Three RS-232 (for PIN pads, signature pads and other peripherals)
- Two RJ-11 (for modem and telephone connections)

Magnetic Stripe Reader

- Bi-directional magnetic stripe reader/ dual track (third track optional)

MICR

- E13B and CMC7 fonts

Dimensions

- Height: 75 mm (3.95 inches)
- Width: 146 mm (5.75 inches)
- Depth: 290 mm (11.4 inches)

Weight

- 1.82 kg (4 pounds)
- Shipping weight: 3.86 kg (8.5 pounds); includes terminal, power adapter, telephone line cable, paper roll, plastic spindle and box containing inkjet cartridge

Power

- 120 volt AC at 60 Hz (U.S.)
- Optional power supplies for UK, Australia and New Zealand

Design and Manufacturing

- Manufactured by VeriFone
- ISO 9001/9002 guidelines

424.TPDC

Exhibit 1.2.1.4-1. The TeleCheck Eclipse helps to validate payments to the database.

We will provide and maintain this same device on any workstations we support that accept payments for this program, including the currently requested fifteen units. We expect this to eventually include all of the customer-facing workstations at 301 C Street. This will present one unified solution throughout DMV for accepting and validating in-person payments to eliminate training and support issues.

As noted earlier, all checks will be imaged. These images will remain accessible and associated with the tickets paid online in eTIMS^{SM}. As an added feature, when the cashier is making a payment, they can ask the respondent if the name and address in the system is accurate. They will be able to update the information directly into eTIMS^{SM} with a notation that the information came from the citizen.

Typically, for any check payments that are later denied for payment, we first learn about them from the District after their attempts to collect on returned checks have failed. For these records, we will produce correspondence that will be sent to the customer along with an image of the check and associated transaction data to the address of record or the updated address provided by the citizen. We currently transmit information about bad check transactions and denied credit card adjustments to Destiny in near-real time and will continue to do so in order for denial of service to be posted in Destiny to the appropriate driver or registered owner account. This letter will provide appropriate notification of the reason for the actions taken. Our complete process for handling dishonored check and card transactions is described in detail below.

For approved transactions, the authorization information including the authorization ID, date and time will be stored on the database for audit trail purposes.

Complete Ticket Payment Information Stored Online for Full Audit Capability

All of the requested information is already incorporated into eTIMS^{SM} and is not only available when the payment is made online or in-person, but is always associated with the payment, any payment adjustment, refunds, and other payment transactions that occur on the ticket. Since we will be capturing the unique payment transaction identifier for each payment, all tickets and fees associated with a particular payment can be viewed online in eTIMS^{SM}. The image of the check will also be available and associated with the payment transaction number. This will greatly facilitate payment research and resolution of customer service questions.

The most recent transactions can also be easily viewed in the ticket or summary detail screens. Every single financial transaction related to a ticket, plate, fee, is presented in the ticket history. The user can request that only the financial transactions be presented together for ease of viewing and printing. eTIMS^{SM} captures all of the data elements requested for each ticket and fee payment for the District, including (but not limited to):

- [redacted]
- [redacted]
- [redacted]

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

During the actual payment or adjustment transactions, eTIMS^{SM} will capture and store the following ticket payment information:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

Our online cashiering eTIMS^{SM} application generates a customer receipt, which is printed from a printer linked to the cashiering workstation, for each payment transaction. This receipt is broken down into two parts. Part one lists plate or DLN and ticket transaction information including payment date and time, registration or DLN state and number, and totals due and paid for all fines, fees, and penalties, amount due, and amount paid.

The second part lists the method of payment; the amount tendered by type, if split; any change due; and a barcode that captures the transaction identifier. The receipt layout and style differs from client to client so it can be consistent with other receipts generated by the jurisdiction. We will work with DMV management during the implementation period to ensure that the receipt includes all of the required information.

After payments are accepted, they must be transferred to SOAR. The information is gathered through ticket payment processing and adjustment transactions such as refunds and bad check updates. Our transfer will be through our FTP server and will be at least daily until a more near real-time interface is developed at OCFO, and will include but not be limited to the following data elements:

R(9)(1)

- [redacted]

We will work with the District managers to ensure that this interface meets the SOAR requirements to allow 100 percent accountability of all funds processed through the ticket processing contract.

eTIMS[SM] easily accommodates all types of transactions on tickets not yet updated to the system. The Legal Instruments Examiner or other authorized user simply selects the Add Ticket option and captures all of the required data elements from the copy of the ticket brought in by the citizen, including:

- [redacted]

During the processing of the payment, all of the additional payment information is automatically added to the ticket information, including but not limited to:

- [redacted]

R(a)(1)

As soon as the ticket is updated to eTIMS^{SM}, the rest of the information is automatically merged with the initial ticket and payment data into one record. By capturing additional information during the payment process, any tickets not turned in by the issuing officer can be tracked and reported for quality control and auditing purposes.

Proven In-Person and Internet-Based Payment Solution

ACS will continue to support in-person payments at 301 C Street NW with our upgraded solution, and will also fully support in-person eTIMS^{SM} payments at its new customer service center at 95 M Street SW, scheduled to be open to the public shortly, and also at the DMV site at 441 4th Street NW.

As we noted above, we will incorporate the TeleCheck Eclipse unit's built-in imaging capability to capture all documents presented for payment, including money orders and checks. We will include this unit in our Lockbox Correspondence Unit to provide the same image capture functionality. All internet payment traffic will be captured and stored electronically along with all of the associated ticket and other transactional data. Payment dispute resolution should become very easy with this additional documentation available on eTIMS^{SM} along with all other ticket-related images.

In-person payments using a debit card will provide PIN entry and scanned signature, and credit card payments will also allow scanned signatures. ACS will be responsible for payment of any fees associated with acceptance of credit and debit cards and checks and will reconcile and balance these accounts daily and monthly.

As mentioned above, we will use TeleCheck's Electronic Check Acceptance program to provide 100 percent encumbrance of funds presented by checks. A message will alert the cashier or Legal Instruments Examiner, who can then request payment by cash, debit card or credit card. If there is no communication with the vendor who validates the checks, the system will allow a check to be accepted.

The receipt generated as a result of every payment transaction is designed to provide a recognizable, simple, easy to read document that contains information necessary to act as proof of payment, such as all tickets paid, total amount paid, amount tendered and change given, license plate, ID of the person accepting the payment, and the date and time the payment was made.

Because of the real-time transaction update process, eTIMS^{SM} will display the fact that a payment or dismissal has been processed and the ticket has a zero balance, and will alert the cashier if they are trying to process a payment on a ticket that has already been paid. This should prevent duplicate online entry of ticket or payment information.

If an overpayment is required due to business reasons, the system will display a message alerting the person processing the payment and they will be required to acknowledge their understanding

that their action will result in an overpayment. Supervisors who authorize overpayments can post a note on the record explaining the purpose for future research and audits. Payments processed over the phone or on the Internet will not allow an overpayment or duplicate payment.

All overpayments, whether caused by in-person or mail transactions, are fully auditable on our daily overpayment report, which is reviewed each morning by our lockbox processing supervisors. Any tickets that are in an overpaid status are listed on the report. These are researched and refund or reapplication transactions are initiated where appropriate.

Fees will be paid along with tickets using this system. Most of the fees will be pre-defined, either mirroring existing fees such as boot and tow fees, or will be new fees based on the new interfaces with other District programs, such as AIMS. If a new fee is desired, it can be added by authorized DMV staff using our web-based table modification system. If a unique fee is required, one of the fee options could be defined as OTHER with a required explanatory note that would be included in the ticket processing system online information.

Our fully mature system to accept payments on missing tickets will be available at all of the DMV sites and will collect all necessary information to match up against that day's newly posted tickets. Where a match occurs, the skeletal information is automatically merged with the ticket information and the skeletal information is removed from the system.

Additionally, we will support customer receipts from a printer linked to any of our supported cashiering workstations at the different DMV sites. It will mirror the ticket receipt described above. Electronic storage of receipt information for future audits and tracking is provided through the detailed information retained within the eTIMS^{SM} software.

For those customers who do not want to pay in person, ACS will continue to offer an interactive Pay-by-Web site that allows payment and other transactions to be accomplished through secure, online, real-time access to the production database 24/7. Our web site already mirrors DC.GOV's look and feel and is fully connected to the DMV's site. Examples of the screens are available in Appendix A. Citizens can pay all parking, red light, photo radar, and moving violations through the system.

Additional functionality that will be added to our Internet solution includes inquiry of ticket data and images, links to other related sites such as those managed by DPW vendors for impoundment, hearing scheduling, online hearings, context-sensitive help, contact information, and a vastly expanded information component that is designed to reduce the number of in-person hearings and provide outstanding customer service.

By enabling customers to establish PIN-protected user accounts, payments can be made online in a secure fashion and private information, such as name and address, can be displayed without requiring submission of sensitive information for every visit.

Search and Retrieval Options Simplify Access Yet Provide Security

We will ensure that all of the current eTIMS^{SM} access paths to ticket data and images online are incorporated into the Internet view for the citizens. These include all of those listed in the RFP, such as ticket number, name, VIN, state and tag number or DLN, and fleet name or number.

Once the search is completed based on the criteria mentioned above, eTIMS^{SM} will display all ticket and transactional information along with all associated images.

The screen will list all outstanding tickets, highlighting those that are overdue or are ready to become overdue. Recently paid or closed tickets can also be viewed by the citizen, who will use a drop down menu to define the timeframe for closed ticket review. There will also be an option to view only those tickets that must be satisfied to remove the tag from boot-eligibility, or the tickets and fees that must be paid to satisfy an already booted or towed vehicle. Of course, the citizen will also be presented with a prominently displayed "PAY ALL" button so they can easily take care of all outstanding tickets and fees. Names and addresses will not be included in the presented information on the screen, pursuant to privacy regulations.

Our website will provide search capability for fleet program managers to access tickets based on their fleet number or name. We will assign each program manager a unique PIN to access their data. They will be allowed to process payments against any specific selected tickets, all tickets associated with a specific monthly report, or all outstanding tickets.

Selecting tickets for a hearing from a list of outstanding tickets will also be provided on the web. We will support a separate hearing calendar for fleet hearings within eTIMS^{SM}. This calendar will be populated by the DMV based on hearing room and examiner availability and request levels. The fleet manager will see a hearing calendar with available dates and can select the date and time that is most convenient to them. The tickets will be evaluated for eligibility for a hearing; so that the manager will not be allowed to request a hearing if they are past the response time for the tickets in question.

Our Web-Based Payment Solution Reduces In-Person Activity

By presenting the citizen with data and images regarding their tickets, by notifying him or her about critical status items such as impending penalties, by providing links to other associated sites, by incorporating comprehensive help and informational content, by enabling a wide variety of payment options (including credit cards, debit cards and ACH debit transactions), eTIMS^{SM} on the Web will reduce the need for in-person contact to satisfy the vast majority of user needs.

ACS captures, validates and stores all payment information indefinitely. Transactions that are processed using eTIMS^{SM} online and on the Web are immediately posted to the ticket processing database, regardless of the payment method. We already provide VeriSign, a secure payment site for processing the payment and will continue to do so. Any financial information will be

stored in a secured manner accessible only to authorized individuals. Charge backs will continue to be administered by our local production control supervisor.

The citizen can print a receipt using a button on the screen or will be able to send him or herself an auto-email confirming the transaction. This is especially helpful for those citizens with PDA's that have Internet access, such as Blackberry devices, who can't use the print to paper option but still want a documented receipt of their transaction. Of course, the ticket will reflect the payment immediately on eTIMS^{SM} on the Web, just as it does now.

Because payments are immediately applied in the system, citizens who have paid the required fines and fees (including any fees that have been transferred to eTIMS^{SM} from CAD or AIMS) can have their impounded or immobilized vehicles released immediately and automatically. Through the Boot and Tow Subsystem, the system is automatically updated and the CAD and AIMS systems will be updated with the release information. There will be no need for the citizen to have to visit a DMV site before retrieving their vehicle.

For fleet payments, the ACS solution, as previously discussed, provides a user-friendly approach to the eTIMS^{SM} Web application. This process will allow access the fleet number and PIN are entered. All outstanding tickets will be displayed, including parking and photo enforcement tickets and the fleet representative will be able to select individual tickets for payment, all of the tickets that are on a specific monthly report, or all outstanding tickets much like the regular customer payment options.

Of course, the fleet representative or other authorized person can always pay for fleet tickets, with these same payment selection options, in-person at one of the DMV sites. As with regular citizen payments, the cashier can pay a single, multiple, report-specific or all-outstanding tickets with a single check, debit/ credit card, money order, e-check or cash. Payments are made through the cashiering system and the account information is instantly posted to the ticket processing database, and the ticket amounts due will immediately reflect the payments or adjustments. Paid tickets will not be reflected as due on any subsequent fleet reports.

Automated Installment Payment Plans Increase Collections and Improve Customer Service

Our Installment Payment Plan (IPP) subsystem allows eligible violators to pay outstanding fines, penalties and fees over a period of time. While we are implementing IPP in DC as this proposal goes to press, our proposed version provides the ability to enroll and manage plans over the Internet. All of the business rules will already be implemented and fully functional. We will work with DMV administrators to port over the application seamlessly and without interruption to the eTIMS^{SM} fully-Internet accessible platform.

In the District, you are only eligible to be in an IPP plan once and only if you are denied or will be denied service, such as registration or DLN non-renewal, due to outstanding tickets and fees. Specific other rules also apply, such as a minimum amount due, currently $250, eligible tickets

(not currently awaiting mail adjudication, for example), and DC residency. We will work with the DMV to ensure that the pertinent information regarding IPP eligibility is automatically ported to eTIMS^{SM} via the near real-time FTP server to enable eTIMS^{SM} to display an "IPP Eligible" indicator online in the summary portion of the tag or DLN record. This will be viewable on any Legal Instruments Examiner's workstation and to the citizen over the Internet.

If a violator is found to be eligible based on the District's business rules, an installment payment plan is created with an agreed upon payment schedule. Typically in the District, the plan is for six months and requires a 25 percent down payment toward the fees and oldest tickets. Outstanding ticket fines and penalties and fees are enrolled into the plan. Collection actions are suspended for active installment payment plans unless the plan is defaulted. Only approved User ID's with security approval can set up an installment payment plan for eligible customers.

An installment plan must be created before enrolling items and additional plates to the plan. The state plate or DLN used for the initial search will be the first entity enrolled to the plan. Installment payment plan numbers are assigned by eTIMS^{SM} and are unique. eTIMS^{SM} will calculate the payment schedule when all state plates and items, the down payment amount, installment amount, number of payments and starting date are entered.

Once all of the information is entered, the system establishes a due date for the installment payments. The initial set up and any updates, including payments, notices, dispositions, and other activity on tags and DLN's enrolled in an IPP will be included in our nightly batch file to Destiny, so the DMV Destiny team can place a "hold" on the record.

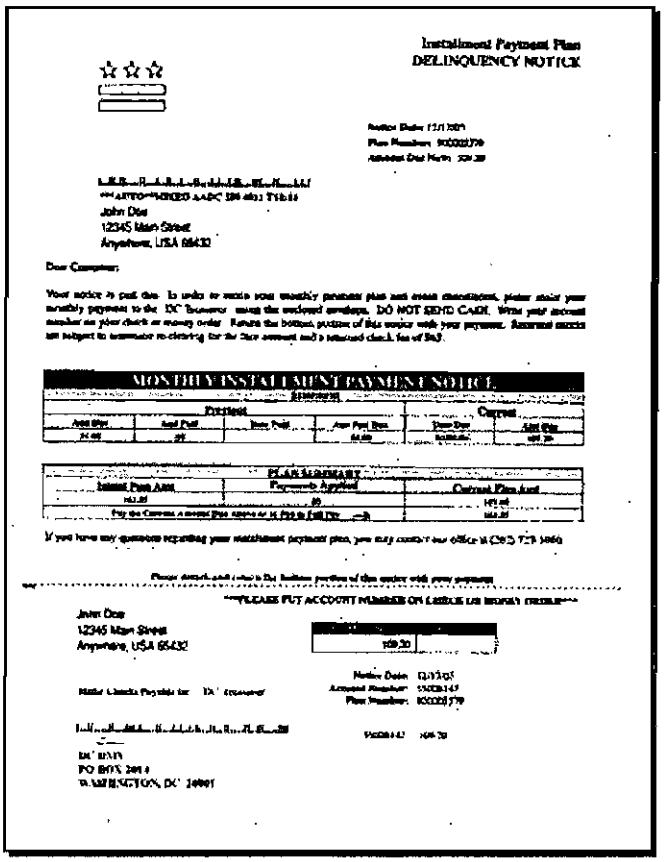
A contract requiring the customer's signature can be automatically generated by the system or the contract can remain in hard copy form with multiple carbonless copies. If the plan is created online, the citizen will be presented with a signature box. The signature will be incorporated into the .pdf image of the contract that will be stored as an image associated with any of the enrolled tickets. We will scan and image any hard copy forms used in this program. The contract elaborates on the responsibilities of the customer and the consequences involved should the citizen default on the agreement. While tickets are in an IPP status in eTIMS^{SM}, no aging actions will be taken against the ticket, such as regular noticing.

As additional state plates are added to the plan, tickets and fees assessed to those state plates will also be added. The ending date of the plan can be extended by authorized users, although normally the default setting will be a six-month plan with five payments after the initial down payment. Any adjustments made to the plan, through management override only, will immediately update ticket and fee records. Our understanding is that any Legal Instruments Examiner will be able to enroll a citizen in an IPP, but only a supervisor will be able to change the original terms of the plan and add other records. This is fully supported by our system.

The DMV has decided to send a notice for their IPP only if payments are missed. If payments are missed, a delinquency notice as shown in Exhibit 1.2.1.4-2 is automatically mailed. A cancellation notice is also automatically issued when payments are missed following the establishment of the plan, as shown in Exhibit 1.2.1.4-3. Payments can also be made on the

Internet, using the IPP number, as shown in Exhibit 1.2.1.4-4. The citizen has the option to pay the full amount due or just the monthly installment.

Installment Payment Plan Delinquency Notice



Installment Payment Plan
DELINQUENCY NOTICE

John Doe
12345 Main Street
Anywhere, USA 65432

Dear Customer,

MONTHLY INSTALLMENT PAYMENT NOTICE

PLAN SUMMARY

323 TPDC

Exhibit 1.2.1.4-2. The delinquency notice reminds debtors of their obligations and threatens plan cancellation.

Sample Cancellation Notice

INSTALLMENT PAYMENT PLAN CANCELLATION LETTER

04/05/06

NAME
ADDRESS
CITY ST 999999999

Dear Sir/Madam,

When you entered into the Installment Payment Plan (IPP) program with Adjudication Services of the District Department of Motor Vehicles, you agreed to make timely payments on a monthly basis until the plan was completed and your debt was fully satisfied. Unfortunately, you have failed to make your required payments and have, therefore, defaulted on your agreement. As a result, your IPP has been cancelled and the associated tickets are scheduled to be reactivated. If this should happen, you will be reassigned to the District's boot/tow eligibility file and will be subject to having this reported on your credit file.

To avoid having your tickets reactivated and subject to towing and credit reporting, payment in full of the amount due below must be received within 15 days. You are advised that in accordance with the District's Traffic Code, your vehicle will be ordered immobilized (booted/towed) if you do not make full payment or take action within the allotted 15 days.

To avoid the above and prevent further action, you must respond immediately to the Installment Payment Plan coordinator at:

Department of Motor Vehicles
Adjudication Services
301 C Street, NW
Room 1018
Washington, DC 20001

plan no: 999999999 — enrolled amt due $649.00

324 TPOC

Exhibit 1.2.1.4-3. The system automatically sends a cancellation letter to the plan participant when they default on this payment terms.

Internet Payments Using IPP Number

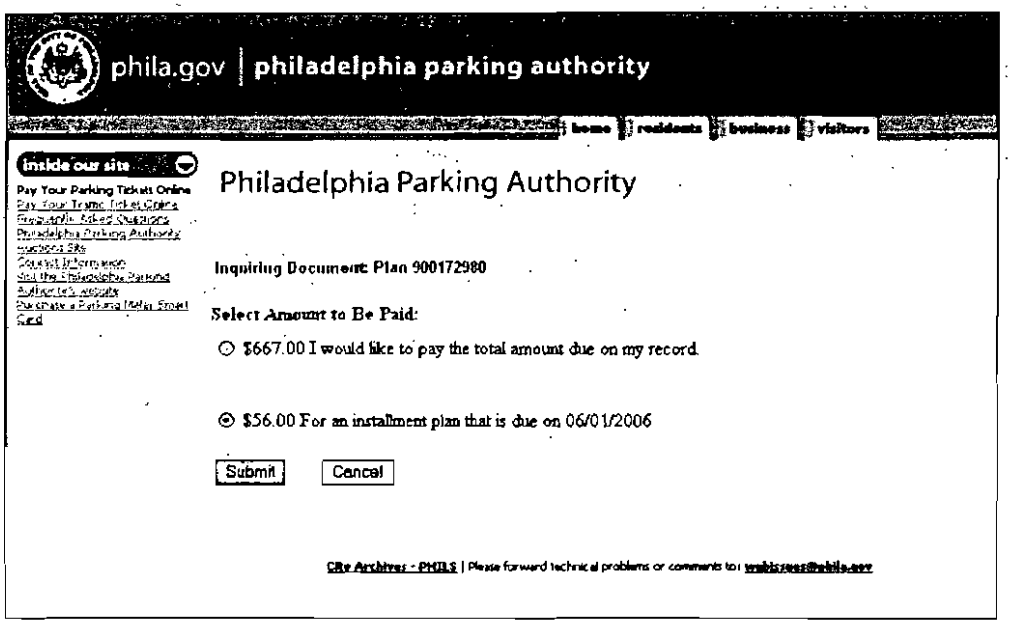


Exhibit 1.2.1.4-4. Payments for IPP programs can be made on the Internet and the installment payment is automatically applied to this tickets.

Our IPP system is a fully mature system that is in use at over a half dozen clients in the United States, including Dallas, Philadelphia, and Cleveland. It has dedicated screens (included in Appendix A, which lists all of our eTIMS^{SM} screens) that include all of the required display data elements, including:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

R(a)(1)

- [redacted]
- [redacted]
- [redacted]
- [redacted]

After the initial 25 percent down payment is processed, the system breaks up the remaining amount due by the number of remaining payments entered when the plan is created. It will round to the nearest dollar. When payments are made, the system will automatically pay the oldest tickets first and will apply any remaining dollar amount that does not cover an entire ticket's outstanding amount to the next oldest ticket.

If a customer reneges on the IPP contract, the outstanding tickets within the plan will automatically reinstate the status of the tickets and tags for normal treatment schedules and will begin producing normal notices.

We have already established a large number of managerial reports related to IPP's, and we will work with DMV management to determine which will be generated to assist in the oversight of the program. Our existing reports include but are not limited to:

- [redacted]
- [redacted]
- [redacted]
- [redacted]
- [redacted]

In addition to existing reports, our dedicated Business Objects DBA will work with DMV management to ensure that all reporting requirements related to this program are in place and easily run.

Partially Paid and Overpaid Tickets are Fully Auditable

Partial payments refer to any payment that does not equal the full fine before the penalty has been applied or does not equal the full fine and penalty after the penalty has been applied. When a person answers their ticket by requesting adjudication prior to the application of a penalty, an indicator is placed on the system to ensure that no penalty is applied to the ticket, regardless of further activity. Partial payment does not constitute an answer to a Notice of Infraction. Partial payments will be accepted through all payment methods supported by this contract.

ACS' automatic overpayment re-application process and refund notification system has been in place for the life of the current contract and is fully programmable to meet the District's requirements as they change during this contract.

R(9)(1)

If there is an overpayment, the additional funds are applied to any other outstanding fines for tickets that are past the answer period, penalties, or fees associated with the same tag or DLN. This process is done through an automatic monthly re-application process which identifies open balances and transfers the credit balance in accordance to rules established by the District.

If there is still a remaining overpayment amount after the re-application process, ACS automatically sends a refund request letter, using predetermined criteria set by the District, to the registered owner or driver advising of the overpayment. District residents have any DMV-updated name and address information automatically posted to the system, so their letters will go to the most current address of record. The citizen confirms their mailing address, or corrects it if necessary, and mails back the statement authorizing the District to mail their refund. These are included in a monthly file to OCFO that results in payments to the respondents. If OCFO desires to increase the frequency of this file to take advantage of the new FTP server infrastructure, ACS will work with OCFO IT to implement this change.

All historical financial activity information such as payments, adjustments, and dispositions is available for review online in eTIMS^{SM}. All related correspondence and payment documents are imaged for viewing through the use of the TeleCheck Eclipse validation machine and our imaging system.

Authorized users have the capability to make subsequent online adjustments to fines, penalties and fees to facilitate customer service when needed. The process is simple to use and occurs in real-time. For example, only the cashiering supervisor can authorize adjustments to payments made initially by the cashiers. These most typically are of the Clerical Error variety, and are necessary to ensure correct balancing.

Dishonored Checks are Fully Auditable

eTIMS^{SM} allows for the automatic update of returned check fees at the time of the adjustment entry into the system through manual or electronic batch transactions. ACS has the ability to update batch information into eTIMS^{SM} using the FTP process or other transmission processes as prescribed by the District. The current bounced check fee in the District is $65.00. This can be updated automatically when necessary by authorized District personnel. Due to the process of validating check payments at the time of acceptance, we expect the volume for these transactions to be low.

The payment adjustment function in eTIMS^{SM} allows the user to reverse the payment on multiple tickets simultaneously without the worry of duplicate return check fees. In cases of one returned check for multiple plates, there is an adjustment feature which allows the entry of the returned check fee to the plate of choice eliminating the overcharging of fees for a single entity. Once the payment is backed out, all treatment schedule actions will resume for the ticket(s).

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The system marks the record with BAD CHECK on the summary screen. This will remain on the person's record for a pre-determined amount of time that is provided by DMV management. It serves as a visual reminder to the Legal Instruments Examiner or cashier to let the citizen know that they can't present a check for payment before the person has taken the time to write the check. If the marker is not noticed prior to processing the payment, the system will reject a check payment on an entity that has a BAD CHECK indicator on it.

Information regarding bounced check activity will be sent in the file transfer to OCFO along with all other financial transactions. We will adhere to the GL codes provided by OCFO and the ranking process to ensure that the proper code is assigned to the transactions. This will be fully auditable.

As with the returned checks, eTIMS^{SM} allows for the automatic update of a retracted credit/debit card transaction at the time of the adjustment entry into the system through manual or electronic batch transactions. ACS has the ability to update batch information into eTIMS^{SM} using the FTP process or other transmission processes as prescribed by the District. We can, with the District's direction, set up a file transfer process using that information to update our files to automatically reverse credit/debit card payments, and automatically restart the aging and collection process where applicable. This information will also be sent to OCFO properly coded during the routine data transfer cycle.

Financial Reconciliation Provides Full Accountability

The end-of-shift and end-of-day reconciliation can be done at the cashiering sites by using the online cashiering system report. This report can be generated and printed at any time in the online Cashiering System. The report parameters show all types of funds collected and will be modified to show new payment types such as debit card and e-check. This allows for mid-day as well as day-end balancing by the cashier or supervisor.

For "virtual" closeouts such as lunch or breaks, the cashier or supervisor would follow the same procedure and run the totals report and the journal report. The totals report breaks out the payments by type and method while the journal report details every transaction in order.

They would have the option to run a total for the day (up to that moment) or they could run a report that documented the amount collected to that point from the last total run. If the cashier closes his or her drawer or the supervisor collects cash during the day, the second option would make it easier to do this type of interim balancing.

The totals report and journal report contain all of the requested information from the RFP to enable full auditability for each cashier, including:

- Cashier unique ID code
- Totals by charge type and total due for each transaction

- Totals by payment type and collected for cash, check, credit card, debit card, e-check, money order, and certified check

When accepting funds from the citizen, the cashier enters the amount collected by type for the citizen (e.g., $100 in cash and $725 on a credit card). The system matches the total due for the items selected for payment and ensures that the total due equals the amounts by payment type entered by the cashier. An alert is provided to the cashier if discrepancies are detected.

Similarly, at the end of the shift and at breaks, during each settlement, the cashier will enter the amount of payment documents by type into the online settlement sheet. It will be matched automatically against the calculated totals by type and any discrepancies will be noted and reported to the cashier. This will speed settlement and is necessary to provide electronic acceptance of the settlement by the supervisor.

The final daily reconciliation is completed by each cashier at the end of the work day or as prescribed by management. This reconciliation allows the cashiering supervisor to make any adjustments to cashiering errors located during the audit before the final processing and production of reports. The adjustment parameter in eTIMS^{SM} allows the authorized user to reverse the payment on multiple tickets simultaneously without the worry of duplication.

The cashiering supervisor confirms the balance of the totals in the cash draw to the end of shift totals entered into the online cashiering system. Additionally, the supervisor has the ability to override information and adjust accounts and numbers. All of these adjustments are recorded online in eTIMS^{SM} just like all other payments and payment adjustments, including all audit information such as the user ID, date, time, amount, and ticket or fee affected. The eTIMS^{SM} subsystem has user defined administrative privileges that can limit the online cashier from the ability to make adjustments to receivables while allowing supervisors to do so. All user activities are monitored and detailed through the use of journal records.

The end of shift and end of day settlement must be fast and accurate for each cashier and for the unit as a whole. Our updated eTIMS^{SM} cashiering software captures all information and facilitates balancing and highlights potential errors. For example, if the totals are not matching by an amount that is divisible by nine, it is probably due to a transposition error. Additionally, to ensure each day begins correctly, our software prevents a cashier from beginning a new day's work before the previous day's accounts are reconciled. We will work with DMV supervisors to ensure that balancing assistance is helpful and unobtrusive. Our settlement software includes overage and shortage transactions to accommodate actual errors on the part of the cashiers.

By requiring each transaction to be posted with the amount and type of payment submitted, incremental audits and balancing are far easier. Spot audits and random balancing ensure greater oversight and control by the supervisors.

As a second verification of the individual cashiers' receipts and the unit in total, the Online Cashiering Report is generated the next day as a verification of what has been entered into the online cashiering system to update transactions into eTIMS^{SM}. This detailed report includes a

summary of all transactions types entered into eTIMS^{SM} by payment source, including adjustments and is used as verification measure for the supervisor against the previously completed settlement documents.

The third level of verification is the interface totals transmitted to the District's financial system. This series of general ledger postings supplied to the District would indicate the individual charge type totals as well as total collections. The electronic settlement sheet interface amounts will serve as the final balancing tool and can be compared with the bank deposit amounts from multiple cashiering sources. The electronic interface totals are also displayed on a settlement sheet in both individual transaction format by charge type and a charge type summary report.

As detailed above, our cashiering software provides for all of the stated requirements in the RFP for end of day closeout at supported service locations, enabling the cashiers, Legal Instruments Examiners, supervisors, and DMV management to have full confidence in the daily processing of funds collected from the citizens and visitors to the District for parking, moving, and photo enforcement tickets.

Audits Will Be Simple and Thorough

Through ACS' multiple point of reference auditing system, all cashiering entries, ticket updates, and other online activities are verifiable through a cross referencing of online reports, online data, and supporting documentation. The third-party auditing firm that will perform quarterly audits will find that auditing eTIMS^{SM} is easy and accurate. All elements of the database are online and can be electronically audited, including:

- Manually written tickets updated
- Handheld and MDT tickets updated
- Photo enforcement tickets mailed
- Payments and other financial transactions
- Other online transactions

Upon request, but at least quarterly for the third-party audit, we will provide an automated audit file containing these data elements to support electronic auditing of the District's database on eTIMS^{SM}. All transactions will include the date, time, user ID of the persons who performed and reviewed the transaction, and other associated data, including:

- Payment method and ticket type for all paid tickets
- VIN or tag number
- Driver's license number
- Notice number and name
- Due date
- GL account code

- Amount paid, dismissed, or reduced
- Ticket number
- Fine and penalty amounts
- Fees, including tow and boot fees
- Location ID for accepted payments
- Payment amounts, process date, transaction number, and method (showing split payment types if applicable), and payment vehicle (cash, debit card, etc.)

Ad hoc audits are always easy because all ticket and transactional data is maintained online, either on the ticket detail or history screens. Our Business Objects DBA will work with DMV staff and management to ensure that inquiries, whether for a single ticket or a year's worth, are always available at their fingertips. We will establish the queries that quickly return all of the requested ticket, tag, or DLN-level ticket and transactional data. Our senior management will work with DMV managers to ensure that each data element is clearly defined and that reports contain clear and concise information.

The ticket detail screen provides an online record of the current payment or adjustment and displays information such as method of payment, amount, date and time, reason for the transaction (such as refund or bad check adjustment), location and cashier ID, and GL accounting code by ticket type. If multiple payments or adjustments have been made on a ticket, they can all be easily reviewed on the ticket history screen by clicking on a hyper-link. Each transaction is recorded as a separate transaction with its own information. Credit and debit transactions, which denote movement of funds not associated with a refund, bad check, or cashier error adjustment, from one ticket to another can be denoted to show the associated ticket for the transactions. This makes payment research easier.

ACS' system for processing customer-interaction payments will provide a secure system with full accountability and easy-to-use entry, oversight, and balancing. Our experience in the District and dozens of other programs has led to consistent innovations without losing sight of the core mission: 100 percent fiduciary control of the District's funds.

1.2.1.5 Treatment (Aging)

Our system contains the District's current comprehensive, flexible criteria for aging and will be improved through the implementation of an online modification capability for authorized DMV users.

Features and Innovations

- All current treatment schedule rules are in place, minimizing DMV management resources during implementation
- New online system will greatly facilitate modification and management of rules

Time and non-time based treatment process for ticket aging is managed through eTIMS^{SM} table-driven, next action and automated scheduling events, applied either individually or in combination. eTIMS^{SM} aging programs allow specific date and other criteria parameters to automatically generate ticket aging activities such as penalties, fines, fees, notices, etc. once an issued ticket is evaluated by the application. Ticket treatment schedules begin as soon as the ticket is issued.

The District has one of the most complex ticket processing programs in the United States. No other city has the full mix of parking, minor moving, red light and radar, fixed and mobile tickets. Few other cities have such a large percentage of out-of-state violators, with immobilization and collection activity as the only enforcement tools. Most cities have basic rental or fleet programs. Only the District has a government fleet adjudication program and a completely separate diplomatic tag noticing and reporting system. This was not explicitly required in the RFP but falls into the category of obtaining names and addresses and is already provided by ACS.

When citizens do not answer their tickets through payment or adjudication, the treatment process begins. At the most simple level, penalties are applied, notices are mailed, vehicles are booted and towed, storage fees accrue, or collection activity ensues.

Once ticket are paid in full, suspended, dismissed, or voided, the treatment schedule automatically ceases. Often, temporary suspends are applied to stop the treatment schedule for a short, clearly defined purpose. This can occur to perform research, to allow adjudication activity to occur, to enable an appeal following adjudication, or to provide notification to a citizen of their status. Once the temporary suspend expires, such as after the 15-day appeal period following a liable disposition, the normal treatment schedule resumes. There is one important current exception to this rule. If a citizen answers their ticket in time to avoid a penalty, even if they are found liable at a hearing, the penalty will never be applied. These tickets have a slightly different treatment schedule and receive a different follow-up notice.

Our New Online Treatment Schedule Modification Module Simplifies Changes

Once the treatment rules are established, they run automatically and can be validated at any time. When the need arises to modify the treatment schedule, our new web-based modification module will make these changes secure and auditable. The new system is described in detail in Proposal Section 1.2.1.1.6, Treatment Schedule.

Stringent rules definition will shape the forms that will be provided to ensure that all necessary information is obtained prior to implementing table-based changes. For example, when adding a new violation code, the form will request the effective date, the legal reference language that will be used in the adjudication process, the fine amount, if it is a driver or registered owner violation, and if it is a photo enforcement violation. Based on this information, the system would assign the next available violation code based on the type and would update the violation code table.

ACS can accommodate all aging criteria changes. The District can change the specific number of days between notice generations to account for modified notification strategies. This type of change is accommodated using our new online system. ACS will provide all current treatment schedule criteria, variables and business rules as currently defined in the system during our current contract period. This can serve as the basis for analysis and modification but will not require wholesale building unlike other vendors' systems. We will work with DMV management to determine what types of changes can be accommodated through our online tool, and which require specific coding and testing prior to implementation due to their complexity. We will identify and perform specific coding and testing of complex modifications to ensure successful implementation.

The District has established specific eligibility criteria for aging treatment, which is already built into our system. These include when penalties or fees are assessed to a ticket or plate, when tickets are moved to the collections vendor, when non-compliance and compliance information is sent to vehicle registration and license permitting systems in Destiny and for eligible out-of-state DMV's. These are described in more detail below.

ACS is currently compliant with the District's treatment schedule for the following:

- **Penalty Assessment**—Overdue penalty assessed automatically when age of ticket reaches 31 calendar days
- **Fee Assessment**—Based on activities in the system, such as booting and towing, returned checks, etc., fees are automatically assessed at the plate level
- **Collection Assignment**—All ticket types and state association have pre-described aging processes as defined by the District to automatically assign to collections.

ACS has the following treatment schedule currently in production at the District's direction for the automatic generation of both non-compliance and compliant information to the vehicle

registration system and/or driver's license systems where applicable. A brief explanation of this treatment schedule is as follows:

- **Parking Non-Compliance Notice**—These are generated when a parking ticket issued to a DC plate is not satisfied following the issuance of the first overdue notice.
- **Moving Non-Compliance Notice**—A ticket becomes eligible for non-compliance notification to the compact agreement states if it meets the standards as listed below:
  - 31 days after receiving a drivers license suspension letter
  - Received a District prescribed violation code
  - Issued to a drivers license whose state is part of the compact agreement as listed (AL, CO, CT, DC, FL, GA, IL, IN, IA, KS, KY, LA, ME, MD, MN, MS, MO, NE, NH, NJ, NM, NY, NC, ND, OH, PA, SC, SD, TN, TX, VA, WV, & UT)
  - Meets all of the regular basic noticing criteria (name, address, balance due >0, hearing and adjudication statutes as given by the District)
- **Moving Compliance Notice**—Any ticket that was previously sent a Non-Compliance notice whose balance goes to zero, either by payment or reduction is picked up in this treatment process.

Some of the other criteria that currently reside in the treatment aging schedule are as follows:

- Age of ticket (e.g., number of days from issuance)
- Payment status of ticket (e.g., fully paid, unpaid, partially paid)
- Registrant data (e.g., name and address confirmed by DMV)
  - Registration effective date and expiration date, registration make, error code returned
  - Registration configuration (e.g., some populations of registrations are excluded from normal noticing and are not sent any notices or sent special notices such as vehicles in the fleet or rental programs)
  - Plate type (e.g., some populations of plate types are excluded from normal noticing and are not sent any notices or sent special notices)
- Ticket or plate suspend status (e.g., recognizing multiple codes that temporarily or permanently hold noticing activity in abeyance)
- Notice history (e.g., past notice activity for ticket and/or plate including days from other notices that contained the tickets and/or plate: did/did not appear on a previous notice and/or a previous specific notice)
  - Registration state (e.g., valid state)
  - Closed/final disposition (e.g., dismissed, fully paid)
  - Ticket/plate status (e.g., in non-renewal status, fleet registration, bad address history, special registration population)

When the ticket is updated, the District's stringent set of criteria related to the addition of penalties, registration holds, fees, credit bureau reporting, etc. already is in place and as additional modification is required, our new online module will make it quick and easy.

Our system already accommodates the District's stringent set of criteria for the addition of penalties, registration hold, fees, and enforcement actions. When modification to the treatment schedule are needed our new online module will enable the District to make changes quickly and easily.

1.2.1.6 Adjudication

Our solution facilitates fair and equitable administrative adjudication to improve customer service and minimize District resources required for hearings.

Features and Innovations

- Officer scheduling available online to minimize no shows and dismissals
- Online hearing scheduling reduces DMV staffing requirements and provides highest level of customer service
- Case folders available online for Appeals Board member decisions

When a citizen or visitor to the District of Columbia receives a parking, moving, or photo enforcement ticket, they have an obligation to answer the ticket. They can answer by paying the ticket in full within 30 days of issuance or they can request adjudication within 60 days of issuance. A citizen can request adjudication by mail, via the telephone, online, or in person. ACS has designed our solution to make this as easy as possible for the three different participants: the citizen, the adjudicator, and the issuing officer.

During the current contract, we have modified our core adjudication system to meet the specific and unique needs of the Department of Motor Vehicles' Adjudication Services. Some of the system enhancements have included:

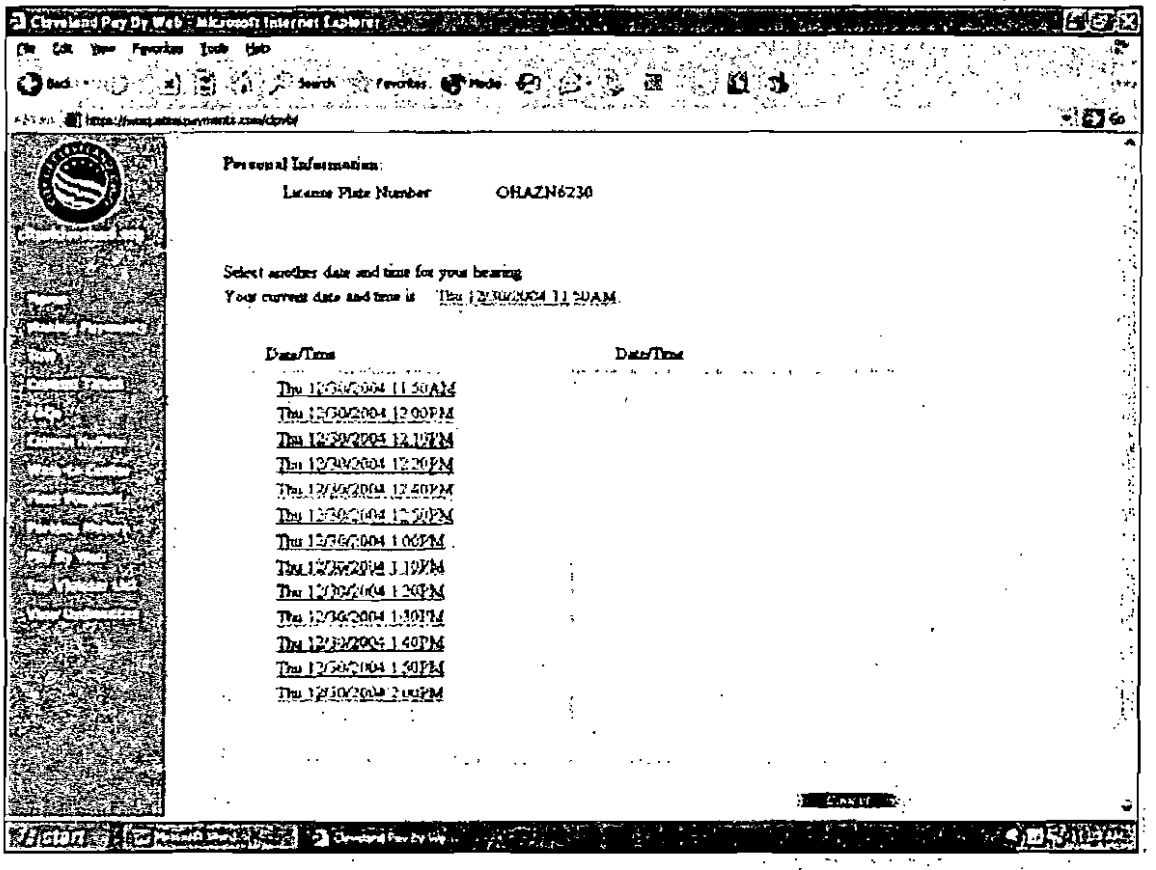
- Real-time, in-person scheduling that reflects hearing availability for both the issuing officer and DMV hearing examiners to minimize no shows.
- Development of automated adjudication decision letters tied to specific violation codes, reducing the need to have DMV staff manually create outgoing correspondence.
- The ability to customize hearing records for in-person and mail adjudication hearings with boilerplate legal language specific to violation code and unique findings of fact based on evidence and testimony of citizen.
- Adjudication scheduling requests available to citizens via phone and on Web.
- Specialized workflow queues that automatically generate topic-specific outgoing correspondence.
- An appeals subsystem with specialized forms and correspondence.

ACS understands that the core mission of this project is ticket adjudication. Because of this, we believe that there will be fewer requests for adjudication services and more tickets paid if:

- Tickets are issued with few (if any) errors
- Citizens feel that they can have their questions answered quickly and easily
- It is easy for officers to attend hearings they are called to
- All associated tickets are presented together to ease review

To that end, we will upgrade our adjudication services and system to include new features that are designed to make it easier for citizens, hearing examiners, and issuing officers to adjudicate tickets. Our Web-based scheduling unit will make it easy for citizens to see when hearing slots are open for walk-in hearings or to schedule hearings for moving or photo enforcement tickets, while issuing officers will appreciate how easy it is to set up and maintain their availability slots for scheduled hearings on the Internet. We currently use this technology on behalf of the City of Cleveland to provide motorists the ability to schedule hearings via the Internet, as illustrated in Exhibit 1.2.1.6-1. Hearing examiners will be able to use our fully Web-enabled automated adjudication processing software from any location to review and decide on cases.

City of Cleveland Web-Based Adjudication Scheduling



004.TPDC

Exhibit 1.2.1.6-1. The ACS Website used by the City of Cleveland allows individuals to schedule hearings online to contest tickets.

Case information can arrive in person, via the mail or over the Internet from the citizen. Evidence available online will include all associated data and images, including the ticket from the issuing officer, correspondence and any evidence provided by the citizen. The citizen will be

able to waive their right to have the issuing officer present if they want to have their hearing on a walk-in basis, or have their hearing using the mail or the Internet.

We will continue to provide photo enforcement case jackets containing all of the images, ticket data, and associated evidence such as the officer's deployment log for photo radar tickets. For digital violations, these cases can be provided electronically so the hearings can take place remotely instead of having to be in person.

For face-to-face hearings, we will deploy dual-monitor display workstations set up to enable the hearing examiners and the respondent to see the associated records and images for their case at the same time. Hearing records are eaptured as images in eTIMS^{SM} and will be viewable online by the respondent and District users along with all of the submitted evidence and other images for the case (such as payment documents).

Adjudication Requests via a Variety of Access Paths Improves Customer Service

When a citizen gets a ticket, there are instructions on the back of the ticket with information on how to pay or adjudicate. Currently the adjudication options are in-person, by mail, or requesting a scheduled hearing by phone. On our newly redesigned Website, linked to dmv.dc.gov, the options will expand to include not only requesting adjudication on the Web, but also conducting hearings over the Internet.

As detailed in the chart to follow, DMV processed almost a quarter million hearing requests in FY05, mostly by mail for parking and photo enforcement tickets, but largely in-person for moving tickets. We currently have a mail adjudication workflow system that has specialized queues to sort and prioritize the incoming mail. When a citizen sends in their request for adjudication, the letter is read, the appropriate queue number is assigned, and the mail is prepped for scanning. Indexing to all included ticket numbers completes the process. The images are available for viewing by citizens on the Web or by District users in eTIMS^{SM} as soon as they are indexed.

Adjudication Statistics October 2004 through September 2005

(to nearest thousand)	Parking Tickets	Moving Tickets	Photo Red Light Tickets	Photo Speed Tickets	Total
Number of tickets issued	1,725,000	104,000	83,000	545,000	2,457,000
Number of tickets contested of tickets issued	183,000	18,000	4,000	17,000	222,000
% of tickets contested	11%	17%	5%	3%	9%
Number contested by mail of contested	112,000	3,000	3,000	11,000	129,000

Adjudication Statistics October 2004 through September 2005					
(to nearest thousand)	Parking Tickets	Moving Tickets	Photo Red Light Tickets	Photo Speed Tickets	Total
% contested by mail of contested	61%	17%	75%	65%	58%
Number contested in person of contested	71,000	15,000	1,000	6,000	93,000
% contested in person of contested	39%	83%	25%	35%	42%

The hearing examiners log onto the workflow system, select a workflow queue and review the cases in First In - First Out (FIFO) order based on scanning date within the queue. When an examiner is reviewing a case, the record is locked and cannot be viewed by any other examiner. All decisions capture the identity of the hearing examiner based on their secured logon to eTIMS^{SM}.

Reducing the number of in-person hearings is a major objective of our solution. Besides cases where the citizen has an impoundment or seizure of their vehicle or has other stops in service due to non-payment of their tickets, most in-person hearings occur as a result of the citizen requesting that the issuing officer be present.

We can move some of these in-person hearings to the Internet, creating a virtual hearing with the hearing examiner, issuing officer, and citizen all participating in real-time on the Web. Imaging the police accident records so they are electronically available for the hearing, allowing the officers to manage their hearing schedule over the Web, and providing Internet hearings will dramatically reduce the number of hearings where the ticket is dismissed, which, over time, should reduce the number of hearings that are requested. In addition to recapturing the person-hours spent on these nuisance hearings, the District will stand to collect the monies owed for these tickets, which currently average $75,000 in fines and penalties dismissed per month, as shown in the following table.

Dollars Lost Due to Dismissed Officer Absent Dispositions		
Month	Tickets	Dollars
November 2005	491	$48,765
December 2005	887	$79,582
January 2006	880	$93,922
February 2006	570	$75,965
March 2006	816	$90,740
Total	3,644	$388,974
Monthly Average	729	$77,795

Our solution will minimize the revenue lost due to officers missing their scheduled hearings.

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To reduce the number of hearings requested overall, we will provide additional information to citizens on our Website on parking and moving regulations in the District, how the technology works, including photo enforcement technology, and reiterate options that may not be easily understood, such as transfer of ownership for a photo enforcement ticket. We will work with the Chief Hearing Examiner and her staff to identify the most common reasons citizens appear in their hearing rooms with issues other than the need to present their case to a hearing examiner. We will incorporate this information onto the Website under a clearly defined informational section, which could be titled "Do I Need to Have a Hearing?"

We can also provide information about the different types of hearings along with the requirements for the hearings so that citizens arrive at the hearings fully prepared. This will reduce the number of continuance dispositions and improve closure rates.

Any request for adjudication is evaluated against the District's treatment schedule to ensure that the ticket is eligible for a hearing. For example, a citizen has to answer the ticket within 60 days of issuance, but while a payment constitutes an answer, it also presumes an admission of liability, which precludes the ticket from adjudication consideration. The answer date is captured based on the phone or Internet action, and is based on the receipt date of the correspondence for mail requests. This is automatically evaluated against the issue date of the ticket. If a ticket is acceptable for adjudication under the treatment schedule, a suspend transaction is automatically posted to the ticket record to stop the treatment schedule and the ticket is added to the adjudication case folder. To reduce the burden on District DMV staff of answering non-compliant requests for adjudication, these items are processed and an automated notification is sent to the citizen advising them that their request was denied due to the appropriate reason.

More tickets are written for meter-related violations, such as expired meter or overtime in a metered zone, than any other type of violation. Our meter database will be expanded during the eTIMS^{SM} conversion to include all of the required data elements for full two-way communication with the District's work order system, which is under development by the District. We currently communicate electronically with the Mayor's Citywide Call Center, known as the Hansen system, by accepting a nightly file of meter outage reports using auto-FTP as the transmission protocol.

To facilitate the meter adjudication process, ACS has developed intelligent algorithms that look at the meter repair history and make a recommendation based on the outage information, ticket data, and repair information. With the new display capabilities in eTIMS^{SM}, ACS will improve this process by making it more visual and graphic. When a meter repair history record is accessed from the data maintained by the meter project vendor (either in an integrated database with ACS or via an interface with another company) for a specific ticket in eTIMS^{SM}, the system will apply the business rule logic and return an online red indicator if the meter was inoperable at the time of the ticket. The red indicator will clearly show that the ticket is recommended for dismissal due to the meter outage. All of the pertinent information will also be displayed on the screen as a secondary validation of the accuracy of the business rule determination. For

example, if a meter was in FAIL mode from 9:00 a.m. to 11:00 a.m. on a specific day and a red meter ticket was issued at 10:21a.m., the ticket would be recommended for dismissal.

If the meter information supports a liable finding, a green indicator would be returned recommending that finding. Again, all of the specific information related to the recommendation would be displayed on the screen for the hearing examiner's review. If the logic could not make a clear determination of the status of the ticket, a yellow indicator would appear and a meter check would be logged so the maintenance crew could gather more information about the status of the meter at the time the ticket was issued so a final determination could be made by the hearing examiner.

As an added feature, for quality control purposes at the ticket writing divisions of DPW and MPD, tickets that are dismissed due to inaccurate capture of the meter status by the ticket writer will be reported to the appropriate agency for supervisory review.

Case Folder Consolidation Will Ensure Paper-Free Adjudication

Successful support of the District's administrative adjudication function is contingent upon the creation of accurate, complete, and timely case folders. Case folders are initiated by the scheduling of the citation or citations for a hearing. Scanned documents will have all ticket numbers on each document indexed to a single case number. eTIMS^{SM} is already enabled to assign a unique case number to tickets scheduled to be heard together on a tag or driver's license number. Access to all of the required images and data for all of the tickets in a case folder is provided on our main inquiry screen using this case number.

Hearing examiners, using Web-based eTIMS^{SM}, drop-down menus and buttons, can quickly view all documents associated with all of the tickets scheduled in the case folder. The images are presented in thumbnail fashion for quick loading and easy review. Appendix A shows examples of the image screen presentation for tickets in case folders and for other non-associated tickets.

Some images associated with the violation include the ticket image, photo violation images, any incoming or outgoing correspondence, outgoing notices, submitted evidence from the citizen, and the accident report completed at the time of an accident, which is referenced on tickets that were written in conjunction to a crash. These reports are called PD-10's and are given a six-digit identifying number, called the CCN. If there is a CCN on a ticket, the PD-10 will be indexed to that ticket so the image of the PD-10 is available online. This will eliminate the need for the police officers to obtain this document separately prior to attending the hearing, either in person or online. We will work with the chief hearing examiner to identify other hard copy documents that we can image and associate with the case folder for adjudicated hearings.

Of course, citizens often make reference to citations and/or documentation previously provided for cases not directly related to the citation(s) being adjudicated, so the images and data related to tickets not in the case folder are also available online for the hearing examiners to review.

Information that will automatically be in each case folder includes:

- Contact information about respondent, including current address and any previously captured addresses
- All digital images associated with tickets
- Organization information for vehicles registered in fleet program, including organization's name, identifying unique number, application date into program, address, and name, phone number and email address of main contact person for the company
- All ticket data, including:
  - Ticket number
  - Vehicle data such as tag number, make and VIN
  - Sighting information, which is used for ROSA citations, including date and time of initial sighting
  - Infraction information, including violation code from ticket, pertinent D.C. regulations reference, and a full English-language description of violation
  - Driver contact information for moving violations and photo-enforcement violations where driver has been identified by registered owner, including name, address of record, address as written on ticket, date of birth, and driver's license state and number
  - Registered owner contact information for parking violations and most photo enforced violations, including name and address of record both at time of violation and any subsequent address updates for DC tags; registered owner information for companies and government agencies not in fleet program, including name and address of record with DMV for vehicle; and registered owner information for overheight violations, including owner of vehicle based on USDOT number captured for violation
  - Title owner information for vehicles with liens recorded against them
  - Customer comments, including any submitted correspondence, transcripts, emails and evidence
  - Official comments, including findings of fact entered by the hearing examiners, evidence from citation, information and testimony presented by issuing officer, transcripts, and additional comments as recorded separately on eTIMS^{SM}
- All financial information related to the ticket(s), including original fine, any penalties, payments, payment corrections, refunds, bad check or credit card backout adjustments, fees, disposition of fines and fees, and total due by ticket and by plate
- All incoming and outgoing correspondence images, including incoming envelopes with postmark dates
- Material provided by respondent prior to hearing. Respondents will be prompted at the time they schedule their hearing to provide all evidence in advance so it can be imaged in time for hearing. Evidence submitted during hearing will be imaged after the hearing is completed, along with a signed copy of the hearing record as prepared by hearing examiner

- Graphical color representation of working status of meter will be provided, as described in detail above
- Unique case number assigned to all tickets in case folder

The case folder concept is a proven method to quickly review all associated data and images related to a hearing. eTIMS^{SM} fully supports this concept and make retrieval of the information easy and quick.

Adjudication Queues Prioritize Requests and Enable Workload Balancing

Our solution is designed to ensure that handling mail adjudication and unscheduled hearing requests is easy for the hearing examiners.. Within each adjudication queue, the cases are presented in a first-in, first-out (FIFO) manner to ensure fair handling of the requests. However, we believe that a system that functions solely on a FIFO basis will not allow cases with an urgent need for resolution to be identified and addressed in a timely manner. Cases identified as priority upon review of the submitted correspondence and documentation are initially scanned into the priority queue. Alternatively, cases can be moved to the priority queue upon review by a hearing examiner within our workflow queue management system.

A new feature in eTIMS^{SM} will allow authorized staff to move adjudication requests on a case by case basis directly to a priority queue even after they have been scanned into a regular queue. This is done at the case folder level and will be done in an online, real-time mode. It is not necessary to know the current location of the case folder documents within the queues to affect this change. An audit trail of the move transaction will be captured to allow validation of the move request.

In-person hearings have been conducted using a template that pulls data elements directly from the database and includes boilerplate text based on the violation code of the infraction combined with freeform text of the hearing examiner's statement of fact, findings of fact, and conclusion of law. That same functionality has been ported to the mail adjudication workflow process. A formal hearing record is produced that minimizes the amount of time necessary to complete the document while ensuring that all legal language is included. Spell-checking is incorporated and the hearing examiners will have the ability to see and edit the hearing record prior to completion.

This same functionality will be incorporated into the new Web-based hearings as well. Since all of the tickets being adjudicated will be associated with a unique case number, the hearing examiner will have the option of applying the same text to multiple tickets or writing different text for each ticket. All tickets associated with the same case number will be included on a single hearing record. A copy of this screen is included in Appendix A. Virtually all of the data will come from existing ticket or table information, leaving only the facts specific to the case for the hearing examiner to complete.

When the citizen requests a hearing that does not require that the issuing officer be present, all of the related data and images will be associated under a single case folder and these will be

maintained in a queue for unscheduled hearings that can be reviewed by the hearing examiner and the respondent, using our dual-monitor workstation set-up described above. For online unscheduled hearings where the hearing examiner and the respondent are working together to resolve the case, we will also maintain a queue where each participant will have access to all of the data and images, logically displayed for easy reference.

The new Business Objects-based Management Dashboard will fully meet the District's request to have the system automatically monitor and calculate the average duration of the unscheduled hearings so that the hearing examiners can be best deployed to handle the incoming workload. It will take into account the working hours left in the day, the scheduled hearings already on the books, the number of hearing examiners handling mail adjudication through workflow, the number of adjudicators available, and will project an approximate hearing time for a specific case folder to be heard.

Business Objects and our Management Dashboard are discussed in more detail in Section 1.2.1.1.7, Reporting. This is one example of the type of information that will be available when we work with the District to customize Business Objects to allow real-time productivity monitoring and workload balancing for the hearing examiners and other staff.

Traffic Enforcement Officer Scheduling Available Over the Internet

There are more than 200 parking enforcement officers who work for the Department of Public Works, 3,800 police officers who work for the D.C. Metropolitan Police Department, and hundreds of issuing officers that work for the dozens of other agencies that can issue parking and moving tickets in the District of Columbia. We understand the importance of making it easy for these officers to attend hearings scheduled on tickets they issue. Not only does the District lose an average of more than $75,000 per month on dismissals due to officer absence, more citizens are likely to schedule a hearing in the hopes that the officer will not show up, which requires a greater number of hearings examiners to handle these hearings.

ACS will provide a simple, secure Internet-accessible tool that will allow these officers (or their superiors, depending on the agency) to input, update, and maintain their own availability dates and time, fully integrated with the hearing schedule at Adjudication Services. The MPD officers will use their CAD number, which is unique, and DPW and other issuing agency officers will use their badge number and issuing agency to access the system. Exhibit 1.2.1.6-2 shows an example of the screen that the officer would use to add a date and time, reschedule a date and time, and close a date and time.

Internet-Based Issuing Officer Schedule Management

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The system would have all of the business rules for hearing scheduling management built in, so that an officer would not be able to override these rules in his or her scheduling. For example, the number of ticket slots for an officer would be pre-determined based on how many officers Adjudication Services wanted to see in a particular time slot.

Since citizens have up to 60 days from the issuance date to request adjudication, one of the features that we would offer is the ability for the officer to see how many tickets he has written in the past 60 days that remain unanswered. It would also show the average percentage of written tickets that have been adjudicated for that officer. It would show a short description of this information and would make a recommendation for the number of hearing slots the officer needs to accommodate the expected number of hearings for his or her tickets. Officers who write few tickets may only need one hearing slot per month. Others, like Officer Rios, issue hundreds of tickets a month and will require more slots.

If an officer of the Adjudication Services management needs to reschedule hearings, this can also be accommodated over the Internet in eTIMS^{SM}. Notification would automatically be sent to the

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EXHIBIT 4

See section L.23.1.2 for detailed instructions for completing this matrix. Completion is required in support of the evaluation criteria detailed in section M.4.1.1.2 of the document.

Exhibit 4	Ticket Processing
C.	**Specifications**
C.1	**Scope** The Government of the District of Columbia, Office of Contracting and Procurement, on behalf of the Department of Motor Vehicles (DMV) (the District) is seeking a Contractor to provide ticket processing and related services.
C.1.1	The District contemplates award of a firm fixed price contract with a cost reimbursement component. **Applicable Documents** Exhibit 1 – Technical Addendum Exhibit 2 – Definitions Exhibit 3 – List of Functions of Ticket Processing Services Exhibit 4 – Functional Requirements Matrix
C.2	**Background**
C.2.1	The Department of Motor Vehicle (DMV), in conjunction with Metropolitan Police Department (MPD), Department of Public Works (DPW), Department of Transportation (DDOT), and the Office of Finance and Treasury (OFT) is working to improve the business processes, customer service, and financial transactions related to ticket processing, adjudication, automated enforcement, and Boot, tow, and meter operations.
C.2.2	The Contractor shall implement by September 1, 2006, ticket processing support services for the Department of Motor Vehicles (DMV), Metropolitan Police Department (MPD) and Department of Public Works (DPW). This RFP addresses the functionality needs of the ticket processing services, including the ticket System, back office processes, mailing and noticing. A future, separate RFP will address functionality needs for lockbox and collection services.
C.2.3	Enforcement officers in DPW, MPD, and Law Enforcement officers from 26 other agencies issue tickets in the District of Columbia. Approximately 80% of parking tickets are entered by any of the above officers into hand held devices. The remaining tickets are manually written and will require data entry.

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Exhibit 4	Ticket Processing
C.2.4	The District has a need to provide improved and efficient customer service to Customers in the District for the processing of moving (including Red Light and Photo Enforcement) and parking tickets and for the delivery of adjudication services. This goal includes the implementation of a new ticket processing service and reporting enhancements.
C.2.5	The District will improve enforcement activities and processing, using an existing interface between DPW, MPD and DMV, for improved identification of Wanted Vehicles, Boot and Tow Eligible Vehicles, and a reduction in improper ticketing. The ticket processing service shall: •Allow Users to view all ticket types, data and associated images, including parking, moving, photo radar, and photo speeding tickets. •Produce one Notice to Customers that includes all outstanding ticket types and activity. • Allow Customers to make one full or only a partial payment for one or more ticket types.
C.2.6	The ticket processing Database including all Images and Data Elements is the property of the District of Columbia. To further improve enforcement activities and processing, authorized DMV Application Users shall have access to the Database through routine reports as well as an ad hoc reporting capability. For special project purposes, DMV Application Users can access all Database Fields, Database Records, images (including electronic Word documents, audio files, and scanned document images), a Data Dictionary, and the Data Schema.
C.2.7	In addition to the ticket processing Application System, the Contractor shall provide the District hardware and software required to run the ticket processing Application, including but not limited to desktop computers, laptop computers, servers, communication lines, switches, routers, wiring, printers, check readers, barcode readers and scanners along with maintenance. Within the three core DMV sites (301 C Street, 95 M Street SW, and APEX at 441 4th St), the Contractor is responsible for moves, adds, and changes. All infrastructure related to this System is the responsibility of the Contractor, including telecommunications, processing, dataset, web and imaging servers, and switches. For maximum availability, the Contractor shall ensure there is no single point of failure within the infrastructure and shall provide the District System servers with full redundancy and fail over capability.

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Exhibit 4	Ticket Processing
C.2.8	The Contractor shall provide initial training as well as refresher training at least quarterly for all DMV Adjudication services Users. The Contractor shall provide a full, online User manual with keyword search capability to the DMV; the User manual shall be updated prior to implementation changes for training purposes.
C.2.9	The Contractor shall have a full-time on-site employee at Adjudication services headquarters, currently 301 C Street, N.W. with technical knowledge and skills to resolve System issues, assist in researching error, and supplement training. This Contractor's on-site employee shall be on site during business hours, Monday through Friday, 8:00 a.m. – 5:00 p.m. except during District holidays. A backup person will be on site when the prime support person is absent, to ensure full time coverage. This Contractor's on-site employee, who cannot be the project manager, must have adequate technical skills and be acceptable to the DMV management.
C.2.10	The Contractor shall provide District help desk support for all Systems and equipment required for the service. Help desk services shall be available from 7:30 a.m. to 5:30 p.m. daily, except during District holidays, and during overtime periods upon advance notice by the Chief Hearing Examiner.
C.2.11	**Sections of the Request for Proposal**
C.2.11. 1	The statement of work (SOW) described below supports ticket processing, adjudication, enforcement, and payment processing.
C.2.11. 2	The SOW is divided into three major sections, Ticket Processing Services, Back-office Support Services, and Mailing Service.
C.2.11. 3	Ticket Processing Services (Reference. C.3.1) The Contractor shall automatically process parking and moving violations (including photo/radar enforcement), including but is not limited to Imaging, Treatment, Adjudication, payment of tickets, and generation of Notices. The ticket service shall incorporate current technologies: web-based Application; web services; XML and SFTP, which provides web service interfaces with the DPW Handhelds and MDT/Cs and other DPW systems.
C.2.11. 4	Back-office Support Services (Reference. C.4) The Contractor shall process handwritten tickets, mail-in payments, Correspondence, e-mail responses, problem research and mail adjudication activity. Payments include all DMV activities related to tickets (e.g., Fines, penalties, impoundment Fees, Boot and tow Fees). The Contractor shall incorporate document imaging and management in back-office processing.

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Exhibit 4	Ticket Processing
C.2.11. 5	Mailing Service (Reference C.5) The Contractor shall perform high-volume letter generation activity including printing, folding, stuffing, and mailing of Notices for all ticket and ticket related Notice processing needs based on an electronic file produced nightly and electronically sent to the Contractor.(Note- A second purpose of this electronic file is to provide an electronic document that can be linked to the appropriate Ticket record. Thus, when reviewing a Ticket record, all notices sent to the customer are images accessible to the DMV User.
C.2.11. 6	The Contractor shall produce the following list of deliverables, validate the accuracy, and manage the processes for the DMV (See Section F.3) in support of all sections and shall be responsible for management of these deliverables. •Develop the Project Plan and Schedule. •Develop a detailed Application Process. •Provide a list of final Documentation. •Develop and implement the Stress Test Plan. •Develop and implement the Integration Plan. •Develop and implement the Software Test Plan including interfaces and full regression testing. •Develop and implement the User Acceptance Test Plan. •Develop before and after Business Process and Flow Model. •Develop and implement User Training Plan. •Populate Business Objects for reporting. •Develop and implement Business Continuity Plan. •Develop and implement Database Conversion Plan. •Develop and manage the Training Schedule. •Develop Application User Manual. •Develop User Training Material and Training Manual. •Develop Project Review Package. •Produce System Documentation provided through the Web Services server. •Produce Operations and Maintenance Guide.
C.3	**Ticket Processing Service**
C.3.1	**Background**
C.3.1.1	To serve the public, the District of Columbia government keeps traffic flowing safely by issuing Infractions for civil traffic and parking violations. DPW, MPD, and other authorized agencies issue these Infractions. The DMV has the responsibility to collect the Fines, penalties, and Fees associated with the tickets, and to support ticket adjudication.
C.3.1.2	These agencies need a tool to assist in the ticketing process, to Capture and manage the ticket information, to support the payment and the notification functions, and to control the Treatment.
C.3.1.3	The Ticket Processing Service Application is the focus of this solicitation. In addition to managing the ticket process and the Treatment Process, the Application provides services for the DMV such as imaging, adjudication scheduling, appeals scheduling, Booting management, impound management, and Wanted Vehicle detection. Separate but related functions are back-office activities for imaging and

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Exhibit 4	Ticket Processing
	Correspondence management, and mailing services.
C.3.2	**REQUIREMENTS**
C.3.2.1	The functions in this section pertain to the ticket processing service and the capabilities of that Application. Throughout the document, the word 'User' refers to a District (i.e., DMV, MPD, DPW, et al) employee who interacts directly with the application.. The term 'Customer' refers to individuals or organizations that interact with the DMV, with the exception of vendors supporting the process. The Contractor shall provide the DMV an Application with the following capabilities. For clarity, the phrase "The Contractor shall" is omitted from each item; for the entire document, consider that phrase implied for each item.
C.3.2.2	**User Interface, Online Information Requests, and Security.** The Contractor shall:
C.3.2.2. 1	***User Interface:*** Provide the DMV a Web Interface which is independent of access location for Users that need to access and manipulate ticket information.
C.3.2.2. 2.1	Supply a Browser Interface for all User interactions with the Application which allows access to ticket information, i.e. violation data, customer data, vehicle data, hearing data, fine and payment data, notice data, correspondence data, and captured images.
C.3.2.3. 1	***Online Information Requests:*** Handle online requests for information from customers.
C.3.2.3. 1.1	Allow Customers to enter requests via the Internet for ticket adjudication information and provide printer friendly options, to include but not be limited to image of the ticket, images of previously mailed notices, and images of correspondence previously sent by the Customer.

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Exhibit 4	Ticket Processing
C.3.2.3. 1.2	Provide the DMV security of Web access by assigning a PIN code and restricting access to Customers who have entered a previously registered PIN for customers wanting to see their full account history. Customers will still be able to use the Web to pay Tickets without needed to register for a PIN.
C.3.2.3. 1.3	Provide for Customer access by multiple keywords, i.e. Ticket Number, Tag Number, Driver Name or VIN.
C.3.2.3. 1.4	Send delivery address as defined by the Delivery Type, i.e. mailing address, e-mail address, to the Notification module (C.3.8).
C.3.2.3. 1.5	Allow Customers to query on the current status of a ticket.
C.3.2.3. 1.6	Allow Customers to schedule a hearing from a list of available dates and times.
C.3.2.4	**Security:** Ensure the integrity of the data and information that the Application manages through Third-normal Form and Referential Integrity, and allow access only for Authorized Persons. The Contractor shall:
C.3.2.4. 1	Provide the DMV secure access using User identification and password.
C.3.2.4. 2	Provide the DMV a User profile capability to control access to Application Functions.
C.3.2.4.3	Limit User access to one remote device at a time, except for System administrators (i.e., the same User cannot be logged on to more than one device at a given point in time).
C.3.2.4. 3	Provide "Double Blind" entry for all keyed ticket and payment fields.

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Exhibit 4	Ticket Processing
C.3.2.5	**Booting and Towing**. Enable Users to search Tag Number (vehicle plate number) or VIN (vehicle identification number) in the ticket processing Database to determine if a vehicle should be Booted or Towed. The Contractor shall:
C.3.2.5. 1	***Identify Boot-eligible Vehicles.*** The Contractor shall:
C.3.2.5. 1.1	Determine if the vehicle entered by a DPW Booting officer is eligible for Booting based on eligibility rules provided by the District (Currently, a vehicle is eligible for Booting if it has three or more Delinquent Tickets, the plate has not been Booted in the prior 30 days, at least one of the Boot Eligible tickets was written in the past year, and the vehicle is not a Fleet-program Vehicle.). Eligibility rules should be User-driven in a Variable Driven Table.
C.3.2.5. 2	**Automatically place vehicle in a Boot Queue when vehicle is eligible for Booting.**
C.3.2.5. 2.1	Automatically download a list of boot eligible Tag Numbers daily to the DPW SFTP Server for download to remote computing devices or Sighting vehicles.
C.3.2.5. 2.2	Upon Sighting of a boot eligible Tag Number by DPW field enforcement personnel, evaluate the boot eligible status using the downloaded file in the Handhelds or MDT's, and return an indicator to field enforcement personnel whether a Tag Number has remained eligible for Booting.
C.5.2.5. 2.1	Automatically display the Tag Number currently eligible for Booting, number of tickets on the Tag Number that are eligible for Booting, and dollar amount associated with these tickets.
C.3.2.5. 3	***Identify Tow-eligible Vehicles.*** The Contractor shall:
C.3.2.5. 3.1	Determine if a vehicle Sighted by an officer is eligible for towing based on User definable eligibility rules provided by the District (A vehicle is eligible for Towing if the type of Infraction defines that DPW needs to tow the vehicle or if a vehicle has remained immobilized (Booted) on the street for a certain period.)
C.3.2.5. 3.2	Automatically interface with the Centralized Towing CAD System and transfer Towing data to the Ticket Processing System when a vehicle is towed, to include the Tag Number, time and date, towed-from location and towed-to location.

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Exhibit 4	Ticket Processing
C.3.2.5. 3.3	Pursuant to a Tag Number query to determine boot eligibility, automatically display on the Handheld based upon the downloaded file from the DPW SFTP Server, if the Tag Number is currently eligible for Towing.
C.3.2.5. 3.4	If a Tag Number is currently eligible for Towing, display for Towing crews the Tag Number, vehicle location, vehicle make and color. A Tag Number shall be eligible for Towing when it has remained on the street longer than 72 hours from the time of Booting.
C.3.2.5. 4	***Wanted Vehicles:*** Accept a file daily from DMV listing stolen and Wanted Vehicles and download to the DPW SFTP Server for the Handhelds and MDT's.
C.3.2.5. 4.1	Upon capture of a Tag Number into a Handheld or MDT device, alert the law enforcement officer or ticket writer who Sighted the vehicle that the vehicle is a stolen or Wanted Vehicle.
C.3.2.6	**Ticket Issuance (MPD Module)** Issue new tickets for infractions related to automated traffic enforcement. The Contractor shall receive a batch file daily from MPD's Red Light and Photo Radar Contractor including the digital images for all Red Light records.
C.3.2.6. 1	MPD's Red Light and Photo Radar Contractor reviews all photos to determine which are of quality potentially acceptable as the basis for generation of a ticket. The Images that pass this screening are sent to the MPD Pre-Processing Module in the Ticket Processing System for subsequent handling. The data contained in this file is defined in the MPD Red light and Photo Radar RFP section. The Contractor shall:
C.3.2.6. 2	Queue the records and Images to provide the DMV capability for authorized MPD officers to preview Images and accept/deny for ticket purposes. For Accepted Images, the Contractor shall process Notices on MPD letterhead for Red Light and Photo Radar Tickets within 72 hours. For Denied Images, the Contractor shall maintain photos with reasons for denial for MPD reference purposes.
C.3.2.6. 2.1	Maintain a chain of custody for all documents relating to the operation of the program that will include secure record keeping and evidence storage procedures. **Issue Notices of Infractions**: The Contractor shall acquire name and address records and create the first Notice of Infraction for mailing.

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Exhibit 4	Ticket Processing
C.3.2.6.2.2	For **Red Light Violations**, the Contractor shall print Citations that include three color digitized violation Images of a quality acceptable to the District. The Images must clearly show: a. the vehicle prior to touching the first line of the cross walk, and at least one of the governing Traffic Signal Heads with the red indication illuminated; b. the same vehicle continuing through the intersection; and c. the vehicle's Registration Plate, clearly readable to the average naked eye.
C.3.2.6.2.3	For **Mobile Speed Violations**, the Contractor shall print Citations that include two color digitized violation Images of a quality acceptable to the District a. The first Image must clearly show the vehicle in violation. b. The second Image must be an enhanced Image of the Vehicle Tag
C.3.2.6.2.4	For **Fixed Pole Speed Violations**, the Contractor shall print Citations that include three color digitized violation Images of a quality acceptable to the District: a. The first Image must clearly show the vehicle in violation. b. The second Image must clearly show the distance of travel in accordance with the Established Interval c. The third Image must be an enhanced Image of the Vehicle Tag.
C.3.2.6.2.5	The Contractor shall provide the DMV with printed Citation books that include court-approved language, the date and time of the violation, the location of the intersection, the amount of the Civil Penalty imposed, a legend for reading the embedded violation data, the date by which the Civil Penalty shall be paid, method of payment, and bar code. The District shall provide the required format for the Citation.
C.3.2.6.2.6	The Contractor shall provide the DMV printed Citations that include a portion or a stub that can be returned with payment or to request court hearing
C.3.2.6.2.7	The Contractor shall mail each Citation that has been approved by MPD, with a return envelope, by first class mail, to the Registered Owner of the vehicle determined to be in violation.
C.3.2.6.2.8	The Contractor shall submit a CD, in a protective case, that lists all Citations mailed, including the Citation Number and the name and address of the vehicle owner, with the monthly invoice
C.3.2.6.2.9	The Contractor shall provide the DMV and submit required information (e.g., maintenance log data, deployment logs, photographs of the violation) in support of the Adjudication Administrative Hearing process.

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Exhibit 4	Ticket Processing
C.3.2.6. 3	***Ticket Tracking:*** To facilitate the management of Ticket Information, track individual tickets, and to support all current functions of the District's ROSA program. The Contractor shall:
C.3.2.6. 3.1	Put in place controls to prevent duplicate Ticket Numbers.
C.3.2.6. 3.2	Support alphanumeric Ticket Numbers.
C.3.2.6. 3.3	Track by Tag Number, VIN, and Driver's License Number.
C.3.2.6. 3.4	Capture, store, and process digital Images associated with Parking Violations when available.
C.3.2.6. 4	***Oversight:*** Provide the DMV supervisory view and override capability to facilitate the oversight of ticket processing activities. The Contractor shall:
C.3.2.6. 4.1	Provide the DMV the capability to manually flag and assign Ticket Transactions for supervisory approval.
C.3.2.6. 4.2	Provide the DMV the capability to enforce supervisory approval for business transactions and work steps.
C.3.2.6. 4.3	Log supervisory approval activities within the Application.
C.3.2.6. 5	***Infraction Types:*** To standardize the various kinds of Infractions and to keep information pertaining to those Infractions together, maintain a catalog of Infraction Types in the application database. The Contractor shall provide a User driven capability to:
C.3.2.6. 5.1	Facilitate the creation and maintenance of Infraction Types.
C.3.2.6. 5.2	Maintain Transaction Type information: Infraction Type, Infraction Description, and Responsibility Type (driver/owner).
C.3.2.6. 5.3	Maintain Penalty Information: monetary amount.

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Exhibit 4	Ticket Processing
C.3.2.6. 5.4	Maintain Treatment Information: Treatment Schedule.
C.3.2.6. 5.5	Maintain Action Information: issue Ticket and tow the vehicle.
C.3.2.6. 5.6	Maintain Reference Information: legal references.
C.3.2.6. 5.7	Maintain Accounting Information: general ledger (GL) account code.
C.3.2.6. 6	***Disposition Codes.*** The Contractor shall provide a User driven capability to:
C.3.2.6. 6.1	Create and maintain a catalog of Disposition Codes.
C.3.2.6. 6.2	Maintain type information: Disposition Code, disposition description.
C.3.2.6. 6.3	Maintain reference information: legal references.
C.3.2.6. 7	***Transaction Identifiers.*** The Contractor shall provide a User driven capability to:
C.3.2.6.7.1	Maintain a catalog of transaction identifiers to standardize the various kinds of Financial Transactions and to keep information pertaining to those transactions together,
C.3.2.6. 7.2	Maintain Transaction Type Information: transaction identifier and transaction description.
C.3.2.6. 7.3	Maintain Reference Information: legal references.
C.3.2.6. 7.4	Maintain Accounting Information: general ledger (GL) account code.

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Exhibit 4	Ticket Processing
C.3.2.6. 8	***Imaging***: To ensure that all available information has been Captured, including manually written tickets and regular Correspondence, Images of any paper-based information the Contractor shall store this information. This includes any Notices sent to a Customer. Save the Notice as an Image that can be viewed for that Customer along with any other Notices, ticket Images, associated with that Customer.
C.3.2.6. 8.1	Capture and store Images from paper documents.
C.3.2.6. 8.2	Maintain the link between Images and associated tickets.
C.3.2.6.9	***Data Validation***: To ensure the integrity of the information that the Application manages, the Contractor shall enforce validation rules as follows.
C.3.2.6. 9.1	Verify that a ticket is entered only once.
C.3.2.6. 9.2	Automatically verify street address, city, state, and zip code represent an actual address location based on the U.S.P.S address validation.
C.3.2.6. 9.3	Standardize the address format (U.S.P.S standard)
C.3.2.7	**Treatment Schedule**: To facilitate the treatment process, maintain Treatment Schedules within the Contractor's system. The Contractor shall provide a User driven capability to:
C.3.2.7. 1	Assign Treatment Schedule to Infraction Type.
C.3.2.7. 2	Assign separate Treatment Schedules to Fleet tickets.
C.3.2.7. 3	Create and maintain Treatment Schedules which contain the rules for the Treatment Process, specifying Notices the Application sends when the Application applies Fees and penalties.
C.3.2.7. 4	Assign Treatment Schedules to tickets based on the type of Infraction.
C.3.2.7. 5	Use District business days on the calendar when advancing the Treatment Process.
C.3.2.7. 6	***Evaluation Rules:*** To facilitate flexibility in the maintenance of business rules, the Contractor shall provide a User driven capability to apply the following rules:

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Exhibit 4	Ticket Processing
C.3.2.7. 6.1	Create and maintain evaluation rules.
C.3.2.7. 6.2	Evaluate the inclusion of the current time in a period.
C.3.2.7. 6.3	Evaluate the inclusion of the current date in a period.
C.3.2.7. 6.4	Evaluate the parking permit status of the vehicle.
C.3.2.7. 6.5	Evaluate the state in which the vehicle is registered.
C.3.2.7. 6.6	Evaluate if a vehicle is on the registration ROSA Exemption List.
C.3.2.7. 6.7	Evaluate the number of Overdue Tickets.
C.3.2.7. 6.8	Evaluate Fleet participation status.
C.3.2.7. 6.9	Evaluate parking restrictions. What is the parking designation: residential area or business area? What are the parking duration restrictions: two hours, four hours?
C.3.2.7. 7	***Calendar:*** To support scheduling functions, maintain schedules, the Contractor shall:
C.3.2.7. 7.1	Supply a calendar function.
C.3.2.7. 7.2	Track what days are District and DMV business days.
C.3.2.7. 7.3	Supply a scheduling function.
C.3.2.7. 7.4	Allow scheduling of single event.
C.3.2.7. 7.5	Allow scheduling of recurring events. (Similar to how Microsoft Outlook schedules recurring events.)
C.3.2.7. 8	***Reports:*** To view the status of ticket processing activities and to measure change in that status, produce reports using Business Objects. The Contractor shall:

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Exhibit 4	Ticket Processing
C.3.2.7. 8.1	Provide the DMV standard Adjudication reports as part of the delivered system.
C.3.2.7. 8.2	Generate standard reports on a scheduled or recurring basis or on request
C.3.2.7. 8.3	Provide the DMV the capability to generate and view reports online via web browser.
C.3.2.7. 8.4	Enable authorized User to view reports on Web page.
C.3.2.7. 8.5	Enable an authorized User to print reports.
C.3.2.7. 8.6	Enable an authorized User to export ad hoc reports to a file that it can later import into other Applications, such as spreadsheets and documents, for documentation and analysis.
C.3.3	**Interfaces** To adequately fulfill its tasks, request services from other Systems including DMV and SOAR using web services. The functions as written in this section pertain to services that this Application sends to and receives from other Systems through a secure FTP server located outside the DC infrastructure at the Contractor's site. (Refer to the Technical Addendum for more information on this connectivity.) Unless otherwise noted, the Contractor shall:
C.3.3.1	***Centralized Towing System:*** The Contractor shall:
C.3.3.1. 1	Interface with the District towing System, which maintains the towing information.
C.3.3.1. 2	Request towing Fee from the towing System.
C.3.3.1. 3	Provide information about towing eligible vehicles to the towing System.

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Exhibit 4	Ticket Processing
C.3.3.1. 4	Provide DPW information about vehicles that are eligible for release to the towing System. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated and all tow and storage Fees are paid.
C.3.3.1. 7	**DPW AIMS System Interface:** (Auto Impoundment Management System). Interface with the District Auto Impoundment Management System which tracks all abandoned vehicles and the activity regarding the vehicles from the time they arrive on the storage lot to the time they are released, auctioned, or scrapped that are impounded at DPW storage facility. The Contractor shall:
C.3.3.1.7.1	Request storage Fees from the AIMS System via the Web Data Transfer Module.
C.3.3.1. 7.2	Update the AIMS System with DMV Ticket Payment Penalties and Fees.
C.3.3.1. 7.3	Update the Ticket Processing System on Tickets paid with auction funds including partial adjustments.
C.3.3.1. 7.4	Provide information about vehicles that are eligible for release to the AIMS System. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated and all tow and storage Fees are paid.
C.3.3.2	***DPW LPRS Interface.*** During parking enforcement patrols, the Contractor shall:
C.3.3.2. 1	Interface with the District's license plate recognition System for vehicle identification and parking enforcement with tire imaging and chalking enforcement.
C.3.3.2. 2	Integrate LPRS Images with vehicle tag Database for adjudication and Correspondence processes.
C.3.3.2. 3	Download appropriate file to issue an alert or update to license plate recognition System if tag is wanted or stolen.

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Exhibit 4	Ticket Processing
C.3.3.2. 4	Download appropriate file to the DPW SFTP Server to issue alert or update to license plate recognition System if vehicle tag is eligible for and exemption from Register of Out-of-State Vehicle (ROSA) enforcement tickets. All current functions and interfaces will continue to be supported.
C.3.3.3	***DPW Centralized Towing System Interface.*** The Contractor shall:
C.3.3.3. 1	Interface through a batch download with the Centralized Towing System's web vehicle locator through use of CAD listener in posting Fees owed on all vehicles towed by DPW.
C.3.4	**Notifications.** According to the Treatment Schedule, the Contractor shall:
C.3.4.1	Support Notice generation, including but are not limited to: •Automated (Red Light and Photo Radar) Ticket Issued on MPD letterhead •Automated (Red Light and Photo Radar) Ticket Overdue •Automated (Red Light and Photo Radar) Deemed Admission •Moving Tickets Overdue (Notice of Suspension) •Moving Tickets Deemed Admission •Moving Tickets Non-Compliant Status (to state jurisdiction) •Moving Tickets Compliant Status (to state jurisdiction) •Parking Tickets Overdue •Parking Tickets Deemed Admission •Partial Payment •Post-Hearing Payment Overdue •ROSA Enforcement Information – Notices, warnings and tickets.
C.3.4.2	Support Adjudication Correspondence including but are not limited to: • Outcome of Adjudication • Hearing Date Scheduled • Appeal Filing Date • Outcome of Appeal
C.3.4.3	Support Financial Notices, including but are not limited to:
C.3.4.3. 1	Overpayment - generate and send a letter for self certificating for any refund checks.
C.3.4.3. 2	Underpayment - Notices with the amount paid, the amount still due, the date payment is required and the Penalty shall be sent to the Customer.
C.3.4.3. 3	Late Payment/Delinquent - The Customer should receive a Notice with the amount due, the original due date, the ticket information, the Penalty due, the new due date, and the Penalty escalations.
C.3.4.3. 4	Print the mail date on all Notices. This is the System generated date plus X days. The number of days is determined by the DMV, through a User defined table, for each Notice.
C.3.4.4	Prior to sending a Notice, the Contractor shall:

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Exhibit 4	Ticket Processing
C.3.4.4. 1	Obtain all Ticket service data related to the Ticket, License Number and Registration of the specific ticket or Notice.
C.3.4.4. 2	Consolidate all of this information into one Notice and send to the Customer. This one Notice contains all the information the Contractor has regarding outstanding tickets for this Customer. Overdue Tickets and Delinquent Tickets sent to collections are also noted.
C.3.4.5	**Types of Notices:**
C.3.4.5. 1	***Paper Notifications.*** The Contractor shall:
C.3.4.5. 1.1	Facilitate form printing.
C.3.4.5. 1.2	Obtain approval of all User defined new or modified forms before they are used.
C.3.4.6	***Tracking Correspondence.*** The Contractor shall track and store the following in the database:
C.3.4.6. 1	Image and store all Correspondence received by the DMV.
C.3.4.6. 2	Track each Notice as the Application sends it.
C.3.4.6. 3	Track all outgoing Correspondence.
C.3.4.6. 4	Store an electronic copy of the incoming Correspondence.
C.3.4.6. 5	Provide web access to view all Correspondence and images to include Notices, Correspondence, Red Light Photo images, and Audio Files.
C.3.4.6. 6	Track Nixie Processing.
C.3.4.6. 7	Capture Mailing Date, Correspondence Type, Sender Name, and Sender Address.
C.3.5	**Payment Processing**
C.3.5.1	***Payment Processing – GENERAL.*** For walk-in, mail-in, web, and telephone payments, the Contractor shall:
C.3.5.1. 1	Process all ticket payment transactions including automated enforcement and paper tickets.
C.3.5.2	***Gather all outstanding ticket payment items***
C.3.5.2. 1	Search for all tickets and associated Fines, penalties, and Fees based on Name, Driver's License Number, Tag Number, and VIN.

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Exhibit 4	Ticket Processing
C.3.5.2. 2	Tickets include all parking tickets, moving violations, red light and photo radar, Boot and tow, and storage Fees.
C.3.5.2. 3	If a vehicle is auctioned, the auction proceeds offset outstanding tickets, tow and storage Fees, and any other ticket-related Fees. This is handled by an interface with AIMS. If, however, after all Fees and Fines are paid, there is a remaining balance, the balance shall be credited, by AIMS, to the general fund (SOAR account to be Provided by the DMV). As part of this process, the AIMS System generates a Notice to the Customer identifying the actions taken including listing the ticket Fines and other Fees paid with the auction proceeds and any remaining amount owed by the Customer (assuming the auction Fee did not cover all Fines and penalties). This is accomplished with a two-way interface with the Ticket Processing System providing Ticket information to AIMS and AIMS providing back tickets that were paid or not paid.
C.3.5.3	One payment for all outstanding ticket payment items. The Contractor shall:
C.3.5.3. 1	Allow Customer to pay one payment for all outstanding ticket Fines, penalties, Fees, and to pay for one or more items.
C.3.5.3. 2	Provide a User defined table to Capture and store District Government General Ledger Account code and a Transaction Identifier.
C.3.5.3. 3	Support various (Parking/Moving/Redlight/Radar) Ticket Types identified by separate GL Account Codes.
C.3.5.4	Payment Transaction Summary for Finance. The Contractor shall:
C.3.5.4. 1	Send summary payment information on a daily basis to the accounting System (SOAR) electronically, including but not limited to the following:
C.3.5.4. 2	Identification information
C.3.5.4. 2.1	Customer Service Representative ID or Employee ID

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Exhibit 4	Ticket Processing
C.3.5.4. 2.3	Date of activity.
C.3.5.4. 2.4	Activity information, including transaction counts and amounts broken down by the following categories: • Ticket activity type • GL Account Code for activity • Method of payment activity (support split payments)
C.2.5.5	Payment Validation. The Contractor shall:
C.3.5.5. 1	Process credit card, debit card, E-check, check, verify and accept validation through a secured financial services partner. Note that the payment will be encumbered at the time the check or E-check is processed. If there are insufficient funds to cover the transaction, the payment will be denied. In this case, the check will be imaged and associated with the ticket number including a notation that payment was denied due to insufficient funds and the associated transaction code and authorization for future reference purposes. The Contractor shall send a Notice to the Customer including the check and the reason for denial of service.
C.3.5.5. 2	Accept authorization from the validation System and the authorization ID, date and time for the appropriate System.
C.3.5.6	Ticket Payment Processing. The Contractor shall: Support the processing of all Tickets Types.
C.3.5.6. 1	Ticket Information Retrieval. The Contractor shall:
C.3.5.6. 1.1	Capture the following Data Elements for each ticket payment. This includes but is not limited to: •Ticket Number/s •Ticket type •Tag Number •VIN Number •Driver's License Number (for moving violations) •Name and Address •Due Date •Fine Amount •Boot, Tow and Storage Fees •Penalties
C.3.5.6. 2	Ticket Payment Capture. The Contractor shall:
C.3.5.6. 2.1	Obtain and store the following ticket payment information during the transaction. This includes but is not limited to: •Customer Service Representative ID or Employee ID (not needed for web transactions) •Location ID (where payment is made) •Agency ID •Transaction Purpose Code •Payment Amount •Process Date and Time •Transaction Number (unique identifier assigned by System) •Method of Payment/s (Support Split Payments) •Transaction Vehicle (check #, credit card #) •Ticket number •Account type, i.e. SOAR account

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Exhibit 4	Ticket Processing
C.3.5.6. 2.2	If in-person payment, print the receipt of the payment with the Transaction Number included in the Barcode.
C.3.5.6. 3	Transfer Ticket Payment Information. The Contractor shall:
C.3.5.6. 3.1	Send the following financial information to a designated District of Columbia System. This includes but is not limited to: •Ticket Number/s •Customer Service Representative ID or Employee ID •Location ID •Agency ID •Transaction Purpose Code •Amount Paid per ticket •Posting Date (date ticket is considered paid) •Availability Date (date payment is in System) •Transaction Number •Method of Payment/s (Support Split Payments) •Transaction Vehicle (check #, credit card #, money order #) •Authorization ID from the validating System for check, credit card and E-check.
C.3.5.6. 3.2	When a ticket is not found in the System, Capture ticket data from the Customer for entry into the Ticket Processing Service for audit purposes. This includes but is not limited to: •Ticket Number •Batch Number •Batch Date •Process Date •Tag Number •Driver's License Number •Ticket Amount •Amount Paid •Check/Credit Card/Money Order Number/E-check verification number •Method of Payment
C.3.5.6. 3.3	Once the Ticket is entered into the System, combine the data above in one ticket record along with the Ticket image.
C.3.5.7	Walk-In Payments. The Contractor shall: Support payments at the DMV service centers.
C.3.5.7. 1	Image Capture and Storage. The Contractor shall: Capture document Images for exceptions or issues with the payment.
C.3.5.7. 2	Data Capture, Validation, and Storage. The Contractor shall:
C.3.5.7. 2.1	Process the following payment methods:
C.3.5.7. 2.2	Credit Card acceptance and electronic validations. Debit Card acceptance receipt with pin approval and with signature which is scanned.
C.3.5.7. 2.3	Cash
C.3.5.7. 2.4	Money Order
C.3.5.7. 2.5	E-check

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Exhibit 4	Ticket Processing
C.3.5.7. 2.6	E-check acceptance and validation (where the cashier feeds the check into a scanner and the Customer's account is debited for the amount of the check)
C.3.5.7. 2.7	Check funds are encumbered at the time of payment. If notified that insufficient funds are available, the Customer is notified and the transaction concluded (unless they subsequently decide to pay in cash). Checks are accepted in the System if the check processing System is unavailable.
C.3.5.7. 2.8	Capture Data Elements for each ticket payment within the System to allow the ability to audit against the Ticket service.
C.3.5.7. 2.9	Prevent duplicate entry of ticket or payment information
C.3.5.7. 2.10	Validate and cross check the following data to reduce duplicate payments.
C.3.5.7. 2.11	• Ticket number • Infraction Type •Tag Number •Driver's license Number •VIN
C.3.5.7. 2	Payments for Missing Tickets. The Contractor shall:
C.3.5.7. 2.1	Accept a payment against a ticket number.
C.3.5.7. 2.2	Capture and store VIN, Drivers License, Tag Number and/or other identifying information, if available.
C.3.5.7. 3	Print and Store Customer Receipt. The Contractor shall:
C.3.5.7. 3.1	Generate a receipt for the Customer with all pertinent information per ticket type.
C.3.5.7. 3.2	Provide the DMV electronic storage of receipt information for future audits and tracking.
C.3.5.7. 4	Web Payments. The Contractor shall: Allow Customers to pay for all parking, red-light and photo radar, and moving violations on the Web using either the ticket or tag number.
C.3.5.7. 5	Site Appearance, Security, General Functions. The Contractor shall:
C.3.5.7. 5.1	Mirror existing look and feel of the DC.GOV website and include comments section, contact information and online help.
C.3.5.7. 5.2	Provide the ability for a customer to obtain a PIN for log in, allowing the capability to view all pertinent information, such as Notices, Ticket Images and Correspondence. However, a PIN is not needed if the customer just plans to pay a ticket(s).

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Exhibit 4	Ticket Processing
C.3.5.7. 5.3	Have adequate security to prevent unauthorized Users from viewing information of another Customer.
C.3.5.7. 5.4	Link to DC.GOV website, and to DPW Towing site.
C.3.5.7. 6	Phone Payment(IVR) In support of phone payment the Contractor shall:
C.3.5.7 6.1	Allow Customers to pay for all parking, red-light and photo radar, and moving violations on the phone using either the ticket or tag number.
C.3.5.7. 6.2	Accept payment with Debit or Credit cards.
C.3.5.7. 6.3	Have the ability to select each type of activity via the IVR
C.3.5.7. 6.4	Have the ability for the customer to cancel the transaction at any time during the process
C.3.5.8	Search, Retrieval, and Selection. The Contractor shall:
C.3.5.8. 1	Provide the DMV the ability to search by ticket number, name, VIN, D/L number, and Tag Number to find tickets.
C.3.5.8. 2	Display all ticket information including associated Images.
C.3.5.8. 3	Include outstanding tickets, Overdue Tickets and recently paid tickets based on timeframe entered by Customer.
C.3.5.8. 4	Show either one or all tickets, and payment information based on the ticket and Tag Numbers combination. Do not display name and address or images. Show and allow selection of tickets that must be paid to retrieve a Booted or Towed vehicle and tickets that may be optionally paid.
C.3.5.8. 5	Provide User search capability for Fleet program numbers. The Contractor shall:
C.3.5.8. 5.1	Allow Customer to log in using the Fleet number/pin, and to select from a list of tickets.

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Exhibit 4	Ticket Processing
C.3.5.8. 5.2	Allow Customer to pay all outstanding tickets or select specific tickets for payment or hearing from a list of outstanding tickets.
C.3.5.9	Capture, Validate and Store Payment Information. The Contractor shall:
C.3.5.9. 1	Capture, validate, and store information for ticketing activity. Support payments by the following methods.
C.3.5.9. 1.1	• Credit Card • Debit Card • ACH Debit – (Customers enter the bank routing number and account number from the bottom of their checks, and their accounts are debited for the amount they have authorized/entered before transaction is accepted).
C.3.5.9. 1.2	Connect the Customer with a secure payment site (e.g., Verisign), when the Customer is ready to pay.
C.3.5.9. 2	Post-payment Actions. The Contractor shall:
C.3.5.9. 2.1	Allow Customer to print receipts with a printer-friendly format button option.
C.3.5.9. 2.2	Interface with the towing System to allow for immediate release of Booted or impounded vehicles.
C.3.5.9. 2.3	Provide the DMV web confirmation of payments.
C.3.5.9. 3	Fleet/Corporate Program payments. The Contractor shall:
C.3.5.9. 3.1	The Fleet/corporate programs module shall support any ticket type or charge type for companies and government agencies that conduct business within the District. Currently, only parking tickets are supported. The System shall:
C.3.5.9. 3.2	Accept payments over the Web.
C.3.5.9. 3.3	Display all outstanding tickets.
C.3.5.9. 3.4	Allow selection of tickets the authorized company representative wants to pay.
C.3.5.9. 3.5	Provide the DMV totals for all tickets selected for payment.

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Exhibit 4	Ticket Processing
C.3.5.9. 4	In-Person Payments. The Contractor shall:
C.3.5.9. 4.1	Allow in-person payments by company representative.
C.3.5.9. 4.2	Accept payment based upon tickets pre-selected by authorized company representative.
C.3.5.9. 4.3	Accept a bulk ticket payment with a single check or credit card to cover all outstanding tickets in a Fleet.
C.3.5.9. 4.4	Accept Payments from Fleet Vehicle Operators
C.3.5.9. 4.5	Allow anyone to pay tickets issued under a Fleet plan. If the ticket is paid, it will not be reflected on the Fleet plan reports.
C.3.5.1 0	Installment Plans (payment plans). The Contractor shall: Accommodate payment plans allowing Customers to spread payments for one or more tickets over a fixed period with System-defined terms.
C.3.5.1 0.1	Eligibility
C.3.5.1 0.1.2	Provide a User defined capability to Capture rules for payment plan eligibility. DMV staff shall be able to limit plan eligibility by various factors, including DC residence, the amount owed (e.g., $250 minimum), and previous use of payment plans.
C.3.5.1 0.1.2	When processing payments in person, determine if the Customer is eligible for a payment plan and alert the cashier/clerk of the Customer's eligibility.
C.3.5.1 0.2	Plan Setup and Modification. The Contractor shall:
C.3.5.1 0.2.1	Set up an installment payment plan for eligible Customers with permissions based upon User ID and security.
C.3.5.1 0.2.2	Provide the DMV each Installment Plan with a "plan" number tied to the person's driver's license number or Tag Number. The plan shall have a due date for installment payments which will result in a 'hold' put on the vehicle or driver record in Destiny such that nonpayment will result in revocation of the vehicle registration or driver license. The Contractor will Provide the DMV payment plan information in a daily batch file. The DMV staff will handle the 'hold' processing in Destiny.
C.3.5.1 0.2.3	Generate a contract for Customer signature. The contract is with the DMV, accepting responsibility and the stated consequences. Image the contract and link it to the Tickets in question.

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Exhibit 4	Ticket Processing
C.3.5.1 0.2.4	Support a suspend status delaying Treatment Process actions for the period of the plan.
C.3.5.1 0.2.5	Send a suspend status to stop noticing activity on the selected tickets.
C.3.5.1 0.2.6	Provide the DMV the capability to modify an existing plan by adding additional tickets and Fees or extending the timeframe.
C.3.5.1 0.2.7	Can only add X tickets and extend X months. (Definable by the DMV)
C.3.5.1 0.2.8	Payment plan adjustment requires management override.
C.3.5.1 0.3	Plan Payment Notices. The Contractor shall: Send Notices monthly providing Customers with the status of payments, outstanding balances and time left on the Installment Plan. In addition, the Notice shall provide the DMV a payment slip.
C.3.5.1 0.4	Plan Information Display. The Contractor shall:
C.3.5.1 0.4.1	Display Installment Plan summary level data with defined fields, reflecting current plan status.
C.3.5.1 0.4.2	Provide the DMV, at a minimum, the following data on payment plans: •Plan number •Current status •Name of participant/s •Address of participant/s •Phone number of participant/s •Original amount due and down payment •Agreed-upon payment schedule •Amount of each payment •Beginning date of payments •Current balance due •Tag Number/s •Payment transaction history including all processing dates amounts paid methods of payment •Tickets •Participant's Driver License Number/s •Comments
C.3.5.1 0.5	Plan Rules Application. The Contractor shall:
C.3.5.1 0.5.1	Enforce a minimum initial payment of (x) percent of all outstanding ticket Fines, penalties, and Fees. This shall be a User defined capability authorized by a supervisor or manager.
C.3.5.1 0.5.2	Apply payments to the oldest items first.
C.3.5.1 0.5.3	Apply any dollar amount that does not cover an entire ticket charges to the next oldest ticket.
C.3.5.1 0.5.4	Provide the DMV the ability to reinstate ticket enforcement status and normal noticing in the event of an Overdue Ticket.

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Exhibit 4	Ticket Processing
C.3.5.1 0.6	Plan Reports
C.3.5.1 0.6.1	Generate reports to assist the Department in the oversight of the program, including but not limited to: •Funds collected by time period •Funds collected by Installment Plans •Number of plans established •Incorrect Payments/Refunds •Number of Defaulted Payment Plans
C.3.5.1 0.6.2	When the amount of the payment received is different from the ticket amount, partial payments are applied. If the payment is an overpayment, the additional funds are applied to other outstanding tickets or, if there are no additional tickets, the overpayment is refunded.
C.3.5.1 1	Partial Payments. The Contractor shall:
C.3.5.1 1.1	Accept partial payments when money is received via mail.
C.3.5.1 1.2	Overpayments. The Contractor shall:
C.3.5.1 1.2.1	Support overpayments with limited automatic refund as defined below.
C.3.5.1 1.2.2	Apply overpayments to any tickets, Fines, penalties, and Fees based upon a definable schedule of priority.
C.3.5.1 1.2.3	If no additional Fees or tickets are found, return payment to the Customer.
C.3.5.1 1.2.4	Provide the DMV an on-line display of the financial history of refunded tickets and imaging of documents when applicable.
C.3.5.1 1.2.5	Allow subsequent on-line adjustments in Fines, penalties and Fees by Authorized Persons to facilitate customer service.
C.3.5.1 2	Invalid Payment Transactions. The Contractor shall:
C.3.5.1 2.1	Dishonored Checks
C.3.5.1 2.1.1	Support dishonored check processing.
C.3.5.1 2.1.2	Accept a file from Check Assist System into Ticket Service; apply the bounced check Fee and restart Treatment Process. (NOTE: As funds for checks shall normally be debited at time of payment, bounced checks will only occur if the payment Contractor (e.g., Verisign) service is unavailable and the User must accept the check without being able to determine if there are sufficient funds and debit the account accordingly.)

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Exhibit 4	Ticket Processing
C.3.5.1 2.1.3	Block payment by check when a Customer has a prior dishonored check within X time period (months) defined in a database table.
C.3.5.1 2.1.4	Send dishonored check information to designated District of Columbia System.
C.3.5.1 2.1.5	Apply the dishonored check Fee to only one charge defined by GL Account Code. A predetermined ranking of all GL Account codes will determine where the charge is applied. The ranking is User definable.
C.3.5.1 2.1	Retracted Credit Card and Debit Card transaction. The Contractor shall:
C.3:5.1 2.2.1	Process credit card and debit card retractions.
C.3.5.1 2.2.2	Accept a file from the Credit/debit card processing System with the reversal.
C.3.5.1 2.2.3	Send the retracted charge information to designated District of Columbia System.
C.3.5.1 .3	Financial reconciliation
C.3.5.1 3.1	End of Day Closeout – Cashier Window. The Contractor shall:
C.3.5.1 3.1.1	Support reconciliation for Cashier Window / Counter payments, end of day closeout and "virtual" closeout for breaks/lunch, including audit capability of the cashier function for all drawer payment methods.
C.3.5.1 3.1.2	Calculate the totals for each charge type and total due for the Customer.
C.3.5.1 3.1.3	Calculate totals for each payment type and total collected. Includes Cash, Check, Credit Card, Debit Card, E-check, money order, and certified check.
C.3.5.1 3.1.4	Require cashier/clerk to separately calculate and enter the total for each payment type.
C.3.5.1 3.1.5	Compare clerk-entered totals to calculated totals. Calculate and identify all adjustments and resulting net payment.
C.3.5.1 3.1.6	Produce electronic settlement sheet showing charge types totals and total collections.

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Exhibit 4	Ticket Processing
C.3.5.1 3.1.7	Provide the DMV a printout of the settlement sheet.
C.3.5.1 3.1.8	Provide the DMV an electronic acceptance by supervisor (matching drawer contents to electronic settlement).
C.3.5.1 3.1.9	Prevent the cashier from proceeding with the next day's work until the previous day's accounts have been reconciled.
C.3.5.1 3.1.10	Provide supervisor override for safety measure described above along with the ability to adjust the accounts and numbers. Track the usage of supervisor overrides.
C.3.5.1 3.2	End of Day Closeout – Service Location. The Contractor shall:
C.3.5.1 3.2.1	Support reconciliation for all tellers in a service location for any chosen period.
C.3.5.1 3.2.2	Calculate totals for each charge type and total due for the location.
C.3.5.1 3.2.3	Calculate totals for each payment type and total collected. Includes Cash, Check, Credit Card, Debit Card, E-check, money order, and certified check. Calculate all adjustments and resulting net payments for all cashiers.
C.3.5.1 3.2.4	Produce an electronic settlement sheet showing the total per ticket type and the total collections.
C.3.5.1 3.2.5	Provide printout for the DMV of the settlement sheet.
C.3.5.1 3.2.6	For the DMV, provide electronic acceptance by supervisor (matching all drawer contents to electronic settlement sheet) controlled by log-in id.
C.3.5.1 3.2.7	Prevent duplicate entry of ticket or payment information
C.3.5.1 3.2.8	Validate and cross check the following data to help eliminate duplicate payments. •Ticket number •Infraction Type •Tag Number •Driver's license Number •VIN •Date/Time
C.3.5.1 3.2.9	Image documents for exceptions or issues with the payment, such as ticket not found in Ticket service.

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Exhibit 4	Ticket Processing
C.3.5.1 3.2.10	Provide authorized supervisors the ability to make adjustments to payment information. These are defined as financial adjustments.
C.3.5.1 4	Audit. The Contractor shall:
C.3.5.1 4.1	Include auditing capabilities for transactions.
C.3.5.1 4.2	Support Electronic Auditing
C.3.5.1 4.3	Generate automated audit file with all manually processed tickets received.
C.3.5.1 4.4	Generate automated audit file with all Handheld and MDT generated tickets received.
C.3.5.1 4.5	Generate automated audit file with all automated (red light and photo radar) tickets generated.
C.3.5.1 4.6	Generate automated audit file with all paid tickets by method and ticket type, along with the User-id of employee that accepted the payment.
C.3.5.1 4.7	Provide data for audits to the DMV, including: •VIN or Tag Number •Driver's License Number •Notice Number •Due Date •GL Account Code •Amount •Ticket Number/s •Fine Amount •Tow or Boot Fees •Penalties •Customer Service Representative ID or Employee ID •Location ID •Payment amount •Process Date •Transaction Number (assigned by System) •Method of Payment/s (Support Split Payments) •Transaction Vehicle (check #, credit card #)
C.3.5.1 4.8	Provide an on-line history for Users of all financial adjustments.
C.3.5.1 4.9	Identify all (Parking/Moving/Redlight/Radar) ticket types by separate GL Account Codes.
C.3.5.1 4.10	Reflect an on-line indicator or message advising the adjustment transaction and the User-id of the person that made the adjustment.
C.3.5.1 4.11	Track all Database updates by User, time, date, reason, and location.
C.3.5.1 4.12	The System shall record each financial activity as a separate transaction. This means that if there is a correction, adjustment, cancellation, or closure of a previous transaction, the Application tracks the correction, adjustment, cancellation, or closure as a separate financial transaction.

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Exhibit 4	Ticket Processing
C.3.5.1 4.13	Associate the transaction with a general ledger GL Account Code and the transaction number
C.3.5.1 4.14	Capture and store charge information: Posting Date and time, monetary amount.
C.3.5.1 4.15	Capture and store transaction information: availability date and time, User id, agency, site, and purpose. User id defines who posted the financial transaction. Purpose is the reason for the transaction.
C.3.6	Treatment. The Contractor shall:
C.3.6.1	Manage the Treatment Process. The Treatment Process defines the procedures for handling and communicating with a Customer who is not following through on an obligation to pay Fines, Fees or penalties. The functions as written in this section pertain to the Treatment Process.
C.3.6.2	Assign Treatment Schedule to ticket when the Application issues ticket.
C.3.6.3	Automatically stop the Treatment Schedule when the Customer pays the outstanding balance for the ticket in full.
C.3.6.4	Automatically halt the Treatment Schedule when the ticket has gone to adjudication or a hearing has been scheduled.
C.3.6.5	Automatically resume Treatment Schedule for ticket when adjudication disposition is unfavorable to Plaintiff.
C.3.6.6	Treatment Schedule: To facilitate the Treatment Process, provide capability to the DMV Users for creation and maintenance of Treatment Schedules. The Contractor shall:
C.3.6.6. 1	Automatically add penalties and Fees as the Treatment Schedule defines.
C.3.6.6. 2	Automatically move tickets to collection as the Treatment Schedule defines. These are the default tickets.
C.3.6.6. 3	Automatically send non-compliance information to the vehicle registration System based on the progression of the Treatment Schedule for a ticket issued to a vehicle registration owner as well as when the Customer has satisfied their obligation.
C.3.6.6. 4	Automatically send non-compliance information to the driver's license System based on the progression of the Treatment Schedule for a ticket issued to a driver as well as when the Customer has satisfied their obligation.

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Exhibit 4	Ticket Processing
C.3.6.6. 5	Automatically send non-compliance information to driver's license Systems of other jurisdictions based on the progression of the Treatment Schedule for a ticket issued to a driver as well as when the driver has satisfied their obligation.
C.3.7	Adjudication. The Contractor shall:
C.3.7.1	Allow a Customer to contest the validity of a traffic Citation through adjudication. A Customer may contest a ticket issued for Parking Infractions, Moving Infractions, and Infractions cited through automated and manual moving enforcement. The Customer submits a request to the DMV for adjudication by mail, telephone, online, or in person to the. When submitting a request for adjudication, the Customer chooses between two different formats for the adjudication: (1) a review of records by adjudicator alone or (2) a face-to-face review of records by Customer and adjudicator.
C.3.7.2	Parking tickets are typically adjudicated on a walk-in basis while moving violations are scheduled as the Law Enforcement officer is required to be present at the hearing. Customers may, however, waive their right to have the officer present and submit a written defense for consideration by the hearing examiner. Additionally, photo enforcement ticket hearings must be scheduled in advance to allow the government an opportunity to prepare the case jacket.
C.3.7.3	Adjudication Request: Accept and process adjudication requests. The Contractor shall:
C.3.7.3. 1	Provide the capability for a Plaintiff to make a request for adjudication in person.
C.3.7.3. 2	Provide the capability for a Plaintiff to make a request for adjudication by telephone.
C.3.7.3. 3	Provide the capability for a Plaintiff to make a request for adjudication by mail. Provide a queuing process for multiple reviewers of mail adjudications and capability for decisions to be documented and processed.
C.3.7.3. 4	Provide the capability for a Plaintiff to make a request for adjudication online.
C.3.7.3. 5	Ensure that a ticket is eligible for hearing based on when in the Treatment Schedule process the request is received.
C.3.7.3. 6	Automatically place a ticket in the Plaintiff's Case Folder when the Application has approved it for adjudication.
C.3.7.3. 7	Automatically request parking meter status from the DDOT meter System when the Application has approved a parking meter ticket for adjudication.
C.3.7.3. 8	Automatically stop Treatment Schedule when DMV approves adjudication for a ticket.

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Exhibit 4	Ticket Processing
C.3.7.4	Case Folder: To ease the review process during hearings, assemble and store a folder (package) that contains all information regarding one or more tickets that are heard together. The Contractor shall:
C.3.7.4. 1	Enable multiple tickets to be included in a single Case Folder.
C.3.7.4. 2	Include information in the Case Folder pertaining to each ticket.
C.3.7.4. 3	Include contact Information about the Plaintiff.
C.3.7.4. 4	Include digital Images associated with tickets.
C.3.7.4. 5	Include organization information (if any): organization name, organization identification, Application date, address, telephone number, and e-mail address.
C.3.7.4. 6	Include ticket information: ticket number, vehicle information, Sighting Information, Infraction information, driver contact information, and contact information about the vehicle registration owner, contact information about the vehicle title owner, Customer comments, and official comments.
C.3.7.4. 7	Include any financial information: payments, refunds, and correction.
C.3.7.4. 8	Include any Correspondence: outgoing Correspondence and incoming Correspondence.
C.3.7.4. 9	Include Images of any material provided by the Plaintiff.
C.3.7.4. 10	Include parking meter status if available.
C.3.7.4. 11	Assign a case number.

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Exhibit 4	Ticket Processing
C.3.7.5	Adjudication Queue: To organize and manage the adjudication process, maintain a queue for unscheduled reviews. The Contractor shall:
C.3.7.5. 1	Maintain a queue for mail in cases reviewed by the adjudicator alone. When an adjudicator signs onto the System for mail adjudication reviews, the next case in queue will be presented for their review. In mail adjudication and in-person hearings the hearing record will allow the adjudicator to enter extensive comments related to the disposition, in addition to containing boilerplate legal references.
C.3.7.5. 2	Maintain a queue for unscheduled hearings reviewed by the adjudicator and the Plaintiff.
C.3.7.5. 3	Maintain a queue for unscheduled online hearings reviewed by the adjudicator and the Plaintiff.
C.3.7.5. 4	Calculate an approximate hearing time for unscheduled hearings based on number of tickets to adjudicate in the queue, the average duration for adjudication, and the hours of operation.
C.3.7.6	Traffic Enforcement Officer Schedule: To facilitate the presence of traffic enforcement officers, maintain and communicate a schedule of hearings for the traffic enforcement officers.
C.3.7.6. 1	Maintain availability schedule for traffic enforcement officers.
C.3.7.6. 2	Use the availability schedule of the traffic enforcement officer when scheduling hearings where the presence of the traffic enforcement officer is needed.
C.3.7.6. 3	Automatically send an electronic notification to the enforcement agency of scheduled hearings.
C.3.7.7	Interpreter Schedule: To facilitate the presence of interpreters, maintain and communicate a schedule of hearings for the interpreters. The Contractor shall:
C.3.7.7. 1	Maintain availability schedule for interpreters.
C.3.7.7. 2	Use the availability schedule of the interpreter when scheduling hearings where the presence of the interpreter is needed.

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Exhibit 4	Ticket Processing
C.3.7.7. 3	Automatically send an electronic notification to the interpreter of scheduled hearings.
C.3.7.8	Scheduling: To service Customers who request adjudication hearings, maintain a schedule defining when a Customer is available for a review. The Contractor shall:
C.3.7.8. 1	Maintain a schedule for all hearings
C.3.7.8. 2	Automatically schedule the hearing based on the availability of the officer(s) who issued the ticket(s).
C.3.7.8. 3	Automatically schedule the hearing based on the availability of an interpreter if needed.
C.3.7.8. 4	Default a scheduled hearing to the first available time.
C.3.7.8. 5	Enable the Plaintiff to reschedule a hearing one time, seventy-two hours in advance.
C.3.7.8. 6	Enable manual change of a hearing time by authorized Users.
C.3.7.9	Notification: To communicate information, status, and decisions to the Customer; integrate with the notification function. The Contractor shall:
C.3.7.9. 1	Generate Notice when: •the Application denies a request for adjudication or •the adjudicator enters a disposition in a case or •the Application schedules a hearing or •the Plaintiff fails to appear for a scheduled hearing or •the Application reschedules a hearing or • the Plaintiff has exceeded its limits for the number of times the Plaintiff can reschedule a hearing
C.3.7.9. 2	Gather information needed for a photo enforcement Notice to include any digital Images associated with the Infraction.
C.3.7.9. 3	Assign Notice Type.
C.3.7.9. 4	Assign any insert identifier.
C.3.7.9. 5	Assign Delivery Type.
C.3.7.9. 6	Pass delivery address as defined by the Delivery Type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.
C.3.7.1 0	Post Decision Activities. The Contractor shall:

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Exhibit 4	Ticket Processing
C.3.7.1 0.1	Automatically resume Treatment Schedule for ticket when adjudication disposition is unfavorable to the Plaintiff.
C.3.7.1 0.2	Automatically close a ticket when adjudication disposition is favorable to the Plaintiff
C.3.7.1 0.3	Capture Disposition Code, notes from the adjudicator, and date and time of resolution when a hearing adjudication is resolved.
C.3.7.1 0.4	Include Disposition Code, notes from the adjudicator, and date and time of resolution in the Case Folder.
C.3.7.1 0.5	Enable the adjudicator to waive or reduce a ticket Fine.
C.3.7.1 0.6	Enable the adjudicator to waive or reduce a Fee associated with a ticket.
C.3.7.1 0.7	Automatically provide final disposition letter to the Plaintiff.
C.3.7.1 1	Miscellaneous. The Contractor shall:
C.3.7.1 1.1	Enable a Plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in a single Case Folder.
C.3.7.1 1.2	Facilitate online access to the Case Folder.
C.3.7.1 2	Appeal. After an adjudicator has upheld a ticket, the Customer may appeal the decision. The Customer submits a request for appeal by mail, telephone, online, or in person. The Appeals Court then reviews the appeal behind closed doors. Unless otherwise noted, the Contractor shall:
C.3.7.1 2.1	Accept and process appeal requests.
C.3.7.1 2.2	Ensure that a ticket is eligible for appeal based on how long after the hearing disposition the hearing request is filed. (For mail-in requests, the appeal is filed on the date the request is postmarked. For walk-in requests, the appeal is filed on the date Customer makes the request. For telephone requests, the appeal is filed on the date the Customer calls to make the request. For online requests, the appeal is filed on the date the Customer makes the online request.)
C.3.7.1 2.3	Ensure that a ticket is eligible for appeal based on whether the Plaintiff has fulfilled its financial obligation relating to the ticket it wants to appeal.
C.3.7.1 2.3.1	Plaintiff has paid all Fines, penalties and Fees associated with the ticket.
C.3.7.1 2.3.2	Plaintiff has paid the appeal Fee.

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Exhibit 4	Ticket Processing
C.3.7.1 2.3.3	Plaintiff has paid any transcript Fees associated with the appeal, if applicable.
C.3.7.1 2.4	Make a transcript request (printed and digital file) for appeals regarding tickets for Moving Infractions.
C.3.7.1 2.5	Capture the Disposition Code to indicate that the appeal is processed if the Plaintiff has satisfied the preconditions for appeal before the end of the appeal period. The Disposition Code shall trigger the generation of an acknowledgement of receipt Notice to the Customer
C.3.7.1 2.6	Automatically update the Disposition Code to indicate that the appeal is dismissed if the Plaintiff has not been able to satisfy the preconditions for appeal before the end of the appeal period. The Disposition Code shall trigger the generation of an appeal dismissal letter to the Customer.
C.3.7.1 3	Case Folder: To ease the review process during hearings, assemble and store a folder that contains all information regarding one or more tickets that are heard together. The Contractor shall:
C.3.7.1 3.1	Use the same Case Folder for the appeal review as was created for the adjudication review.
C.3.7.1 4	Appeals Queue: To organize and manage the appeals process, maintain a queue or schedule for appeals. The Contractor shall:
C.3.7.1 4.1	Maintain a schedule or queue for cases reviewed by the Appeals Board.
C.3.7.1 4.2	Maintain User definable thresholds for the number of cases in a queue.
C.3.7.1 4.3	Generate an alert for the supervisor when the number of cases in a queue exceeds the threshold.
C.3.7.1 5	Transcript: To ensure that all available information about a ticket is Captured, maintain and store transcripts. The Contractor shall:
C.3.7.1 5.1	Capture an image of the court transcript as well as the digital Audio File.

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Exhibit 4	Ticket Processing
C.3.7.1 6	Miscellaneous. The Contractor shall:
C.3.7.1 6.1	Enable a Plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in the same Case Folder.
C.3.7.1 6.2	Provide online access to the Case Folder to authorized Users.
C.3.7.1 6.3	Capture Disposition Code, and date and time of resolution when an appeal is resolved.
C.3.7.1 6.4	Notify DMV of Disposition Code when an appeal is resolved.
C.3.8	Notification
C.3.8.1	Notification: To communicate information, status, and decisions to the Customer, in support the notification function. The Application uses a notification service to format and distribute Correspondence. The Contractor shall:
C.3.8.1. 1	Generate a Notice when •the Application accepted a request for appeal •the Application dismisses a request for appeal •the judge enters a disposition for an appeal •the Plaintiff fails to appear for an appeal
C.3.8.2	Correspondence. To fulfill its tasks to assist in the ticketing process, store digital image and information on all incoming and outgoing Correspondence. The functions as written in this section pertain to tracking Correspondence. Unless otherwise noted, the Contractor shall:
C.3.8.2. 1	Tracking Correspondence: To support the adjudication process, Capture all Correspondence.
C.3.8.2. 1.1	Track each Notice as the Application generates it.
C.3.8.2. 1.2	Facilitate the imaging Capture of outgoing Correspondence. If the Notice is computer-generated, ensure a 'copy' of the Notice as printed is attached to the Infraction. If the Notice is a back-office-generated letter, provide the capability to Capture the document in the ticket processing service and link it to the appropriate record.
C.3.8.2. 1.3	Facilitate the imaging and Capture of conventional incoming Correspondence.
C.3.8.2. 1.4	Facilitate the Capture of incoming electronic Correspondence.
C.3.8.2. 1.5	Facilitate the Capture of telephone Correspondence.

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Exhibit 4	Ticket Processing
C.3.8.2. 1.6	Capture postmarked mailing date, Correspondence Type, name of sender, and address of sender.
C.3.8.2. 1.7	Facilitate the linkage of Correspondence information to a ticket number.
C.3.8.2. 1.8	Facilitate the linkage of Correspondence information to a vehicle registration.
C.3.8.2. 1.9	Facilitate the linkage of Correspondence information to a driver's license.
C.3.9	Parking and moving violation Enforcement. Assist the traffic enforcement officer in gathering ticket information. The functions as written in this section pertain to the parking enforcement. The Contractor shall provide the following data to Law Enforcement:
C.3.9.1	Exchange information. The Contractor shall:
C2.9.1. 1	Provide vehicle and model based on Tag Number.
C2.9.1. 2	Provide driver information based on vehicle primary owner.
C2.9.1. 3	When traffic tickets are issued, check to see if the vehicle is eligible for other tickets.
C2.9.1. 4	Automatically determine if the vehicle registration owner's record warrants tickets for other Infractions.
C2.9.1. 5	Determine if Law Enforcement wants the vehicle (stolen or used in criminal activity).
C2.9.1. 6	Provide vehicle description based on Tag Number.
C2.9.1. 7	Determine if the vehicle is eligible for Booting or towing.

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Exhibit 4	Ticket Processing
C2.9.1. 8	Determine if the vehicle in its current location is violating any parking restrictions.
C2.9.1. 9	Determine if the vehicle was towed to its current location. If so, the vehicle is generally not eligible for further tickets resulting from the vehicle's location.
C2.9.1. 10	Determine if the vehicle registration has expired.
C2.9.1. 11	Determine if the vehicle warrants tickets for other infractions.
C.3.9.2	Ticket Reassignment: To allow Capture of reassigned liability on a photo enforcement ticket, provide functionality to District Users to reassign the ticket to the responsible party. The Contractor shall:
C.3.9.2. 1	Provide capability for District User reassignment of moving and parking enforcement tickets that are issued to a vehicle registered by a participant of the Fleet Program to the driver's license holder at the request of the Fleet Program participant.
C.3.9.2. 2	Capture responsible party driver's license number and address and validate new responsible party's Driver License Number to determine if it is an active driver license. Search Destiny for the DL if a DC driver; otherwise, search NLETS or pass-through WALES for validation of non-DC driver licenses.
C.3.9.2. 3	Enable the reassignment of responsible party to be rolled back. This is necessary if the newly assigned responsible party denies responsibility, or if the reassigned DL provided by the Customer, is not valid.
C.3.9.2. 4	Assign Treatment Schedule to ticket when the Application reassigns the ticket.
C.3.9.3	Handwritten Ticket Issuance: The ticketing service shall have the capability to Capture and process handwritten ticket data. The Contractor shall:
C.3.9.3. 1	Gather Information: The Application Captures information from handwritten tickets.
C.3.9.3. 2	Capture Image of handwritten tickets.
C.3.9.3. 3	Capture information on handwritten ticket.
C.3.9.3. 4	Capture information pertaining to the Parking Infraction.

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Exhibit 4	Ticket Processing
C.3.9.3. 5	Capture information pertaining to the Moving Infraction.
C.3.9.3. 6	Read ticket information from ticket (using Optical Character Recognition (OCR) or bar code): ticket number.
C.3.9.3. 7	Use imaging technology to automate data Capture when possible.
C.3.9.3. 8	Ensure that the System generated ticket numbers do not duplicate the ticket numbers in the manual ticket books.
C.3.10	Booting and Towing. Manage the Booting and towing process. The functions as written in this section pertain to the Booting enforcement The Contractor shall:
C.3.10. 1	Boot Eligibility: Determine if a vehicle is eligible for Booting based upon a file downloaded daily to the DPW SFTP Server and then downloaded by DPW to the Handheld Devices.
C.3.10. 1.1	Enable the assignment of one or more evaluation rules to a tracking type.
C.3.10. 1.2	Automatically determine when vehicles are eligible for Booting.
C.3.10. 2	Tow Eligibility. The Contractor shall:
C.3.10. 2.1	Automatically determine if a Booted vehicle is eligible for towing based on how long it has been Booted.
C.3.10. 2.2	Consider business days on the calendar when determining if the vehicle is tow-eligible.
C.3.10. 2.3	Notify the towing System with a file downloaded when a Booted vehicle becomes tow-eligible.
C.3.10. 3	Fee: There is a Fee associated with Booting a vehicle. The Contractor shall:
C.3.10. 3.1	Provide the capability to the District User to apply a Booting Fee to a vehicle. Provide the capability to apply a Boot Escape Fee when the Boot is removed by the Customer.
C.3.10. 4	Boot Release: When an owner satisfies the conditions that led to the Boot, the Boot Crew releases the Boot on the owner's vehicle. The Contractor shall:

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Exhibit 4	Ticket Processing
C.3.10. 4.1	Automatically place vehicles in the release queue when they are eligible for release.
C.3.10. 4.2	Show in the Boot Queue vehicles that are eligible for Boot Release.
C.3.10. 4.3	Towing and Impoundment: Support the towing and impoundment process. The functions as written in this section pertain to the towing and impoundment process. Unless otherwise noted, the Contractor shall:
C.3.10. 4.4	Download a file to the DPW SFTP Server containing vehicles that are eligible for towing. A vehicle is eligible for towing if the type of Infraction defines that DPW must tow the vehicle.
C.3.10. 4.5	Automatically determine if a vehicle is eligible for towing. A vehicle is eligible for towing if DPW has Booted it for a certain period.
C.3.10. 4.6	Notify the towing System about vehicles that are tow-eligible.
C.3.10. 4.7	Notify the towing System about vehicles that are eligible for release. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated.
C.3.10. 5	Fees: There is a Fee associated with towing and storing a vehicle. The Contractor shall:
C.3.10. 5.1	Obtain towing Fee from towing System.
C.3.10. 5.2	Obtain storage Fee from towing System.
C.3.11	FLEET PROGRAM
C.3.11. 1	The Application manages the Fleet Programs. The requirements as written in this section pertain to the governmental, commercial, and rental Fleet Programs. Unless otherwise noted, the Contractor shall:
C.3.11. 2	Program Maintenance

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Exhibit 4	Ticket Processing
C.3.11. 2.1	The Contractor manages the Fleet Program. •Facilitate the Fleet application process. •Facilitate a mail-in application process. •Facilitate an online application process. •Generate a contract for Customer signature. •Facilitate the Fleet set-up process. •Facilitate the maintenance of corporate information. •Facilitate the maintenance of Fleet information. •Facilitate the Fleet termination process.
C.3.11. 3	Eligibility. The Contractor shall:
C.3.11. 3.1	Verify that an applicant is eligible to participate in the Fleet Program
C.3.911 3.2	Validate eligibility requirements for a company or agency to participate in the Fleet Program.
C.3.11. 3.3	Fleet companies must either own or have long-term lease agreements on the vehicles.
C.3.11. 3.4	Fleet companies must register five or more commercial vehicles.
C.3.11. 3.5	Fleet companies must not have any outstanding parking tickets to register.
C.3.11. 4	Payee Management. The Contractor shall:
C.3.11. 4.1	To support the Fleet Program, the Application allows for the reassignment of financially responsible party.
C.3.11. 4.2	Facilitate the reassignment of responsible payment party.
C.3.11. 4.3	Send ticket to new responsible party.
C.3.11. 4.4	Assign Treatment Schedule to ticket when the Application reassigns the ticket.
C.3.11. 4.5	The Application presents information in a manner that allows the viewer to accomplish its task in the most efficient manner.
C.3.11. 5	Display summary. The Contractor shall:
C.3.11. 5.1	Display program summary information: company name, company address, certifying official's name, and certifying official's telephone number.
C.3.11. 5.2	Display summary information for each vehicle: vehicle registration number, and internal vehicle identification.
C.3.11. 5.3	Display summary ticket information for each vehicle: ticket number, issue date, Infraction Type, and monetary amount due.
C.3.11. 5.4	Display adjudication status for each adjudicated ticket: hearing schedule or disposition.
C.3.11. 6	Display details. The Contractor shall:

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Exhibit 4	Ticket Processing
C.3.11. 6.1	Display program detail information: company name, company address, certifying official's name, and certifying official's telephone number, company identification, application date, termination date, and approval code.
C.3.11. 6.2	Display detailed information for each vehicle: vehicle registration number, state, registration expiration date, Vehicle Identification Number (VIN), vehicle make, color, body style, internal vehicle identification, and vehicle owned/leased.
C.3.11. 6.3	Display adjudication status for each adjudicated ticket: hearing date, disposition, adjudicator code, and all ticket payment information.
C.3.11. 6.4	Allow a User to print displayed information for offline viewing.
C.3.11. 6.5	Allow a User to export displayed information to a file that can later be imported in other Applications, such as spreadsheets and documents, for documentation and analysis.
C.3.11. 7	Miscellaneous. The Contractor shall:
C.3.11. 7.1	Exempt Fleet vehicles from Booting, but not from towing.
C.3.11. 7.2	Exclude non-vehicle based tickets from the Fleet Program.
C.3.11. 8	Treatment Schedule
C.3.11. 8.1	To facilitate the Treatment Process, the Contractor facilitates the creation and maintenance of User defined Treatment Schedules.
C.3.11. 8.2	Enables the assignment of separate Treatment Schedules to Fleet ticket.
C.3.11. 9	Rental Fleet Application. The Contractor shall:
C.3.11. 9.1	Captures information about rental Fleets.
C.3.11. 9.2	Capture contact Information: certifying corporate official.
C.3.11. 9.3	Capture Fleet information: vehicle information, internal vehicle identification, and vehicle owned/leased.
C.3.11. 9.4	Capture application information: company identification, application date, termination date, reason for termination, and approval code.
C.3.11. 10	Government Fleet Application. The Contractor shall:
C.3.11. 10.1	Captures information about government Fleets.

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Exhibit 4	Ticket Processing
C.3.11. 10.2	Capture contact information: certifying agency official.
C.3.11. 10.3	Capture Fleet information: vehicle information, internal vehicle identification, and vehicle owned/leased.
C.3.11. 10.4	Capture application information: agency identification, application date, termination date, reason for termination, and approval code.
C.3.11. 10.5	Fleet Program Reporting. Manage the Fleet Programs for ticket processing. The functions as written in this section pertain to the governmental, commercial, and rental Fleet Programs. Unless otherwise noted, the Contractor shall:
C.3.11. 11	Status Reports: Generate and notify Fleet Program participants and certifying officials of the availability of their regularly scheduled reports.
C.3.11. 11.1	Generate regularly scheduled Notices to the Fleet Program participants and certifying officials on tickets issued to vehicles registered in the Fleet Program, the current status of those tickets including payments made and hearings requested, and vehicles registered in the program.
C.3.12	Remote Devices. The Contractor shall:
C.3.12. 1	Remote Devices – General. Capture and process information gathered with remote devices, such as handheld devices and mobile data units. The functions as written in this section pertain to Modular Handheld Devices and MDTs and the function of these remote devices. Unless otherwise noted, the Contractor shall provide the following capability:
C.3.12. 2	Gather Information: Capture information resulting from any activities relating to parking or moving enforcement using a daily file upload from the DPW SFTP Server or from other manual Tickets entered by the contractor. The Contractor shall:
C.3.12. 2.1	Gather information pertaining to parking enforcement.
C.3.12. 2.2	Gather information pertaining to time tracking.
C.3.12. 2.3	Gather information pertaining to moving enforcement.
C.3.12. 2.4	Gather information pertaining to registration of out-of-state automobile enforcement (ROSA).
C.3.12. 2.5	Gather information pertaining to Boot enforcement.

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Exhibit 4	Ticket Processing
C.3.12. 2.6	Gather information pertaining to towing enforcement.
C.3.12. 2.7	Gather information pertaining to meter functionality.
C.3.12. 3	Data Availability: To enable a parking or traffic enforcement officer to effectively enforce parking and moving restrictions, provide access to vital information. The Contractor shall:
C.3.12. 3.1	Obtain a batch file daily from DMV with vehicle registration information.
C.3.12. 3.2	Search on the VIN or Tag Number to determine if the vehicle or tag is stolen or wanted.
C.3.12. 3.3	If the vehicle is wanted by Law Enforcement, alert the officer who Cited the vehicle that the vehicle is wanted by Law Enforcement.
C.3.12. 3.4	Maintain residential Parking Zone information.
C.3.12. 3.5	Maintain up-to-date Infraction Type data.
C.3.12. 3.6	Maintain up-to-date ticket forms.
C.3.12. 3.7	Have access to up-to-date meter inventory information.
C.3.12. 4	Inquiry: Present information in a manner that allows the traffic enforcement officers to accomplish their tasks in the most efficient manner.
C.3.12. 4.1	Provide capability to inquire on tickets.
C.3.12. 4.2	Inquire on ticket based on vehicle Tag Number.
C.3.12. 4.3	Inquire on ticket based on Vehicle Identification Number (VIN).
C.3.12. 4.4	Retrieve vehicle activity information based on vehicle Tag Number.
C.3.12. 4.5	Obtain a file daily from DMV with Vehicle Identification Number (VIN).
C.3.12. 4.6	Retrieve ticket activity information based on ticket number.
C.3.12. 4.7	Retrieve ticket activity information based on sighting location.
C.3.12. 4.8	Retrieve ticket activity information based on badge id.

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Exhibit 4	Ticket Processing
C.3.12. 4.9	Retrieve ticket activity information based on any combinations of these parameters.
C.3.12. 5	Remote Devices – Cameras. Accept digital Images, from the MPD Red Light and Photo Radar Ticket. The functions as written in this section pertain to the Capture and use of Images. Unless otherwise noted, the Contractor shall:
C.3.12. 5.1	Capture Infraction information directly from the MPD application: camera identification, date and time, sighting location, Infraction Type, maximum allowable vehicle speed, speed of the vehicle, maximum allowable vehicle height, height of vehicle, reliability information, badge id (for radar cameras), beat number, and agency.
C.3.12. 6	Review Process by MPD Prior to Entry into the Ticketing Service
C.3.12. 6.1	An authorized officer from MPD shall review queued images from the Red Light Contractor and approve the issuance of a ticket resulting from an Infraction Captured by a traffic camera. If the officer does not deem that the photo is sufficient for a ticket, Capture the photo in a file in the ticketing System for rejected photos along with the date and officer ID and an explanation for the rejection. This information can be accessed by camera number, date, officer ID, and location. Otherwise, if the officer deems the photo Captured the violation, the Contractor shall:
C.3.12. 6.2	Provide security to ensure access and approval is limited to MPD officers.
C.3.12. 6.3	Accept ticket approval from the MPD System.
C.3.12. 6.4	Attach to current record for that driver or vehicle or create new record using the Tag Number.
C.3.12. 6.5	Send the traffic ticket Captured from a traffic camera to the vehicle registration owner. The Notice shall contain the Image and pertinent information. The Notice shall be generated within 72 hours.
C.3.12. 6.6	Generate a Notice of Infraction on MPD letterhead.
C.4	Back-Office Service
C.4.1	Background The Contractor shall provide the people, and equipment required in handling all Correspondence processing (e.g., payments), manual ticket processing, mail-in adjudication, documents imaging and all back office-related activities associated with ticket services. The Contractor shall also provide office space to the District for this operation and include at least two offices for DMV staff.
C.4.2	PROCESS REQUIREMENTS

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Exhibit 4	Ticket Processing
C.4.2.1	Manual Processing
C.4.2.1. 1	Although the majority of tickets will be electronically Captured the Contractor shall support manual work required to process (e.g., imaging and data entry and payment processing) mail-in requests and manual ticket processing. The mail-in requests include ticket payments that should go to the lockbox operation but are sent by mistake directly to DMV or are deposited in the DMV lobby box. (Note: In general, all payments for a DMV ticket transaction should process directly to the lockbox operation but this does not always occur as desired.) Additionally, other activities include requests for adjudication actions, hearing scheduling, refund processing, appeals, consolidated payments (i.e., one payment for multiple ticket transactions), research and problem resolution, and all other back-office related activities handled by the DMV in reference to ticket processing. Each request may have more than one item or action that is required. The detail of how to handle each is provided below.
C.4.2.2	Mail-in Ticket Payments
C.4.2.2. 1	The Contractor may receive mail-in payments. This includes all types of tickets. A Lockbox P.O. Box number is provided on tickets for the Customer to mail payment. Some Customers, however, do not use the PO Box; rather, they send their payment direct to DMV. The P.O. Box number relates to the lockbox service which is a separate RFP. The Back-Office service, however, will also handle receipt of mail that should have gone to the lockbox but was inadvertently sent directly to DMV. The System or Contractor shall provide the following to the District in support of mailed payments:
C.4.2.2. 2	Process the mailed tickets and payments. This includes: •Provide a courier to collect the items from the DMV service centers. Date and time-stamp each. •Scan the documents, including the envelopes, into the System, along with validations. Ensure postmark is Captured. •Record the receipt of payment. •Capture and process into the System all Data Elements necessary from each ticket and payment.
C.4.2.2. 3	Scan (i.e., a bar code will be present on all documents generated by the System to expedite finding the record in the ticket System). The Contractor shall enter the Data Elements, including but not limited to the following, if available:
C.4.2.2. 3.1	•Tag Number for quality control edits (verifies correct record, Double Blind entry if not obtained using Barcode) •Operator ID (automatically Captured by the System in most cases based on login ID) •Process Date •Amount Paid (Double Blind entry) •Check Number •Method of Payment •Notice Number •Notice Date (delinquent) if applicable

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Exhibit 4	Ticket Processing
C.4.2.2. 4	Information on the type of Notice to generate is addressed in the ticket processing service provider SOW. Capture ticket data for audit purposes, when the ticket is not found in the System. (This may occur, for example, if someone receives a hand written ticket and comes in to pay before the ticket book is turned in for processing.) This goes into the Ticket System.
C.4.2.2. 4.1	•Operator ID •Process Date •Tag Number (Double Blind entry) •Drivers License Number, if applicable. •Ticket Amount •Amount Paid (Double Blind entry) •Check Number •Method of Payment •Notice Date (delinquent) if applicable •Notice Type if applicable •Ticket Number
C.4.2.2. 5	Generate report of payments received.
C.4.2.2. 5.1	Generate reports electronically, with remote viewing capabilities
C.4.2.2. 5.2	Generate daily report showing tickets awaiting verification and reconciliation purposes prior to deposit.
C.4.2.3	**Support error status resolution.** The Contractor shall:
C.4.2.3. 1	Assign error status codes to support all potential errors to include but not limited to:
C.4.2.3. 2	Ticket number invalid
C.4.2.3. 3	Program ID invalid: Fleet Program, Rental Program, or Installment Plan.
C.4.2.3. 4	Resolve all errors within 24 hours depending upon System availability. (not counting System downtime)
C.4.2.3. 5	Contract, at Contractor's expense, an outside audit firm approved by the District to perform audits of all activity and financial transactions every 3 months.
C.4.2.4	**Manual Ticket Processing.**

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Exhibit 4	Ticket Processing
C.4.2.4. 1	Approximately 20% of the District Parking Tickets are written by District enforcement officers using manual ticket books. In addition to photo enforcement, moving violations are issued by District police using manual ticket books. Volumes are expected to be 450,000 – 550,000 annually initially, but may decrease as MDT and hand-held devices proliferate. The Contractor shall process these tickets. The Contractor shall: 1. Provide automated ticket stock to be utilized by ticket writers using remote handheld devices and MDTs. Ticket stock specifications must be linked to the technical requirements of the remote handheld devices and MDTs used and the needs of DPW or other using agencies. 2. Maintain inventory control and coordinate inventory levels. 3. Include, on invoices to the District, direct costs for ticket printing that shall be reimbursed by the District. 4. Be responsible for the proper functioning of ticket stock for the intended purpose.
C.4.2.4. 1.1	Process tickets for parking and moving violations. These tickets can come from a variety of agencies, including MPD, DPW, GAO, Capital Police, Park Police, and other enforcement agencies.
C.4.2.4. 1.2	Date and time stamp all tickets processed and assign a batch number (if processed in batch mode).
C.4.2.4. 1.3	Manually code issuing agency number and violation, and key all Data Elements with double-blind verification, to include: Parking tickets: ticket number, date/month/year/time, Tag Number, state code, vehicle make, vehicle location (including quadrant), violation code, meter number, Fine amount, issuing agency, badge number, and any comments noted on the back of the ticket. For voided tickets, the System shall reflect the dollar amount as $0. Moving tickets: operator permit number, ticket number, date/month/year/time, Tag Number, state code, vehicle make, violation location (including quadrant), violation code, indicator if hazardous material or CDL license, Fine amount, issuing agency, badge number, CAD number and accident number. For warning tickets, the System shall reflect the dollar amount as $0.
C.4.2.4. 1.3.1	•Reconcile tickets to the number of records updated and dollar amounts to dollar value written on tickets •Perform edit processing and research edit discrepancies •Generate balancing reports •Store tickets for a minimum period of one year, and retrieve any individual ticket from storage upon User request
C.4.2.4. 1.4	The data on the vehicle and owner, if not on the ticket, will be obtained by the service provider from various sources to populate the ticket record.
C.4.2.4. 1.5	Enter manual tickets into the Ticket System by the end of the next business day.
C.4.2.4. 1.6	***Provide error status resolution.*** The Contractor shall:

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Exhibit 4	Ticket Processing
C.4.2.4. 1.6.1	Assign error status codes to support all potential errors to include but not limited to: invalid Infraction code and missing information
C.4.2.4. 1.6.2	Resolve 95% of all errors within 24 hours working with District Employees. After 24 hours the remaining 5% should be couriered over to the "C" street DMV site, with attention to the Hearing Support Manager.
C.4.2.4. 1.7	**Mail-in Adjudication**
C.4.2.4. 1.7.1	The Customer can either pay a ticket or request adjudication. Adjudication encompasses an in-person hearing request for moving or radar tickets, a request for resolution via mail, web adjudication, re-scheduling of hearings, and potential appeals. The Contractor shall process all of related mail appropriately into the Ticket System. The Contractor shall:
C.4.2.4. 1.7.2	Provide one Post Office box for adjudication requests that are mailed. The Contractor has the option to obtain more than on PO box to be used for each ticket type, allowing pre-sorting.
C.4.2.4. 1.8	***Accept and scan all documents provided for the following requests.***
C.4.2.4. 1.8.1	In-person hearing schedule request
C.4.2.4. 1.8.2	Adjudication by mail including back office support of the Fleet adjudication program.
C.4.2.4. 1.8.3	Rescheduling of hearing
C.4.2.5	**Appeals.** The Contractor shall:
C.4.2.5. 1	Process the requests into the Ticket System. This includes capturing the Data Elements necessary from the requests and processing the data appropriately. (Details below)
C.4.2.5. 2	Process any requests placed in the drop box. This will include providing a courier to pick up from each service center (and also deliver to each service center.) This will include, for example, transactions that are incomplete and need to be researched by DMV staff. This also includes capturing the Data Elements necessary from the requests and processing the data appropriately.
C.4.2.6	**Correspondence.** The Contractor shall:
C.4.2.6. 1	Date and time stamp all requests.

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Exhibit 4	Ticket Processing
C.4.2.6. 2	Enter requests directly into the Ticket System. The ticket information will be automatically populated if a barcode is available, but the Contractor shall enter the Data Elements; including but not limited to:
C.4.2.6. 2.1	Employee ID for processing clerk
C.4.2.6. 2.2	Process Date
C.4.2.6. 2.3	Type of request (i.e., mail-in adjudication, schedule hearing, reschedule hearing appeals); this shall entail reading of the Correspondence content and designation of a workflow queue into which the Correspondence should be electronically routed for further processing by DMV staff. The Correspondence shall be electronically indexed to the associated ticket number.
C.4.2.6. 2.4	Notice Date (delinquent) if applicable
C.4.2.6. 2.5	Notice Type if applicable
C.4.2.6. 3	Capture and store adjudication request information for audit purposes when ticket is not found in Ticket System. This can occur when a ticket is manually issued to a Customer, and the ticket has not been turned in for processing:
C.4.2.6. 3.1	Process Date
C.4.2.6. 3.2	Tag Number (if provided)
C.4.2.6. 3.3	Drivers License Number (if provided)
C.4.2.6. 3.4	Ticket Amount
C.4.2.6. 3.5	Notice Date (if applicable)
C.4.2.6. 3.6	Notice Type (if applicable)
C.4.2.6. 3.7	Process all adjudication requests within one business day.
C.4.2.6. 3.8	Image the front (and back if it contains information) of all documents and the front of all envelopes into the Ticket System by ticket number.
C.4.2.6. 4	***Provide error status resolution.***
C.4.2.6. 4.1	Contractor shall assign error status codes to support all potential errors to include but not limited to: no ticket number and missing information
C.4.2.6. 4.2	Contractor shall resolve all errors within 24 hours depending upon System availability. (not including System downtime)
C.4.2.7	**Other Correspondence**

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Exhibit 4	Ticket Processing
C.4.2.7. 1	If the Contractor receives questions specific to the processing by the Contractor, they shall respond to the Customer and scan a copy of the Correspondence. The Contractor may receive letters asking questions that are not specific to the processing and that the Contractor is unable to answer. In these cases, the Contractor shall forward the original document to the specified person at the appropriate agency (e.g., DMV, adjudication, MPD, DPW). The Contractor shall:
C.4.2.7. 2	Send the original over to DMV ("C" street), with attention to the Hearing Support Manager.
C.4.2.7. 3	The Contractor shall also scan, track and store all received Correspondence along with the replies and, where possible, associate the scanned Image with a ticket for the person in question.
C.5	**Mailing Service SOW**
C.5.1	The Contractor shall provide mailing services that include the ability to generate, fold, stuff and mail the Notices and information. The Contractor shall provide for the resources and the equipment needed to perform this service. Postage shall be billed at cost on a monthly basis. The chart below provides estimated yearly volumes for the Notices sent to Customers.
C.5.2	The Contractor shall send parking and moving ticket overdue Notices (apx. 800,-000), photo enforcement tickets (apx. 575,000), photo enforcement overdue Notices (apx. 246,000), and hearing appointment letters (apx. 21,000) to Customers each year, exclusive of delinquent collections activity which is a component of a separate RFP.
C.5.3	The Contractor shall provide the service for a minimum of a two-year contract, with three (optional) one-year extensions. The contract shall also provide for a month-to-month default structure after the initial term is complete. Other term options will be considered.
C.5.4	The Contractor shall also make recommendations based upon their expertise, for process improvements and best practices that could be implemented by the District in support of this effort.
C.5.5	**PROCESS REQUIREMENTS**
C.5.5.1	***Notification PRINTING AND Mailing***: In support of paper notifications, the Contractor shall:
C.5.5.2	**Printing.** The Contractor shall:
C.5.5.2. 1	Receive an electronic file of notifications from the Ticket Processing System on a daily basis and generate Notices within 24 hours.

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Exhibit 4	Ticket Processing
C.5.5.2. 2	Print Notices onto proper forms with proper logo. (Logo will be provided.) Types include but are not limited to:
C.5.5.2. 3	Ticket forms: the forms used to issue tickets.
C.5.5.2. 4	Notices forms: the forms used to generate Notices for the Treatment Process.
C.5.5.2. 5	Pre-drafted Correspondence forms: the forms used for Correspondence outside the normal ticketing and Treatment Process.
C.5.5.2. 6	Pre-drafted Fleet application forms: the forms used for applying for participation in a Fleet Program.
C.5.5.2. 7	Pre-drafted Fleet Program contract forms: the forms used for establish participation in a Fleet Program.
C.5.5.2. 8	Pre-drafted Installment Plan contract forms: the forms used to establish participation in an Installment Plan.
C.5.5.2. 9	Mail adjudication hearing records.
C.5.5.3	**Mailing.** The Contractor shall:
C.5.5.3. 1	Mail Forms using address provided on the electronic file. Whenever possible, take advantage of bulk and pre-sorted by zip code rates.
C.5.5.3. 2	Validate Name and address through a third party Contractor.
C.5.5.3. 3	Provide all necessary materials in support of mailings.
C.5.5.3. 4	Ticket forms: the forms used to issue tickets.
C.5.5.3. 5	Notices forms: the forms used to generate Notices for the Treatment Process shall be User definable and can be edited easily by authorized Users.
C.5.5.3. 6	Pre-drafted Correspondence forms: the forms used for Correspondence outside the normal ticketing and Treatment Process.
C.5.5.3. 7	Pre-drafted Fleet application forms: the forms used for applying for participation in a Fleet Program.
C.5.5.3. 8	Pre-drafted Fleet Program contract forms: the forms used for establish participation in a Fleet Program.
C.5.5.3. 9	Pre-drafted Installment Plan contract forms: the forms used to establish participation in an Installment Plan.
C.5.5.3. 10	Mail adjudication hearing records.

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Security Requirements		
Standard	**Requirements**	**ACS Solution**
DC Security Standard	Must conform and adhere to: • OCTO003.350 Desktop Security • OCTO003.010 Data Sensitivity • OCTO003.320 Network Connectivity • OCTO003.510 Systems Security Hardening • OCTO003.380 Wireless Communications Standard	While these OCTO standards are not published on the OCTO or DC Websites (www.octo.dc.gov, www.dc.gov) ACS utilizes current industry specific desktop, data sensitivity, network and systems hardening standards. ACS will conform to the OCTO Wireless Communications standard by deploying eDVO BroadbandAccess WiFi by Verizon Wireless.

Federal Security Standard	Must conform and adhere to CJIS Security Policy Version 3.1:
	
	• Security Programs
	  o Security Roles and Responsibilities
	  o Information Security Officer Responsibilities
	• Personnel Background Screening
	  o Personnel Background Screening for System Access
	  o Personnel Background Screening for Hardcopy Access
	  o Standards for Discipline
	• Physical Security
	  o Security Standards Enforcement
	  o Specific Facility Security Standards
	• Administrative Security
		No longer a requirement under Amendment 6 to the RFP (Security section references both OCTO standards documents and CJIS Security Policy Version 3.1, September 2002 standards documents. As of 2004, the CJIS policy is not longer available via the internet. Please provide copies of those documents.

Security Requirements		
Standard	Requirements	ACS Solution
	o Originating Agency Identifiers (ORIs) o State and Federal Agency User Agreements o Local Criminal Justice Agency User Agreements o Non-criminal Justice Governmental Agencies o Private Contractor o Awareness and Training o Security Monitoring o Notification o Disposal of Media o Documentation of Network Configuration o CJIS Network Configuration Example • Technical Security o Identification o Authentication o Wireless o Encryption o Encryption Audit Considerations o Dial-up Access o Access Control o Audit o Audit Trails o Internet Access o Firewalls o Internet Firewall Architecture Diagram o FBI CJIS Criminal History Record Information via the Internet • Dissemination of State or Federal Hot File Records o Commercial Dissemination	Please refer to the OCTO security standards on the Internet as the CJIS standards are no longer there.)

Security Requirements		
Standard	Requirements	ACS Solution
	• Dissemination of III/Criminal History Record Information (CHRI) o Logging o Use of Information o Direct Dissemination to Personnel o Dissemination of Criminal History Record Information o Storage of Criminal History Record Information o Disposal of Criminal History Record Information o Voice Transmission of Criminal History Record Information o Facsimile Transmission of Criminal History Record Information • CJIS Records Information Systems Auditing o Biennial Control Terminal Agency Audits o Biennial FBI CJIS Division Audits o Special Security Audits o Security Audit Capability • Security Incidents and Violations o Incident Response Capability Structure o Identifying Incidents o Investigating (Incident Handling) o Reporting o Recovery o Web Links	

1.4.12 Roles and Responsibilities - Inspection and Acceptance

Clear client/contractor roles and responsibilities contribute to the effectiveness of viable systems implementations and municipal ticketing programs. A complex ticket Processing System and Services program, as envisioned in the RFP including Adjudication support, complex reporting, booting and towing operations, and ticket inquiry functions requires reliable and robust documented systems policies, procedures, Q&A, testing ongoing inspection. ACS has a long history of successful end-to-end systems management in The District and in other large cities throughout the country and is well positioned to leverage this experience during the implantation and operation for the ticket Processing System and Services program.

Inspection of Services

ACS is prepared to allow District Inspection personnel to inspect and test the system and services in the ACS facility and to examine the system inspection tools utilized on this project. Records of all inspection work performed will be maintained and made available to the District at any time of their choosing during the life of the contract and will he made available, with prior notification, at ACS facilities. System defects will be corrected according to the scope of the contract and ACS will take necessary action to ensure that system performance conforms to contract requirements should a system defect be realized.

Quality Assurance

A successful Ticket Processing System depends on quality control. ACS will establish a quality assurance program that includes the planned, systemic action necessary to ensure that we comply with the requirements of the District. Quality Assurance of ticket processing operations and its ancillary support services is critical. ACS' Quality Assurance Program will use a comprehensive Management Information System approach to hold all team members strictly accountable for meeting key performance indicators on a daily, weekly, and monthly basis.

The ACS quality assurance plan is currently in place under the existing ticket processing and support services contract and meets the scope of this requirement. Every aspect of service and all operating components including systems documentation, application coding standards, system deliverables, business continuity plans, project management scheduling, and system response time monitoring in support of the Districts' mission critical workflow will be included ACS will complete daily reports documenting activities performed by systems and personnel and work activity will be measured to determine compliance rates. Internal audits will be randomly performed, ensuring that all system performance and processing is accurately performed and to determine opportunities for improvement.

In addition, ongoing automated reports and Q&A activities will reconcile key system performance actions recorded at different times. For example, these activities will ensure that all the related documented system standards are monitored and enforced. ACS will have dedicated operations manager(s) that will continuously be evaluating the systematic progress relative to

program requirements and the review of deliverables. Q&A activities will fully support risk identification analysis, on-going risk monitoring, and contingency planning. ACS' comprehensive Management Information System Q&A approach will ensure that the Ticket Processing System and its ancillary components are sized and can be expanded to allow for the future system and program growth.

Quality assurance is part of our procedures and is built into our technology.

In addition to the quality assurance procedures that are built into every aspect of our parking management programs, from new ticket update to every action that follows, our system has built-in monitoring to ensure contract compliance. Our technology constantly tracks systems availability. As required by the RFP, we will provide the District with reports detailing every aspect of system availability on a monthly basis, such as reports for eTIMS^{SM}, the cashiering units, and the Pay-by-Web site.

Testing

ACS provides the lowest risk approach for the District to achieve an on time and fully operational system. We will provide a lucent new solution, eTIMS^{SM}, integrated with testing processes refined over decades of experience in this type of implementation.

The ACS solution is to provide our eTIMS^{sm} product to the District and to operate and support it from our Data Center in Tarrytown, New York. Our eTIMS^{SM} product is provided to over 40 clients, all of which use the same solution that we are proposing for the District. The vast majority of the software components that the District requires is already developed and has been operational in a proven, production environment for years. Implementing our system for the District will be largely a matter of product configuration and not product development.

In the summer of 2005 ACS implemented the eTIMS^{SM} service in Montgomery County (MOCO). With the flawless configuration and integration of the application installed, local MOCO IT elements were sensibly reduced to local routers and switches and a file server; eliminating local database storage and associated responsibilities. Now direct connections to central images, reports and information were obtained from dedicated in out Tarrytown (TT) location. The local installation was smooth and efficient. ACS installed links to the TT database, opened required ports and installed the local JAVA application and users were off and running. Because of this, we believe it is possible to dramatically accelerate many of the components, integration, and acceptance testing phases specified in the RFP.

ACS commits to a 90-day implementation period with a 60-day period for creating test files and making system modifications, enhancements, and other changes followed by a 30 day period of testing.

In addition, ACS' testing methodology provides a comprehensive verification of the District's functional and performance requirements. We will ensure the functionality and reliability of the

system through a series of increasingly comprehensive tests as part of the Ticket Processing System are completed and integrated. The goal of our test methodology is to find and repair problems as early as possible. Not only is the early resolution of problems the least expensive approach, but it reduces the risk of problems being detected late in the development cycle when they might have an operational impact. Each component undergoes a component test as it is completed followed by an integration and interface test. Finally, the system will be tested as a whole leading to formal acceptance.

Our proven testing methodology is based on the processes described in the ACS System Development Life Cycle Guidebooks and summarized in this proposal. These processes have been specifically tailored for the District system to provide for the most cost effective and comprehensive approach towards validating the requirements. The ACS test approach provides traceability back to the documented requirements to ensure that all functionality is covered. Tests are based on written, and approved, test procedures so that prior to the test all stakeholders are in agreement that the proposed test will validate the functionality. All defects are documented and when repaired, formally retested.

Test approach elements include:

- **Test Planning**—This step ensures that a well thought out and comprehensive test is conducted. It is an iterative process that defines the mechanisms to be used to test the system requirements, and to validate that the system can be used to meet the business processes associated with meter operation and parking management.
- **Component Test**—The pertinent software developer is responsible for performing this level of testing on the software component(s) they develop.
- **Integration and Interface Test**—As components are completed; they are integrated, or combined, to form larger components or subsystems. This testing verifies that the integrated components communicate correctly, with one another, and that they perform their required individual and integrated functionality. It also verifies that both internal and external interfaces have been correctly implemented.
- **Acceptance Test**—These are the set of tests that verify the operational readiness of the system. ACS will conduct these tests based on an approved test plan that provides traceability to the complete set of functional and performance requirements.
- **Reliability Test**—This test will validate that the system performs its functionality and provides an availability level of 97 percent over a thirty-day period.
- **Functional Performance Test**—During this test period the test will verify the accuracy of all functions provided by the system. During a normal processing cycle all outputs and reports will be validated.
- **Full Load Response Test**—This test will validate that the system meets documented response time requirements while processing a full load.

Supporting our test process is an integrated team of developers, testers, quality assurance personnel and managers, each with a specific role. We will have an implementation team

dedicated to tasks throughout the entire process as well as any subsequently needed support. Our DB, WAN and network engineers in NY and here in DC will have full support staff assigned to the flawless integration over to the eTIMS^{sm} implementation.

- **Developers**—Responsible for component and integration testing for the component(s) they develop. They will also provide support during the integration and acceptance tests. When problems are identified, they are responsible for investigating the cause and implementing the fix to those problems.
- **Testers**—Responsible for developing and implementing a specific approach to validating that the system performs as specified by the requirements. In addition to designing and conducting the tests, the test team analyzes the results, and documents any problems they find.
- **Quality Assurance**—Our quality assurance personnel ensure that the test is conducted as documented. They are also responsible for reviewing the test program to ensure that it covers all aspects of system functionality, performance and reliability. Additionally, quality assurance personnel will be responsible for problem tracking.
- **Management**—Our management team will review the test status and problems to ensure that the application is responsive to the District's needs. Management reviews problems and schedules to determine if additional resources are required, and if so, to obtain those resources.

Test Planning

The test program requires early, detailed planning to ensure that the required test plans, test tools, test data, personnel and test environment are ready for when testing begins. After contract award, we begin a continuing and iteratively refined process for managing the testing of the system requirements. These activities can be accomplished quickly because of the depth of experience we have implementing parking management information systems. Our approach is to build on what we have developed and proven in other locations.

Requirements Analysis—One key to a successful test is to have testable requirements. Our systems engineers develop system level requirements augmenting what we have learned elsewhere with the District's unique requirements. Our test engineers review the requirements to ensure that each is well stated so that there is no ambiguity as to the meaning, and that each requirement is testable in a straightforward manner.

Review of Test Philosophy—During the design activities the concepts and philosophy for testing the system will come into focus. This includes a mechanism for how each of the requirements will be verified. As our proposal is based on a standard ACS product set, we have in place processes that have been proven in the testing of parking management information systems. These concepts will be documented in a test plan that will be submitted to the District for approval.

Design and Review of Component and Integration Tests—Successful component level testing is an important part of the overall test process. It is these lower level tests that give the implementation team the confidence to proceed with integration testing. By adequately testing at the component level, we eliminate the frustrating aspect of interruptions to an integration or acceptance test to respond to component problems.

Interactive Refinement of Test Procedures—After the test plan has been approved and baselined, test procedures are developed to lie out the step-by-step actions to perform the test. Since ACS already has a step of test procedures we will review and refine those procedures to include District specific requirements.

Component Testing

The purpose of the component test activity is to verify that the developed code functions correctly and implements the requirements. It is important that component testing is comprehensive and performed well since errors detected during the component test are the most straightforward to fix. This is also the least expensive time during the development process to fix errors. The software developer is responsible for performing the component testing since this is the individual most familiar with the code and the allocated requirements.

Develop Test Support Software—Since individual software components will be tested in a standalone environment, support software may be required to simulate units that communicate with the component being tested. We will review our existing suite of test support software and make any modifications required for the District system.

Generate Component Test Procedures—Each developer prepares for component testing by generating a set of component test procedures. Such procedures are reviewed by the developer's peers, and maintained in a software development folder for the component. In generating the component test procedures the allocated requirements, and operational concepts are used as guides. Test data to demonstrate the required processing must be identified and acquired.

Both structural and functional tests will be performed. This includes ensuring that all paths through the code are exercised (structural tests), and that all requirements assigned to the component are tested (functional tests). Additionally, any special conditions, such as start up or error conditions will be identified and planned for as part of the test.

Conduct Component Tests—The component testing is performed and the results are placed in the software development folder. This will serve to document what was performed during the component test so, if necessary, the results can be compared to results obtained during integration or acceptance testing. The results are checked and any errors are also documented in the software development folder. The developer then corrects the errors and reruns the test to verify the correction. One of our quality practices is to have a second developer, or a quality assurance representative, witness the final run of the component test as an extra validation that the software is running correctly. Once the component test indicates that there are no errors, the component can be submitted for integration testing.

Interface and Integration Testing

The same process is performed for each subsystem during the integration test phase. In particular, the set of units for a subsystem, which have been component tested, will be integrated into a complete software subsystem. The integration tests include validating the interaction between software, hardware and database components, and verifying their operation in accordance with system requirements and design documentation.

Each integration test case defines the inputs required for execution, the procedures, the expected outputs and the criteria by which the outputs will be evaluated to determine whether each requirement associated with the test case has been validated.

This level of testing accomplishes the integration of each subsystem, and verifies the interfaces between the components that make up the subsystem. It involves a series of tests; each designed to fully exercise the increasing functionality as the subsystem is incrementally integrated to result in the total system ready to be included in the system integration test.

The next step is to ensure that the subsystems that comprise the parking management information system have been successfully integrated and that the system requirements have been tested.

Generate a System Integration Plan—The system integration plan describes the method to be used to assemble and test each software subsystem. It also discusses the types of testing to be used, any test tool requirements, facility and equipment requirements, required personnel and a schedule. The system integration test environment is defined including; hardware configuration, operating system and network parameters. The following procedural issues are also addressed:

- Define how the hardware configuration will be managed
- Define who will be responsible for installing the software into the test environment
- Define how test databases will he handled for the tests and how they will he backed up to provide for regression test support
- Define how test tools will be eontrolled and who will have access to them

Test cases are identified during the design phase that will form the basis for the test procedures. Test cases will be grouped based on how the software will be used operationally. Each test case will include a brief description, prerequisite inputs, and detailed execution steps, expected results for each step and successful completion criteria for each test case. Test cases are prioritized so that the cases with the highest risk can be exercised early.

The integration test plan will identify the test data required for the test program. As we expect to use District data for testing, this is the time when we will work to define the types of data and the volumes of data required. We will also address how data for anomaly conditions will be acquired.

Create/Verify Integration Test Environment—The integration test environment will be set up in accordance with configuration management procedures and the system integration plan. This includes configuring the equipment and verifying that the correct test data is ready. The initial database population must be verified prior to the start of the integration test. It is possible that the database initialization and verification will be performed multiple times throughout the integration test in order to accommodate sets of test cases with different input requirements.

Execute Integration Tests—Integration testing begins with a step-by-step build of the system in accordance with the integration plan. As components are added increasingly complex tests are conducted with the goal of capturing and correct all errors. For ACS, this process is straight forward since we will be implementing a standard product with minor customization to meet the District's specific requirements. We have implemented many similar systems and have existing integration test plans, which can be modified to meet the needs for the District.

The last step in our integration test is to conduct an end-to-end operational test of all requirements. We call this the "system test". Upon successful completion of integration testing a system test readiness review will be conducted. At this session the integration test results will be reviewed as well as the test plans and resources required for the system test. Existing deficiencies will be reviewed as an assessment is made as to whether or not the system is ready to undergo the system test.

The system test verifies the system functional and performance requirements. This test will be based on a formal test plan that will be submitted to the District for review and approval. The test plan will lie out the test environment and the personnel required to execute the test. It will also include an indication as to how each of the requirements is to be tested. Each system requirement will be mapped to a test scenario/case in which it will be validated. This mapping will be documented in the requirements verification and test matrix ensuring that the system test covers all requirements. Throughout the development process our engineers will closely monitor and requirements enhancements to ensure that the test plan adequately reflects those changes.

Test procedures are generated that will identify specific test conditions, test data and provide the test steps to be performed. After the tests have been executed, analysis of the test results is performed and test reports documenting the results will be prepared.

Detailed Analysis—Typically, the test engineer who is assigned to execute a test is also assigned to perform the analysis of the test results. However, when the evaluation criteria require specialized knowledge or skills, a subject matter expert will be brought in to help. It is the job of the evaluator to compare the results obtained to the expected results documented in the test case procedure. The test results to be compared may be in different forms such as hardcopy report, softcopy report, and computer screen display or database/file dump. The evaluated results determine whether each system requirement allocated to the test has been verified. Any time that it is determined that a test condition has failed a Discrepancy Report will be written and logged into the issues tracking database.

At the conclusion of the System Test a review will be conducted to assess the readiness of the product to be delivered to the customer. The project manager will conduct this review with participation from the District. The District will have final approval before the system will be used operationally. All production software shall be placed under configuration control. As part of the approval process to move code into the production environment there will be a validation that the appropriate testing was performed.

Acceptance Testing

Throughout the course of the test effort issues may be generated for a wide variety of reasons. ACS uses an issue-tracking database to track and provide visibility to these items. This database is available to the development team, the management team and the Districting real time.

Anyone involved with the test effort may generate a Deficiency Report (DR) to document a suspected problem. Each DR is entered into the database with a unique identifier and a description of the problem, the suspected area of problem origin (such as software, database or hardware), the test case procedure being executed when the problem was detected, the test conductor and/or other person noting the problem, and any special circumstances associated with the test case. The estimated level of severity/priority of the discrepancy, as it impacts the continued execution of the test is also provided. Deficiency Report is assigned for analysis to the responsible organization for the suspected origin of the problem.

The results of the analysis are added to the issue-tracking database, as is an indication to the resolution of the issue. When the problem is determined to be a deficiency additional information is added to the tracking database including; the individual responsible to resolve the problem, the approach to resolving the problem and an estimate as to when the problem will be resolved. When a problem is fixed, the fix is validated by the responsible organization prior to placing the fix under configuration control. Fixes are only introduced to the test environment after review by the designated configuration control board.

When fixes in response to DRs are validated locally by the engineers or developers implementing the fix, the updated software is submitted to the designated control board for review. When approved, the fixes are then introduced into the appropriate test environment for verification and regression testing. These tests are often performed by repeating the test procedure in which the problem was originally detected. The results are analyzed against the verification evaluation criteria for the previously unverified requirements to demonstrate that the submitted modification fixed the original problem and did not introduce any additional anomalies. This may require that several test cases, or even entire test scenarios, be executed to ensure that no new problems were introduced.

When testing indicates that the deficiency has been resolved the issues tracking database will be updated to reflect that the issue has been closed along with an indication of who validated that the issue was closed.

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Acceptance Criteria

Acceptance testing represents the buy-off of the delivered system. Its goal is to demonstrate to the District that the system meets functional and performance requirements and that all applications, reports and interfaces are implemented as intended. As we have worked with many jurisdictions, we have found that each municipality has their own requirements for system acceptance. Based on this experience we can provide insight as to what methods have worked effectively in other locations. We will work with the District to define and document the method that will work best for the proposed Ticket Processing System and agree to provide documented and tested rollback and contingency plans prior to the 30 day pilot phase. Our requirements verification and test matrix will be updated to indicate the acceptance of each requirement. In this manner both the District and ACS will have a common understanding as to where we stand with respect to having all functionality accepted. The Acceptance Test Plan will define a clear set of acceptance criteria. This will establish a common understanding between ACS and the District so that it is straight forward during the test analysis as to whether or not the acceptance criteria have been met. Associated with the acceptance test will be the Reliability Test, the Functional Performance Test and the Full-Load Response Time Test.

After each part of the acceptance test is completed, the results will be analyzed and a test report generated. Because of the rigorous testing to which tbe system is subjected prior to the Acceptance Test we expect there to be very few, if any, defects discovered during this test. Any identified defects will be documented in a Deficiency Report and logged in the issues tracking database. Defects will be corrected and retested following the same criteria.

Test and Acceptance

As discussed in Proposal Section C, Technical Approach, The ACS solution is to provide our eTIMS^{SM} product to District and to operate and support it from our Data Center in Tarrytown, NY. Our eTIMS^{SM} product is provided to over 40 clients, all of which use the same solution that we are proposing for the District. Because of this, we believe it is possible to dramatically accelerate the component, integration, and acceptance testing phases specified in the RFP.

ACS will run a comprehensive set of component and integration tests in which all functional, performance and reliability requirements will be validated. We propose that for components that remain unmodified, that the testing for those components can be shortened to a simple verification that functionality remains unchanged. For example, on-line, real-time payment posting will not change materially from that being used by all of our existing clients. Therefore, we propose to demonstrate that functionality to the District but we believe that detailed testing of already proven functionality can be eliminated to a large extent.

For newly developed or modified functionality, we will meet the District's testing requirements. The test program will be conducted at District facilities, if necessary. Because our eTIMS^{SM} product will be operated and supported from our Data Center, it may be advantageous to the District to have portions of the testing be conducted from our Data Center.

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Following the integration tests ACS will conduct an Acceptance Test Readiness Review at which we will go over the tests performed and any unresolved deficiencies. The purpose of this review is to summarize the component and integration tests and to obtain formal District approval of these efforts.

After the system has been installed and the 30 day Pilot specified in the RFP, ACS will support the District in conducting an Acceptanee Test. Since ACS is proposing an existing product that will not require substantial development, it may be advantageous to the District to shorten the requirement for 30 days of pilot testing.

ACS agrees to make reasonable adjustments and modifications to our system to ensure that it performs in accordance with the specified acceptance testing process.

We will work with the District to identify agreeable times for all testing. Prior to the test ACS will provide support in understanding how the system works and in the generation of Acceptance Test Procedures. The purpose of this support is to ensure that the Acceptance Test goes smoothly and that the associated procedures meet the District's goals for the test. During the test we will provide support in both conducting the test and explaining the test results to the District's test conductors. Any deficiencies detected during the Acceptance Test will be treated similarly to defects found during component and integration testing. They will be entered into the issue tracking database, resolved, and retested.

We understand that part of this effort includes a parallel test with the existing system. Our experience with parallel testing is that it is very difficult to prove that two different systems are equal over a long period of time. Differences in design, operation, and timing in the execution of system functions often result in a great deal of time reconciling the two parallel systems instead of proving correct functionality. We do agree to apply reasonable samples of the same tickets, payments, disposition data, and meter data into the ACS system that are being applied to the existing system. Results will be compared for accuracy.

Following each test ACS will generate a formal test report (based on observation, report analysis, logs and other aids). This report will summarize the tests performed, the successes, identify deficiencies encountered, any resolved deficiencies and any remaining deficiencies.

Modification Acceptance Test

All modifications and enhancements will be implemented according to the ACS proven system development methodology. This methodology includes the documentation of requirements, component testing, integration testing and acceptance testing. Any defects found will be documented in our issue-tracking database and their correction will be subject to functionality and regression testing. A comprehensive set of test files will be provided to the District within 60 days of contract award.

A Configuration Control Board is responsible for preserving the integrity of our production environment. Changes associated with modifications or enhancements will be brought to this

board, which will review the testing that was performed and assess the readiness for installation. Also reviewed will be the plan to "back out" the change in case problems are encountered during installation or initial operations. Once the board is satisfied the review material, including test files and test results, will be packaged for review and approval by the District. No modifications impacting the District's eTIMS^{SM} configuration will be implemented until District approval has been received.

Reliability Acceptance Test

In addition to testing that the system performs all of the required functionality ACS will subject the system to a reliability test. This test will begin within 60 days of contract award and will follow the ACS testing that verifies that the system is ready for operational use. The success criteria will be an availability of, at least, 97 percent with the system down for no more than one hour at any given time.

The ACS solution is to provide our eTIMS^{SM} product to the District and to operate and support it from our Data Center in Tarrytown, NY. Our eTIMS^{SM} product is provided to over 40 clients, all of which use the same solution that we are proposing for the District. Our monthly system availability for our eTIMS^{SM} product is typically 99.6 percent and in no month has it been less than 99 percent. Because of this, we believe it is possible to dramatically accelerate reliability testing phase specified in the RFP.

Acceptance Test Period

ACS understands that if the system does not meet the standard of performance during the initial 30 consecutive days, the reliability test shall continue on a day-to-day basis until the standard of performance is met for a total of 30 consecutive days. If the system fails to meet the standard of performance after 60 calendar days from the test start day, the District may, at its option, either request a replacement of the system or terminate the contract. Since ACS is proposing an existing product that will not require substantial development, it may be advantageous to the District to shorten the requirement for 30 days of pilot testing.

Functional Performance Acceptance Test

The Functional Performance Test will be used to verify that our solution meets all of the functional requirements and produces the required reports. This test will be performed after ACS integration testing has validated the system functionality. The test verification and traceability matrix that the ACS test team uses to verify that our test program provides complete coverage can also be used as a tool to support this test.

ACS will work with the District to help design a test to verify full functionality. This will include the generation of all reports that would be produced during a normal processing cycle. Each report will be reviewed to ensure that it is both complete and accurate. Each function performed will be validated to ensure that it produced the correct result or action.

Any deficiencies identified during this test will be treated in a similar manner to those found during other elements of the test program. All deficiencies will be documented in the issues tracking database. As deficiencies are corrected, testing will be conducted to ensure that the problem has been fixed and that no new problems have been introduced.

Response Time Acceptance Test

In addition to verifying that the system performs the required functionality it is also critical that the system meet the District's performance requirements. To this end, the District requires a Full Load Response Time Test. For this test all terminals will be operational and in continuous use. The success criteria are that the response time for, at least, 97 percent of transactions is two seconds or less. This test will be conducted for, at least, one full workday and will use tools similar to Mercury Interactive's WinRunner and LoadRunner. In addition, ACS agrees to meet the response time level and to provide a report to the Contract Administrator on a monthly basis.

Our eTIMS^{SM} product is provided to over 40 clients, all of which use the same solution that we are proposing for the District. We have five clients that process between 1.5 million and 3 million tickets per year that successfully meet this response time requirement. We are confident that we will meet the District's full-load response time test.

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2.0 EXPERIENCE AND PAST PERFORMANCE

Our significant resources, our extensive experience providing quality violations processing services in the District and across the United States, and our innate understanding of the intricacies of the entire program afford us the ability to continue to provide a successful violations processing system for the District.

The District has the most unique and complicated violations processing system in North America as 2.4 million violations are processed annually from parking, moving, and photo enforcement tickets. From complications of extensive interfacing with other systems, noticing, adjudication support, reporting, document imaging, capture and update of ticket, and payment data, to customer service and the impact on the multitude of stakeholders, there is, simply, no other program like it. The District has been extremely successful from the onset in wielding this highly complex program with a multitude of components and stakeholders to increase both safety and revenue. ACS is proud to be a key component of these innovative programs.

Features and Innovations

- 20 years experience in DC violations processing (DMV)
- 7 years experience DC photo enforcement (MPD)
- More than 2.4 million notices mailed annually
- More than $110 million in revenue generated last year alone
- Innovative ideas for program enhancement including Web-based eTIMS^{SM}

The complexity of this program moves beyond the ability of a contractor to merely address the needs of the ticket processing services—they must understand it. Though the District ultimately has decreased the scope and split the services of their system into several contracts, potentially complicating the services, there is an innate need to understand the full scope and not just one piece.

It is difficult for a contractor who has not experienced the District's high volumes to know how to process them or know how to correctly staff this demanding program. ACS has the best historical view, as we have been here from the beginning, and understands the complexity. A program of this size and public nature is no place for an inexperienced contractor to try their hand at this intensive ticket processing program. Another offeror will bring a new staff with a steep learning curve in the District-specific procedures and environment and will not only risk the safety of the people but could risk loss of important revenue for the District. Other contractors may boast their systems, their parking experience, or even their expansive reputation, but none have the extensive experience in ticket processing across the country, the local presence in the District, or have had the privileged responsibility of running this high profile and complex program for over 20 years with as much consistent success as ACS.

Our violations processing expertise, even outside of the District, are unmatched and exceed any other contractor's claims. ACS has provided violation processing systems and support services to public sector clients for more than 20 years. Since the early 1980s, ACS personnel have processed millions of public sector parking and moving violations for many of the country's largest cities, including San Francisco, New Orleans, Boston, Philadelphia, Washington DC, Los Angeles, and in Ohio for the cities of Cleveland and Columbus. In every city where we provide violation processing services, ACS has increased collections and revenue by more than 50 percent—a track record unmatched in the industry. The lessons learned from annually processing more than 16 million public sector violations, facilitating more than 12 million name and address requests, processing more than $600 million payments, and responding to more than 2 million customer service calls have been incorporated into our success in the District.

Though our violations processing experience within the District proves our abilities, our experience outside of the District allows us to fully realize the unique and complex environment of the District's program. We have worked extensively with the District to learn this program's intricacies, and, therefore, know, that no matter how much experience is gained outside of the District, no amount of experience could prepare for the intensive nature of this program. We are unrivaled outside the District, but, even so, the only experience of importance is the experience actually in the District, and only we have it.

Not only are we experienced, we are dedicated to this program and to the District. Nearly 100 percent of our team is based in the DC/Metro area. This close proximity to the program will ensure timely assistance with any problem and has and will continue to create jobs in DC. We have comprehensive regional and national resources, such as our ACS subsidiary, ACS State and Local Solutions, and our Transportation Solutions line of business, located in the District to support the program. With more than 200 people from our Transportation Solutions Group located in the DC/Metro area, the District should be confident in our continuous ability to provide a successful violations processing system.

This program is as important to the District, as the program generated over $110 million in revenue last year alone, as it is to ACS, and we are dedicated to consistent improvement. As we have been with the District since 1985, we realize the need for continuous stability while at the same time providing innovative ideas to allow growth and positive change. Though we have been with the District for over 20 years, we have not been complacent—and will not be in the future. Each contract award has brought positive changes to the District's program and we realize the need for significant and positive change under this new contract. In Exhibit 2.0-1, we provide a brief outline of the innovative changes incorporated since the beginning of our relationship.

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Innovative and Positive Changes for the District

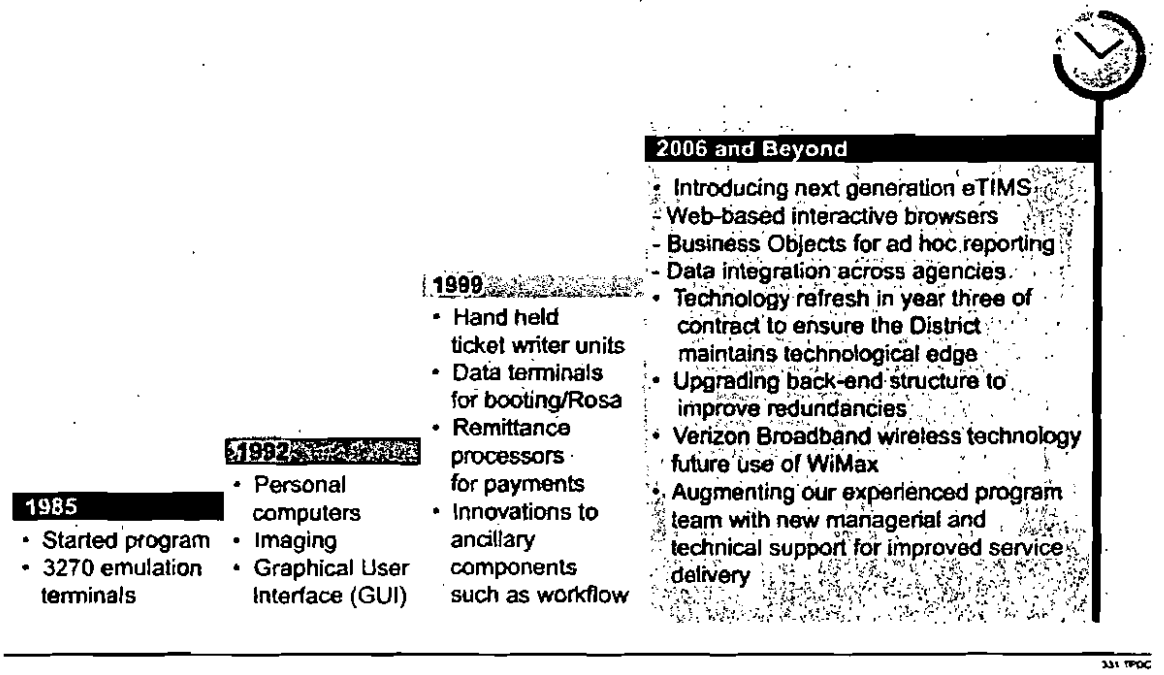

Exhibit 2.0-1. This timeline shows the innovative changes in the violations processing program since 1985 and the positive changes for the future.

As we work with the District on a daily basis, we understand the goals and objectives of this program. It is necessary for a Contractor to be able to evaluate the program and determine the next steps to invariably raise the standard. We offer the District not only the benefit of our commitment to ticket processing since 1985 but also technological innovations to make this the best program in the United States. We are introducing new, highly qualified IT-centric personnel to support and improve the program while retaining our key personnel. We recognize the need for a technically sound and knowledgeable team and will train our new and incumbent staff on all of our new programs and processes. For this new contract, we offer the District no single point of failure with our personnel or our technology.

ACS in the District of Columbia

As we have almost 400 employees located throughout Washington, D.C. supporting our various lines of business, the achievement of this program is important to us, as we live and work here and will be affected by its success. We understand the needs of the constituents as we are the constituents and customers whom ACS and the District are serving.

We provide a wide variety of services to various clients throughout the District. ACS clients include the Mayor's Office, the Office of Tax and Revenue, the Departments of Health,

Department of Transportation, Department of Motor Vehicles, Department of Public Works, Metropolitan Police Department, and multiple commercial clients. ACS acts as the fiscal agent for the District's Medicaid program.

Besides our experience in ticket processing, we are also the most experienced vendor for parking meter enforcement and photo enforcement programs. We process more tickets across a wider range of service offerings than any other company in North America.

Our other programs relate to the ticket processing program as they show our ability to provide strong management practices and successful public service programs to the District. Our achievements prove all the more our knowledge and understanding of the District and our dedication to the success of the District's public services.

Regional and National Resources

ACS State & Local Solutions, Inc. (ACS) brings the financial and technical resources, stability, and integration expertise of our employees and our more than $4 billion, Fortune 500 parent company, Affiliated Computer Services, Inc. ACS is a leading provider of fully diversified, end-to-end business process outsourcing (BPO) and information technology (IT) solutions to government agencies at the federal, state, and local levels. By delivering proven, innovative solutions to most of our clients' business and program requirements—and achieving high levels of customer satisfaction—ACS has steadily grown and today is recognized as a premiere provider of BPO and IT solutions to the public sector.

With ticket processing programs across the United States, ACS has the business flexibility, program innovation, and operational strength to be the best resource. Our extensive resources in the District alone provide the stability necessary to run this challenging program, but we, also, have considerable levels of other prevalent resources in close proximity, and across the country, to ensure program success. Our resources include:

- **Senior Management Attention Here in DC**—Our Government Solutions Group is headquartered at 1800 M Street NW. The COO of our Transportation Solutions group is [redacted] who ran Los Angeles' parking program for us for many years and has managed our other transportation business before taking over the leadership of our largest line of business. [redacted] runs operations for our sub-lines of business for TS and will be a senior-level sounding board resource for District managers. We will include [redacted] and [redacted] in meetings during the contract to ensure that we are meeting our service and solution goals.
- **Network Operations Center (NOC) located in Tarrytown, New York**—Provides support for the ACS network with comprehensive technical support. The NOC provides control and upgrade for processes like eTIMS[SM]. This group also provides back-up equipment and data. With [redacted] years experience, [redacted] 15 years experience, and [redacted] years experience, our personnel can provide the operations support necessary for this complicated program.

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Last year alone, on behalf of our clients, more than 350 million transactions were processed, accounting for more than $450 million in revenues collected and 50 million citizen interactions through Internet, telephones, and mail.

Innovative eTIMS^{SM} Web-Based Solution

One of the main innovations ACS is providing the District is our newly advanced eTIMS^{SM} solution. This latest generation of eTIMS^{SM} secures the District as the most innovative program in the United States. Being fully Web-enabled, the system will allow such innovations as DMV staff to telecommute, issuing officers to attend hearings remotely, and citizens to conduct every transaction with the DMV electronically.

eTIMS^{SM} was developed to increase the usability and intuitive functionality of the information presented to the end-user. Our eTIMS^{SM} system was developed and customized to address many unique requirements in the areas of customer service, enforcement, and technical efficiencies. It provides online, real-time access to all ticket data, meter data, vehicle registration owner data, and a complete record of all processing actions, status of hearings, and customer interactions.

Effective installations and implementations involve a great deal of planning. We have developed a complete and effective implementation plan to migrate data from the existing system to eTIMS^{SM} and conduct comprehensive system testing. ACS will also provide thorough training to the District's personnel, monitor system performance, and provide timely and effective responsiveness to problems. Our eTIMS^{SM} solution will provide the District the innovative means to provide an even more successful violations processing program.

2.1 Company Experience

We have proven experience in providing the requested services in the District and across North America.

As noted above, ACS has extensive experience providing violations processing systems, similar to that defined in Proposal Section 1.2.1, on contracts across North America but, most notably, in the District where we have provided comprehensive violations processing systems and services since 1985.

The safety achievements of the District's photo enforcement cameras are nearly unprecedented. Overall, the District has achieved a 72 percent reduction in the number of red light violations per month. This equates to more than 26,000 fewer drivers running red lights every month. The program has also achieved an 85 percent reduction in aggressive speeding in the District. Most impressively, the District has achieved a 50 percent reduction in speeding-related fatalities since the program began in 2001.

Whether you compare experiences in direct management of 17,100 parking meters, $600 million in parking ticket and meter revenue, or 1,200 handhelds, no other company can demonstrate actual performance in providing this volume of service at the performance levels achieved by our staff and our business partners dedicated to this program.

Only ACS has ever delivered violation processing systems and services in support of the citation volume and diversity in the District. It bears repeating that no other vendor in the U.S. photo enforcement industry has ever seen citation processing volumes remotely close to the levels in the District. For ACS, these processing volumes are routine—we have performed these exact tasks for more than 20 years in nearly every major city that outsources photo enforcement and/or citation processing.

Nationwide, we have relationships with all 50 state DMVs and the District of Columbia. [redacted] ACS is the only vendor in the industry that brings 20+ years of DMV processing expertise, including more than 12 million requests annually. We also have established relationships with alternate sources for name and address acquisition, which is critical to achieve the mailing requirement of 72 hours for photo enforcement tickets.

Specific Client Experience

ACS has a long and rich track record for delivering the same services required by the District.

In paragraphs below, we provide examples of our ability to continue to provide the required services to the District.

Montgomery County, MD—Our fully integrated, comprehensive ticket processing system allowed a seamless conversion of Montgomery County's existing TIMS database into eTIMS^{SM}. ACS converted 234,000 tickets with 550,000 historical records representing 24 months of County activity. The contract went live with eTIMS^{SM} in 2004 and has proven very successful. We provide:

- Pay-by-Web
- Parking violations processing
- Cashiering
- Court date processing
- Noticing and collections
- Public inquiry response and processing
- Sale of parking permits
- Towing
- Accounting/financial processing and record keeping
- Audit trails

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- Edits and controls on all activities and transactions
- Management reporting
- Flexibility for future enhancements and modifications
- Customer service staffing
- Interactive voice response system

St. Louis—In March 2004, ACS implemented a parking ticket processing and collections system for the city of St. Louis. Prior to this implementation, the city had processed and collected parking violations in-house. The data conversion was executed accurately and completely. ACS established a new Parking Violations Bureau walk-in payment facility with expanded hours of operation, a Pay-by-Web Internet site, and an automated IVR phone system, all of which were available for processing the day of conversion. We also provided new, professional-looking notices and correspondence letters, improved customer service operations, and more timely and accurate data entry standards. Additionally the city's name and address acquisition processes, both in-state and out-of-state, were expanded and improved. In only eight months, ACS has increased the revenue per ticket by 40 percent–from $16.94 to $23.92.

City of Los Angeles, CA—ACS has provided parking ticket processing and collections services to the City of Los Angeles since 1985 and won competitive re-bids in 1991, 1996, and 2002. ACS helps the City collect on 76 percent of the more than three million citations issued annually. ACS provides citation processing, data entry, handheld technology, payment/remittance processing, DMV interface, RPP system, noticing, and IVRS to Los Angeles. Over the last five years, ACS has implemented:

- Scofflaw enforcement
- Handheld technology support
- Gold card service desk
- Full-feature email software

LA County Sheriff's Department—ACS provides citation processing and collections to the Office of Parking Management for the LA County Sheriff's Department, and won our third competitive re-bid last year. Services include:

- Full eTIMS^{SM} product line including subsystem for boot and tow and abandoned vehicles
- Cashiering
- Hearing date processing
- Noticing and delinquent collections
- Public inquiry response and processing
- Sale of parking permits
- Accounting/financial processing and record keeping

- Audit trails
- Edits and controls on all activities and transactions
- Management reporting
- Flexibility for future enhancements and modifications
- Customer service staffing

City and County of Denver, CO—ACS was selected in 1988 to provide violation collections and processing services and system support for the entire parking management program. ACS was again selected in competitive re-bids in 1993 and 1998. ACS has collected over $75 million on behalf of the city and county of Denver since program inception in 1988. ACS provides the following services:

- Out-of-state name and address acquisition
- Noticing violators
- Tracking violation liability for rental agency vehicles
- Boot and tow subsystem
- Online cashiering subsystem
- Management information reporting
- Parking management consulting support
- Supports mobile digital communications
- Parking meter subsystem
- Residential parking permit subsystem
- Handheld citation writers
- Voice response system allowing for 24-hour, Pay-by-Phone cashiering

Cleveland, OH—As Cleveland's parking ticket processing and collections vendor since 1985, ACS provides online/real-time cashiering capabilities, a correspondence tracking subsystem, a towing/impoundment subsystem, name and address acquisition, noticing and online updating capabilities for all functions. We also provide new ticket processing services and data processing functions. We recently added a full photo enforcement suite of products. Since the inception of the program, we have added the following system enhancements:

- Combined photo enforcement and parking ticket database
- Pay-by-Web
- Interactive voice response system with payment and hearing scheduling by phone
- Fleet management subsystem
- LAN-based printing and lockbox payment scanning
- Ticket and document imaging—scanning and image retrieval

- 35 handheld ticket devices
- Sophisticated reporting tools such as ad-hoc reporting

Wilmington, DE—ACS provides notice processing and collections services and eTIMS^{SM} system to the City of Wilmington for parking and photo enforcement citations. Services include:

- Fully combined database for photo enforcement and parking tickets
- Full eTIMS^{SM} product line including subsystem for boot and tow and abandoned vehicles
- Cashiering
- Court date processing
- Noticing and collections
- Public inquiry response and processing
- Sale of parking permits
- Towing
- Accounting/financial processing and record keeping
- Audit trails
- Edits and controls on all activities and transactions
- Management reporting
- Flexibility for future enhancements and modifications
- Customer service staffing
- 20 handheld ticketing devices
- Ticket Imaging services—scanning and image retrieval

Dallas, TX—Implementing this new contract in July 2005, ACS is currently providing violation processing and special collections services for the City of Dallas. Included in this ten-year contract is management and operations of the City's 4,000 on street parking meters. In a unique financial arrangement, ACS guarantees net revenue base to the City and shares parking revenue exceeding a specified amount. Systems and services provided include:

- Provisions of portable ticket writing devices
- Cashiering
- Telephone customer service
- Payment processing
- Noticing and reporting
- Meter maintenance
- Meter collections
- Multi-space meter purchase and installation

2.2 References

As the nation's leader in parking and moving violation processing and management services throughout North America, we understand the industry, as we helped build it, and provide proof of our abilities in our list of clients.

ACS is the leading violation processing and photo enforcement provider in the U.S. We present references and brief descriptions below for three of our violations processing program clients—Boston, MA, San Francisco, CA, and Philadelphia, PA. As required by the RFP, we have provided for each reference submitted, the name and location of the project, brief description of the project, contract number, original and final contract dollar value, start and completion date, and e-mail, fax, and telephone number of the person providing the reference. We have ensured that these references listed below, as requested by the RFP, have completed and signed the Performance Evaluation Form, which can be found in Proposal Section 4.0, Attachments and Certifications.

Similar Service Client Reference—Boston, MA					
Name of Project	**Contract Number**	**Original/ Final Contract Dollar Value**	**Start and Completion Dates**	**Contact Name**	**E-mail, Fax, Phone Number**
Boston Transportation Department/ Office of Parking	17658 (FY06)	[redacted]	Start: 7/1/2004 Completion: 6/30/2007	Gina Fiandaia	E-mail: gfiandaia@cityofboston.gov Fax: 617-635-4422 Telephone: 617-635-3669
Brief Description of the Project					
ACS was awarded this contract for Parking Violations/Parking Management Information Services Systems and related support services. ACS was awarded this contract in 1981 and won successful re-bids in 1985, 1989, 1993, 1997, 2000, and 2004. ACS processed nearly 1.7 million tickets that generated $45.6 million, mailed nearly 1.7 million notices, and facilitated more than 800,000 DMV name and address requests. Among the services that ACS provides are: • Mobile digital technology • Pay-by-Web • Imaging technology for correspondence • Collection of payments deemed hard to collect					

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Similar Service Client Reference—Boston, MA

- DMV name and address inquiries, holds and releases
- Abandoned vehicle, RPP, meter and boot/tow subsystems
- Citation payments refunds
- Delinquent parking and fleet vehicle noticing

Similar Service Client Reference—San Francisco, CA

Name of Project	Contract Number	Original/ Final Contract Dollar Value	Start and Completion Dates	Contact Name	E-mail, Fax, Phone Number
Municipal Transportation Agency Parking Citation Processing and Special Collections	N/A	[redacted]	Start: 9/24/98 Completion: 9/23/06	Steven W. Bell	E-mail: Steve.bell@sfmta.com Fax: 415-701-4736 Telephone: 415-701-4665

Brief Description of the Project

In 1998, ACS assumed responsibility for providing key parking management services to the city and county of San Francisco: provision of a PMIS; provision of new handheld issuance devices; and assumption of lockbox services. The contract was signed on September 24, 1998 and contract operations commenced on November 17, 1998—in less than two months. Furthermore, during the implementation, the Board of Supervisors initiated a special parking ticket amnesty program. ACS data center staff made the necessary system changes concurrent with other modifications to meet San Francisco's needs, and the amnesty program started just two weeks after the cutover to eTIMS℠. As a result of the many new features introduced by ACS—handhelds, Pay-by-Web, Pay-by-Phone, expanded DMV interfaces, and enhanced delinquent collections — the payment rate increased from 67 percent to 78 percent in just 18 months, and currently stands at 81 percent. The city and county of San Francisco began using ACS technology in 1998 to optimize its limited on-street parking and enforce its parking regulations. We added red light enforcement several years ago and today they have 27 units.

ACS implemented our online citation processing software and handheld equipment to assist the City to:

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Similar Service Client Reference—San Francisco, CA

- Convert 10 million old citations from the previous system
- Provide and integrate all parking program subsystems including RPP permits, booting and towing, adjudication and citation imaging
- Provide online cashiering hardware and software at the City's customer service center, permit office and tow lot
- Provide daily database updates including new citation and payment information and notice generation
- Send multiple delinquent notices for each unpaid citation
- Provide online management reports
- Create document images of all new handwritten notices and correspondence, replacing cumbersome microfilm and paper storage

As a result, the City stated they increased collection payment rates from 67 to 80 percent, and realized a net benefit of $12.5 million in the first four years of the contract.

Similar Service Client Reference—Philadelphia, PA

Name of Project	Contract Number	Original/ Final Contract Dollar Value	Start and Completion Dates	Contact Name	E-mail, Fax, Phone Number
Philadelphia Parking Authority	N/A	[redacted]	Start: 04/01/06 Completion: 03/31/06 (project started in 1983)	Richard Dickson, Jr.	E-mail: RDickson@philapark.org Fax: 215-683-9531 Telephone: 215-683-9724

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Similar Service Client Reference—Philadelphia, PA

Brief Description of the Project

ACS was first awarded the Philadelphia Parking Authority (PPA) contract in 1982, and earned re-award in 1991 and in 2002. In FY 2005, ACS' Philadelphia operation processed approximately 1.8 million parking tickets and collected an estimated $63 million in revenue. This is approximately 600 percent more than the $9 million the City of Philadelphia collected from parking tickets prior to the Authority's partnership with ACS. In the City of Philadelphia, ACS provides the following services:

- Input of citations and online dispositions
- Citation processing
- Production of delinquent parking violation notices
- Fleet Management system
- Online reports including operational, financial, noticing, and booting
- Scheduled hearings and administrative adjudication
- Online inquiry
- Meter Maintenance subsystem
- Residential Permit Parking subsystem
- Mobile digital communications for scofflaw enforcement
- Boot and Tow subsystem
- Live Stop tow support
- Tow Lot wireless inventory system
- Abandoned Vehicles subsystem
- Online correspondence
- Citation payment refunds
- Collection of delinquent accounts
- Imaging of citations and correspondence
- IVR phone system with payment capability
- Pay-by-Web internet payment capability
- Delinquent collections
- Customer service

An example of our response to client needs outside the specific requirements of the contract was exemplified when the City of Philadelphia passed an ordinance authorizing the assessment of tow and storage fees on vehicles not retrieved from police custody within 72 hours of notification. In response, ACS designed and implemented a system to support the police impoundment lot. The ordinance also provided a process to allow unclaimed vehicles to be sold at sheriff's sales or public auctions. ACS worked closely with the Parking Authority and the Police Department personnel to develop the system to carry out the mandate of this new

Similar Service Client Reference—Philadelphia, PA

ordinance. ACS upgraded the PC-based cashiering software to support multi-agency payment processing, and converted the 900 plus vehicles currently on the lot to the new system.

System features of our tow lot subsystem include dispatch capability, vehicle information, vehicle ownership information, back-end processing against the parking database to determine the existence of delinquent parking tickets that must be paid before the vehicle is released, correspondence based on status and ownership information, online reporting, application of tow and storage fees, and an interface with eTIMS℠ to support cashiering, hearings, and dispositions.

Current and Prior Clients within the Past Three Years

As we have been providing violation processing services for more than 20 years, we have compiled a long list of public sector clients. As such, it is almost impossible to provide a comprehensive list of our current customers or customers within the past three years not provided as a reference for similar services. We provide, instead, a sampling of our previous and present clients and if necessary will provide a more extensive list in the future. We understand the District's right to contact these clients and that the information received can be used in the evaluation of past performance. As required by the RFP we provide the e-mail, fax, and telephone number of the contact person of any clients not listed as a reference.

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Current and Prior Clients			
Contract Name	**Contact Person**	**Email, Fax, Phone Number**	**Contract Length and Amount**
Beverly Hills, CA Ticket Processing	Aaron Kunz	**Email:** akunz@beverlyhills.org **Fax:** 310-858-5965 **Telephone** 310-285-2452	8/2/2004 - 6/30/2009 [redacted]
LA County, CA Ticket Processing	Sharon Bilbrey	**Email:** scbilbre@lasd.org **Fax:** 323-415-1029 **Telephone:** 323-526-5179	11/12/2002 - 11/12/2007 [redacted]
Los Angeles, CA Ticket Processing	Robert Andalon	**Email:** randalon@dot.lacity.org **Fax:** 213-972-4910 **Telephone** 213-972-5099	10/2/1997 - 3/9/2011 [redacted]
San Francisco, CA Parking Ticket Processing	Steve Bell	**Email:** steve.bell@sfgov.org **Fax:** 415-701-4736 **Telephone** 415-701-4665	9/24/1998 - 9/24/2006 [redacted]
Santa Monica, CA Ticket Processing	Eva U'Ren	**Email:** eva.uren@smgov.net **Fax:** 310-393-1144 **Telephone** 310-458-8741	7/1/2003 - 6/30/2008 [redacted]
West Hollywood, CA Ticket Processing	Oscar Delgado	**Email:** odelgado@weho.org **Fax:** 323-848-6564 **Telephone** 323-848-6374	7/1/2003 - 6/30/2008 [redacted]
Denver, CO Ticket Parking & Ticket Collections	James Anderson	**Email:** james.anderson2@ci.denver.co.us **Fax:** 720-913-1804 **Telephone:** 720-913-1743	4/1/2005 - 4/1/2007 [redacted]
Norwalk, CT Parking Ticket Processing	Frank Del Monaco	**Email:** fdelmonaco@lazparking.com **Fax:** 230-831-9064 **Telephone:** 203-515-0084	7/5/2004 - 12/31/2008 [redacted]
Wilmington, DE Ticket Processing	Ron Morris	**Email:** rmorris@ci.wilmington.de.us **Fax:** 302-571-4283 **Telephone** 302-576-2401	9/15/2005 - 9/30/2008 [redacted]

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Current and Prior Clients			
Contract Name	**Contact Person**	**Email, Fax, Phone Number**	**Contract Length and Amount**
New Orleans, LA Ticket Processing	Victoria Saulny	**Email:** vbsaulny@cityofno.com **Fax:** 504-658-8007 **Telephone:** 504-658-8002	6/5/1905 - 8/1/2008 [redacted]
Boston, MA Ticket Operations	Gina Fiandaca	**Email:** gina.fiandaca@ci.boston.ma.us **Fax:** 617-635-4426 **Telephone:** 617-635-3669	7/1/2004 - 6/30/2007 [redacted]
Cambridge, MA Parking Ticket Processing	Sue Clippinger	**Email:** sclippinger@ci.cambridge.ma.us **Fax:** 617-349-4747 **Telephone:** 617-354-4743	10/1/2003 - 9/30/2006 [redacted]
Somerville, MA Ticket Processing	Jim Kotzuba	**Email:** jkotzuba@ci.somerville.ma.us **Fax:** N/A **Telephone:** 617-625-6600, ext 7910	11/1/2005 - 10/31/2006 [redacted]
Waltham, MA Ticket Processing	Thomas Magno	**Email:** tmango@city.waltham.ma.us **Fax:** 781-314-3260 **Telephone:** 781-314-3251	1/1/2005 - 12/31/2005 [redacted]
Montgomery County, MD Ticket Processing	Rick Seibert	**Email:** rick.siebert@montgomerycountymd.gov **Fax:** 240-777-8730 **Telephone:** 240-777-8740	7/1/2002 - 6/30/2007 [redacted]
Detroit, MI Parking Ticket Processing	Ronald Rufin	**Email:** ruffinr@mpdpo.ci.detroit.mi.us **Fax:** 313-967-0262 **Telephone:** 313-967-1601	9/2/2003 - 9/2/2006 [redacted]
St. Louis, MO Parking Ticket Processing	Larry Williams	**Email:** williamsl@stlouiscity.com **Fax:** 314-622-4246 **Telephone:** 314-622-3434	8/1/2003 - 8/1/2008 [redacted]
Cleveland, OH Parking Ticket Processing	Maria Vargas	**Email:** maria.vargas@acs-inc.com **Fax:** 216-664-2736 **Telephone:** 216-664-4796	6/1/2004 - 5/30/2008 [redacted]

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Current and Prior Clients			
Contract Name	**Contact Person**	**Email, Fax, Phone Number**	**Contract Length and Amount**
Columbus, OH Parking Ticket Processing	Michael Mercurio	**Email:** mmercurio@columbus.gov **Fax:** 614-645-7357 **Telephone:** 614-645-6302	4/1/2005 - 3/31/2007 [redacted]
Philadelphia, PA Ticket Processing	Rick Dickson	**Email:** rdickson@philapark.org **Fax:** 215-683-9531 **Telephone:** 215-683-9724	3/1/1983 - 3/31/2009 [redacted]
Providence, RI Ticket Processing	Alan Sepe	**Email:** asepe@providenceri.com **Fax:** N/A **Telephone:** 401-421-7740, ext 300	7/26/2204 - 7/25/2009 [redacted]
Dallas, TX Parking Ticket Processing	John Brunk	**Email:** john.brunk@dallascityhall.com **Fax:** 214-670-3800 **Telephone:** 214-670-4147	7/1/2005 - 6/30/2015 [redacted]

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2.3 Information and Examples of Past Experience

Our overall experience meeting and exceeding the District's timelines should provide the District confidence in our ability to continue to meet timelines in the future.

Overall, since 1985, ACS has met and exceeded the processing timelines set by the District. Though we have excelled in meeting significant deadlines, we are especially proud of our success in meeting daily production deadlines for a consistently efficient violations processing program. We are tested everyday in our ability to meet deadlines and, overall, have been very successful.

ACS has successfully implemented its citation processing systems for over 100 clients. Not surprisingly, the challenges have changed over time. Originally, we had to replace outdated, legacy flat-file systems, often with huge backlogs of new citations that had to be data entered as part of the implementation. More recently, we have had to replace more current online systems, but many of these have been poorly documented and lacked all the data elements and subsystems required to support today's parking management programs.

Regardless of the difficulties faced, however, ACS' operations professionals have implemented systems for clients within reasonable timeframes averaging three months. More significantly, the adoption of ACS' citation processing software and other support services have invariably produced substantial increases in both revenue and customer service to our new clients.

In addition to our violations processing credentials, ACS has an unblemished track record of delivering on-time transitions, often under severe time constraints, within our Transportations Solutions Group.

Our recent PierPASS deployment is a good example of a successful short-term implementation. ACS was selected as the vendor for the PierPASS program by the Ports of Los Angeles and Long Beach. We had 120 days to develop a system for shippers to register accounts and track and pay for containers. Within this timeframe, we were also required to establish a 19x5 call center to answer inquiries and provide assistance about the project requirements. The Website, system, and call center were all deployed ahead of schedule. This project was a huge undertaking and could only be accomplished by a provider with extensive IT and call center experience such as ACS. Our capabilities allowed us to exceed expectations of the project in a condensed timeframe.

Our outstanding performance on the *E-ZPass*^{SM} New York project was the basis for the selection of ACS by New Jersey in 2002 to put their program back on track. In the five years prior to ACS' selection, the deployment and operation of New Jersey *E-ZPass*^{SM} had been plagued by financial and service delivery problems. On July 11, 2002, then New Jersey Governor James McGreevey announced that ACS had been selected to fix the system and restore confidence in the customer service center. At 7:00 a.m. on March 25, 2003, ACS completed the transition and migration of the New Jersey *E-ZPass*^{SM} system from two different vendors. This was the

culmination of months of planning, negotiating, programming, and training. It involved the merging of the system's customer care center and violations processing center into a unified location and system. On the first day of operations of the new ACS-managed customer care center, the call center received over 27,000 calls. Even with such a high volume, ACS managed the calls to a positive conclusion. There was a smooth transition of system interfaces from the previous vendors to ACS, resulting in uninterrupted customer service and agency recognition of a job well done.

In the instances when we have not been able to meet a deadline, we have worked diligently with the District to amend the situation as quickly as possible and have made efforts to satisfy the District's needs and ensure it would not happen again. With added staff in our local office and in Tarrytown, we will be able to meet or exceed our deadlines for implementing this conversion project and all associated new development.

2.4 Legal Status of Offeror

ACS, with the backing of a Fortune 500 corporation with more than $4 billion in annual revenue and more than 55,000 employees, provides stable, secure, and extensive corporate resources to ensure a quality Automated Traffic Safety Enforcement program for the District.

Our financial stability has given ACS longevity in the parking, moving, and photo enforcement services field; a high-risk business arena in which some other, smaller companies (and occasional large companies) have failed to thrive. ACS' extensive and diverse corporate resources allow us to correctly staff our programs and meet our contractual obligations and timelines for our clients. Our local management, led by [redacted] Group President of ACS State and Local Solutions, fully supports our obligations for this contract. ACS has proven to the District not only these abilities, but our capability, as a strong company with solid financials and extensive corporate resources, to continue to provide reliable, sound services.

We have demonstrated a consistent record of financial growth reflecting the success of both our commitment to customers and responsible business practices. Moreover, with our proven ability in the District as a stable provider of quality enforcement programs and with a wealth of resources located right here in D.C., the District should be confident in our future abilities. ACS State & Local Solutions, Inc. (ACS) and our parent company Affiliated Computer Services, Inc. have built a solid reputation able to provide the District with additional solid, long-term performance. As requested, we provide identification and certification in the sections below.

Identification of Offeror

ACS State & Local Solutions, Inc.
1800 M Street NW
Washington, DC 20036
Phone: (202) 378-2600
FEIN: 13-1996647
DUNS Number of the Offeror: 09-366-5359

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Certification of Offeror

At the end of this proposal section, ACS has provided a copy of our Certificate to Transact Business in the District of Columbia.

Partnership/Joint Venture

ACS State & Local Solutions, Inc. is a wholly owned subsidiary of Affiliated Computer Services, Inc. and is not a partnership or joint venture.

Requesting Additional Information

We understand the District's right to request additional information regarding our organizational status.

3.0 QUALITY AND RETENTION OF PERSONNEL

As the 21 year incumbent, ACS' personnel strategy of pairing senior managers who have District-specific traffic and photo enforced ticket processing expertise with bright, experienced operational and IT-centric analytical and managerial talent will ensure that DMV's managers and staff spend as little time as possible transitioning to its new Web—enabled service offerings.

ACS has provided a highly successful ticket processing program to the District since 1985. This level of specific experience with the District will minimize the resources and time necessary to move to an entirely new platform. Any other offeror would be bringing in staff with a steep learning curve in the District-specific procedures and environment.

Features and Innovations

- Unrivaled detailed knowledge of the unique needs of the District and parking, moving, and photo ticket processing
- Adding IT analysts and management positions to support the additional Web-based functionality and ad hoc reporting

ACS maintains a low turnover rate by providing annual ethics training, screening new hires through background checks, and by providing benefits and employee incentive programs. We foster and encourage an open working environment that motivates a quality workforce. Using compensation packages, career development, educational assistance, awards and bonuses, training programs, and activities designed to reward not only the employee but also the family, we consistently retain quality workers. Our recruiting efforts have been successful in selecting and retaining the best candidates. For the District, ACS has continues to staff the program with qualified, skilled employees and line staff who present a positive image for the District.

We have recently added two senior managers to the contract, [redacted] as the Senior Operations Manager and [redacted] as the Project Manager. [redacted] will continue to manage our subcontractors and our production and quality assurance staff. She will be responsible for ensuring that we meet or exceed our service level agreement standards and will work with the auditors each quarter. [redacted], as Project Manager, will be the main point of contact with the ticket processing COTR, and will direct ACS' ticket processing efforts.

[redacted] and [redacted] work under [redacted], who remains as our District Programs Director. As they take on more daily operations [redacted] will focus on the development of new services and the smooth implementation and transition to the new Web-based solution for eTIMS. Post implementation, [redacted] will ensure that the District's operational and development needs are managed to optimize customer service delivery.

This team, along with [redacted], DC Systems Analyst, will be joined by two additional senior staff positions. One will be a full time Data Base Analyst to support Business Objects and ad hoc reporting needs. The other is a Systems Analyst working full time from the DMV offices at 301 C. Street. In addition, a department of full time IT analysts including Systems Analysts

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[redacted], [redacted], [redacted], [redacted], and [redacted], under the direction of [redacted] will continue to add back up and special project support. This group, along with additional Tarrytown staff employed for the enhancements and modifications required in this proposal, will augment the core of Tarrytown experienced personnel well known to DMV management. The ACS Tarrytown Data Center core staff is led by [redacted] and includes [redacted], and [redacted]. Others include [redacted], [redacted], [redacted], [redacted], and [redacted].

These IT professionals, many of whom have also worked on the D.C. ticket processing and photo enforcement programs since they began, will be augmented by a new team of developers that we are hiring specifically to enhance and expand our eTIMS system for our clients nationwide. With BO taking most of the load off of our development team for ad hoc reporting for productivity and management of the DMV's operations and customer service metrics, our staff in Tarrytown can focus on key deliverables to ensure that they are completed as promised.

We are committed to maintaining the staff levels and talent required to support this program over the full term of this contract and beyond. We expect this program to evolve over time, as new technology emerges and Internet-interactivity becomes even more commonplace. It is natural that over a long contractual relationship such as the one we've had with the District on ticket management, some staff members would themselves evolve toward different careers. To minimize this, we will target our recruiting toward professionals who are specifically interested in maintaining a stable environment in this area.

ACS' goal is to provide the District with a staffing and organizational model that has no single point of failure. We will ensure that multiple redundancies exist to enable questions to be answered, projects to be completed, and metrics to be reached without delay.

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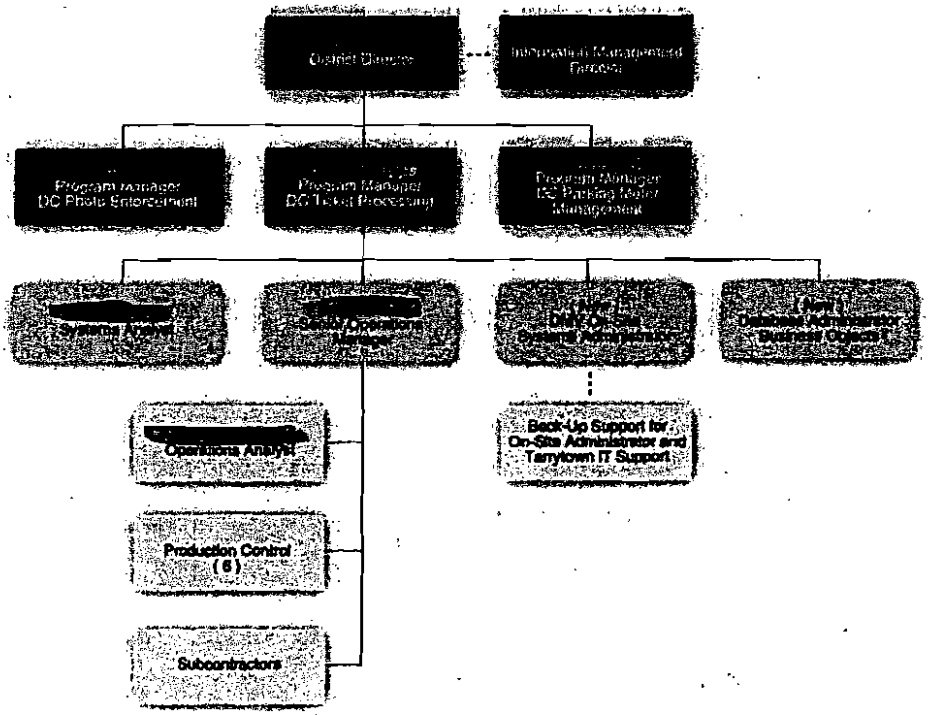
DC Ticket Processing Organization



398.TPDC

Exhibit 3.0-1. An experience staff supported by individuals well versed in District of Columbia requirements ensures enhanced support and operations.

Management and Key Personnel

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The Senior Staff running ACS' Ticket Processing business for the District has been retained and strengthened with key additions over the life of the contract. While one management position has had some turnover, the key individuals DVM has learned to work with and trust, [redacted] and [redacted] have over one hundred and twenty fives years of collective experience with DC ticket processing.

Ticket Processing Key Personnel			
Key Personnel	Title	Years Exp with ACS	% Time on This Program
[redacted]	Director, DC Programs	20 years	50%
[redacted]	Ticket Processing Program Manager	<1 year	100%
[redacted]	Systems Analyst	1 year	60%
[redacted]	Senior Operations Manager	<1 year	100%
[redacted]	Information Management Director	9 years	50%
[redacted]	TIMS Product Manager	23 years	40%
[redacted]	Director of Advanced Technologies	16 years	40%
[redacted]	Project Leader - Name Acquisition Services	22 years	25%
[redacted]	Systems Product Manager	15 years	40%

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Ticket Processing Key Personnel			
Key Personnel	Title	Years Exp with ACS	% Time on This Program
[redacted]	Photo Enforcement Program Mgr	14 years	As needed
[redacted]	Vice President, PSS	5 years	40%
[redacted]	Systems Administrator	1 year	100%
[redacted]	Network Administrator/Security	5 years	50%

Resumes of Key Personnel

Below, we provide our resumes of our key personnel to prove their extensive project management experience and their knowledge of the system applications and services required by this RFP.

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1.4 MEETING OF TECHNICAL GOALS AND SYSTEM ARCHITECTURE REQUIREMENTS

The District of Columbia operates one of the largest ticket processing programs in the country. As one of the most established programs, the District's system must be upgraded with Web-based ASP technology and the highest level of redundancy without having to worry about downtime or other interruptions to customer service delivery during the transition to the new platform.

Our solution will ensure that the system fully supports the operational and technical goals of the District's DMV. ACS will work as DMV's partner to ensure that this program is always managed so that it provides a firm base for future growth by:

- Hiring a seasoned IT manager to work in our D.C. office alongside our dedicated Project Manager, Senior Operations Manager, Systems Analyst, on-site Systems Administrator, DC Programs Director, and our other IT and operations team members for this program
- Increasing and automating interfaces with other District agencies that provide information or that need to receive data
- Providing real-time access to the District's data using Business Objects and staffing a dedicated on-site BO Database Administrator to facilitate report creation and management oversight
- Ensuring end-to-end redundancy to maximize uptime and reliability
- Adhering to OCTO's standards for security, architecture, and other key components

Throughout the following Technical Goals subsections, ACS will describe how we either meet or exceed the District's technical goals as defined in the RFP. ACS is confident that our solution is not only compliant, but that it can also be implemented in less time and with less risk than any other vendor can offer.

System Architecture

ACS' solution provides the District of Columbia with a state-of-the-art, ASP solution which will meet its current and future ticket processing needs.

Over the last 20 years, ACS has provided the District of Columbia and our violations processing clients across the nation with a continually enhanced product solution. These enhancements were in response to the changing District's business requirements as well as our continual investment in our product offering to integrate both new technologies and violation processing services. We have long track record of continually being able to support additional ticket types such as red light photo enforcement, photo radar, and ROSA violations with the standardized processing services such as payment processing, while providing customized treatment schedules based on violation type. With the capability to support hundreds of violation codes with individualized financial obligations and treatment rules, the introduction of new violations types

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such as height restriction violations are easily accommodated. During the course of the current contract, we have incorporated hundreds of customizations into our ASP solution at the request of the District.

Our latest product offering, eTIMS^{SM}, has been designed from both a hardware and software perspective to provide to the District with superior flexibility to meet future requirements. The new eTIMS^{SM} architecture delivers superior processing performance and system availability while integrating current technologies to increase usability. Required service levels can only be met with a robust, flexible, technology-integrated system. Our ticket management solution is comprised of highly integrated, robust, hardware platforms, a high availability, easily expandable SAN (Storage Area Network) for data storage and customized software components seamlessly integrated via a robust communications backbone. The system will provide the District with near 100 percent availability and sufficient capacity to accommodate current and future processing workloads.

eTIMS^{SM} provides significant improvements in the user interface including drop-down boxes, links, expanded descriptions, and opportunities for customized customer service status displays. Its rule-based, component-driven software design provides extensive opportunities for customized treatment schedules and complex requirements logic. As requested by this RFP, we will provide authorized District staff with the capability to directly request changes to the eTIMS^{SM} violation tables including associated treatment rules in order to quickly implement changes to the District's business rules. The base eTIMS^{SM} software design incorporates significant capabilities to support new web services components, robust messaging solutions and hybrid interface API's. In subsequent sections of this proposal, ACS will describe in further detail our solution and how it meets the District requirements.

1.4.1 Application Architecture

As part of its multi-million dollar investment in the creation of the eTIMS^{SM} product, ACS performed a rigorous review of all software and hardware components of its solution. Significant analysis, research and testing was conducted to select the most reliable, fault-tolerant, robust software components to incorporate into the application design in order to achieve the performance metrics required by our clients. An award winning web design team spent months designing the user interface to provide operational advantages wherever possible.

The core of our software solution is a J2EE application using the open source STRUTS framework that is loosely coupled via a Websphere MQ messaging layer to mainframe transactional processing system layer. The application software runs on multiple UNIX platforms using multiple MQ channels which communicate across multiple CICS and batch processing regions in order to provide proper load balancing and failover. The table below shows how eTIMS^{SM} supports each of the District's application architecture requirements.

Application Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS^{SM} Compliance**
Scalable	• Number of clients should be able to grow significantly with a linear increase in network and server load • Amount of data should be able to increase substantially without degradation of performance and response time	The eTIMS^{SM} solution from a software perspective has been designed to support millions of named users (personal userids), and internet users with built-in security restrictions to the user level. The multi-database application design can easily support the efficient processing of terabytes of data.
Flexible	• Application logic should be table-driven and meet system business performance requirements • Programs easily support changing business rules • Programs are structured and well documented • Programs should be designed for ease of maintenance and impact analysis	eTIMS^{SM} is a table-based, business rules architecture solution. Violation type treatment rules can easily be changed by authorized users. All rules at both the user level and the client level are cached in memory to achieve superior performance

Application Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS^{SM} Compliance**
	• New Service Technologies should be accommodated as per District of Columbia requirements and standards	levels. Programs and objects are well-structured, according to industry standard best practices with the appropriate level of documentation to assist with maintenance and analysis activities. The inclusion of XML support, web service and messaging services positions the eTIMS^{SM} product to support new service technologies.
Modular	• Well-structured and organized programs minimize impact on other modules • Programs are organized to maximize the use of re-usable or common logic • Business processes flow quickly	As noted above, eTIMS^{SM} is well-structured, according to industry standard best practices and makes use of common services and re useable components whenever possible. High degree of integration coupled with extensive business rule logic maintained in cache memory facilitates an efficient business process flow.
Client/Server	• The offeror must provide the application infrastructure that is based on the client/server model. The model must also follow the software/hardware standards approved by OCTO	The eTIMS^{SM} n-tier design which integrates multiple DBMS solutions, messaging components, and web service components with the application business logic across a variety of platforms is the successor to the client/server model.

Application Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS^{SM} Compliance**
		Please see Proposal Section 1.4.5 and 1.4.6 for a discussion of the ACS compliance with OCTO standards.
Production Volume Proven	• Applications should have a satisfactory high-volume production performance history • Applications should be stress tested to prove performance capacity well above that observed or predicted for normal production	Both the online and batch components of the eTIMS^{SM} application have repeatedly demonstrated a high volume performance history. The application successfully processes millions of transactions on a daily basis. Prior to rollout of our eTIMS^{SM} application, internal stress testing with 10 times the normal user volume for concurrent transactions was performed using the Rational Performance Suite.
Application Adaptability	Application should be able to be quickly transformed to support the District of Columbia's direction	Due to its rule based, modular design, eTIMS^{SM} can be quickly adapted in most circumstances to meet changes in business requirements by the District. We will further enhance the product to permit various business rules tables such as violation type treatment schedules to be modified by authorized District users.

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Application Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ Compliance**
Redundancy	• Application should be designed with fault tolerance in mind at a transaction level as well as overall application architecture level • District will require that the offeror provide the network communication lines • District of Columbia will require that the offeror provide a detailed software/hardware architecture that includes Failover/Disaster Recovery and No Single Point of Failure for software/hardware/ communication lines	The eTIMS℠ application uses standard DBMS commitment/rollback paradigms to maintain transaction integrity within a single DBMS and specialized synchronization processes for multi-DBMS transactions. Please refer to Proposal Section 1.4.3 for a complete description of our network solution exceeds the District requirements and Proposal Sections 1.4.5 and 1.4.6 for a complete description of our failover capabilities.

As required by the District's stated application architecture goals, the eTIMS℠ application is designed to tightly integrate all the functionality required for a sophisticated ticket processing management application. This integration is critical to assist the District in continually improving the overall effectiveness and productivity of its ticket management program. Unlike other vendors who suggest disparate applications to meet functional requirements, the ACS solution provides a single application which provides customized functionality to support the District business processes.

1.4.2 Information and Data

The District of Columbia has requested that the data architecture solution for the ticket processing management application have "sound fundamental data definitions and remain flexible with respect to market changes and business perspective". As an additional requirement, ACS would add that this architecture must always be cognizant of performance objectives as it relates to the operational user experience.

For this procurement, the District has requested ACS to provide an Application Service Provider (ASP) model that incorporates all the functional services requested. The architectural specifications referenced in this section of the RFP contain requirements that would normally be part of software development procurement and not an ASP procurement. Since our solution is neither a customized application for the District of Columbia use only, nor will it be hosted in the OCTO Data Center as required by an ASP model, ACS feels that its alternative solutions, although different from the District standards, will provide the District with best performance, cost-effectiveness and usability for the ticket management application. Nevertheless, in the table provided below, ACS will describe how the eTIMS^{SM} solution supports the Districts data information requirements and in some cases, provides alternative solutions.

Information and Data Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS^{SM} Compliance**
Data Model	• Allows services to be maintained as distinct entities and to be related in accordance with the District of Columbia's information requirements • Is developed and maintained rigorously • Links to the business objectives and integrates with the relational database and data dictionary • Efficiently and effectively enhances business productivity and application performance • Data is normalized to eliminate the occurrence of redundant data	As part of our ASP solution, ACS maintains a proprietary, comprehensive data model as part of our product service. This model is always well maintained and links to the business objectives and services that we supply to our client base. Its design is both business productivity and application performance. Where applicable to meet the above stated goals, normalization strategies are used.
Relational Database	• Uses an industry-wide accepted standard	The eTIMS^{SM} application uses a multi-DMBS solution to support its

Information and Data Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ Compliance**
	• Requires minimal de-normalization for performance considerations • Exploits hardware capabilities • Maintains critical data rules • Has wide third-party acceptance and support • Demonstrates performance under high volume	data management functionality within its n-tier architecture. Our solution uses the industry standard Oracle, SQL Server, and ADABAS DBMS solutions. Each DBMS has been architected to exploit the hardware capabilities of the targeted platforms. Our solution has been load tested and proven to achieve superior performance levels across multiple platforms. Since eTIMS℠ is a rule-based, table-based solution, all data, treatment, and event processing rules are stored within the DBMS architectures and cached in memory when appropriate to enhance system performance.
Data Dictionary	• Records narrative definitions for all tables, columns and relationships • Assists with impact analysis • Links to the RDBMS and data model	Across all our DBMS solutions, the data dictionary for each DBMS contains textual descriptions for all tables, data elements and relationships for use by ACS staff. Our proprietary layout and design are always consistent with the data model definitions. In addition, our data warehouse dictionaries

Information and Data Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ Compliance**
		and schemas are published for use by authorized client staff. As part of the Business Objects implementation, ACS will revamp the schema and dictionary documentation to provide increased narrative descriptions for all columns and relationships. This enhancement will provide the District with increased capability to quickly analyze the impact of changing business requirements.
Data Management	• Synchronizes multiple databases • Executes and monitors transactions • Synchronizes local and remote databases • Allows for logical distribution to include data import and export functionality	All DBMS used within the eTIMS℠ solution are capable of synchronization across multiple local and remote databases should that functionality be required. Each product fully supports the execution and monitoring of transactions as well as standard data import and export processes.

ACS feels strongly that our proprietary eTIMS^{SM} Multi-DBMS architecture provides the District with the best performance solution for specific services which is the primary goal of an ASP model. By employing multiple DBMS solutions, ACS is not restricted to a single DBMS which is designed to perform exceptional OLTP processing but is only adequate for OLAP processing. Multiple DBMS solutions also provide the capability to select the hardware processing platforms that deliver the best performance to specific tasks.

Regardless of the data architecture design used or DBMS platforms selected, ACS agrees with the District of Columbia that the data belongs to the client and will be provided upon request to the District in a mutually agreed upon format on a mutually agreed upon time schedule. In addition, ACS will provide a Business Objects solution for OLAP requests by authorized users which can be used for project specific data extracts. As part of our service, we will publish all data schemas and dictionaries necessary for extracting, querying or manipulating the data for District users. Please refer to Proposal Section 1.2.1.1.7, Reporting for details regarding our Business Objects solution.

1.4.3 Network

ACS will deliver a proven internetworking solution that coexists and builds on the existing District infrastructure while providing superior uptime, support and responsiveness.

Features and Innovations

- Proven track record in network design, cabling, security and management in the District of Columbia
- Full redundancy eliminates any single point of failure in the network

Viable networking platforms contribute to the effectiveness of municipal ticketing programs and, if improperly designed or implemented can have devastating effects on the business processes they support. Adjudication support, booting and towing operations, customer service, and basic ticket inquiry functions are only a few examples of critical ticketing management functions that require a reliable performing data communications network.

ACS has a track record of successful network implementation, integration, and management of networks in municipal facilities in the District and in other large cities throughout the country. The company is well positioned to certify existing network plans and incorporate new infrastructure and to guarantee the viability of the network platform. Our proven network management track record will insure an installation and management profile that provides the most stable networking platform possible for our proposed systems. ACS will coordinate and work closely with the District to harden its current network and research, test and validate new interior cabling systems installed to support the ticket processing system. Please see Proposal Section 1.1, Project Plan, for a complete discussion of the network portion of the ACS project implementation plan.

Our approach to LAN administration and user support offers the District a comprehensive solution. We propose to provide the District with full network administration services, including an on-site dedicated technical support position, in support of its ticket processing system technical infrastructure that consists of the following key elements:

- Complete maintenance and repair for all hardware components supplied by ACS under the contract
- Complete installation and maintenance of all ACS-provided project networks
- Early morning checks of all critical LAN components, ensuring maximum availability
- Complete network inventory control and documentation
- Provide scalable, redundant interconnectivity to the District WAN for users of eTIMS^{SM}
- Complete telephone and on-site support and training for end users as requested
- Network monitoring using diagnostic tools such as Cisco Works and Orion
- Remote network management via Cisco Works
- Complete technical issue tracking, troubleshooting and problem resolution

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In order to support the District's objectives and its service to the public, every network component must be reliable, stable, and available throughout the year. Unreliable networks that delay or prevent information transmission can easily undermine the public service the DMV provides to its citizens and our solution is designed to ensure that data and data transmissions are completely reliable.

ACS will provide a secure network. Security for the OCTO/ACS network interface will be implemented using Cisco routing table definitions and access control lists managed by Cisco PIX Enterprise Firewalls. We propose to implement "static" routing tables in proposed Cisco routers that predefine TCP/IP networks. Initial definition of the routing tables will include those network addresses necessary to facilitate data communications to each workstation and the facilities identified in our Infrastructure Diagram. Routing tables will be updated only as necessary to define new District networks and sites requiring eTIMS^{SM} database access.

Cisco's access control lists offer a second method of data security and information traffic control. This feature of Cisco routers allows for specific definitions of which data is allowed to pass through routers, based on originating and destination network and workstation addresses for TCP/IP traffic. Access control lists will be utilized to granularly define those valid network and host addresses necessary to implement data communications between specific District workstations and specific ACS hosts and servers. Any other data traffic traveling in either direction will be blocked. We propose to implement the approach described here with the participation, review, and approval of the OCTO and DMV Network Administrators. Further, we propose to allow District WAN engineers to review the configuration of our routers and firewalls on demand.

T3 Frame Relay networks with high speed access lines provide reliable and flexible connectivity. Our AT&T and Bell-based Frame Relay network will maximize availability through redundant circuits utilizing carrier diversity on data circuits provided to the District. Connections will be properly-sized fractional T3 circuits.

We will provide a problem resolution methodology based on a two-tier support structure. This structure incorporates a centralized Network Operations Center accepting trouble calls 24-hours-a-day, seven-days-a-week, and a local Systems Department support team, with local expertise on District networks and applications.

Our problem management solution offers the following key elements:

- A single 800 number for District users to easily report trouble or obtain status on an open incident
- Remedy software suite, an industry standard problem management system
- ACS national Network Operations Center (NOC) Help Desk, with 24 hours a-day, seven days-a-week staffing, that serves as a single point of contact for problem reporting, tracking, and resolution

- A Washington, DC-based Systems Department, whose technical staff has in-depth understanding and experience with end user staff, operational processes, computer applications, and local networks specific to the District
- Utilization of comprehensive network monitoring methodologies and tools
- Hardware maintenance relationships with Cisco Systems that provide four (4) hour response time on hardware failure
- National Account status with Verizon and AT&T, providers of all local voice and data communications services

We understand that network solutions must also be complemented with well-trained and effective user support. Support staff must be knowledgeable and experienced in both information technology and the District's unique operational processes in order to develop meaningful solutions and facilitate rapid problem resolution. Our local IT staff, managed by [redacted], is already intimately familiar with DMV's network, hardware, and infrastructure in every DMV facility and will not require extensive training by DMV and OCTO personnel.

Finally, we understand that our solutions and support must be flexible and scalable. Local and wide area networks must be able to support the constantly evolving operational and technical environment that ticket processing operations present. The local and wide area network and solutions we are proposing will satisfy the District's integrated requirements, while supporting a high level of service to the public.

We will fully support a Local and Wide Area Network connection to the District which incorporates the critical elements contained within the table to follow.

Network Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ Compliance**
Scalable	• Network must be scalable and allow for growth • Able to add platforms and specialize their use (such as establishing separate servers for each vertical product) without performance degradation • Able to position systems geographically with the ability to reallocate/redesign placement of hardware without performance degradation	The eTIMS℠ network solution has been designed to transport millions of transactions and expand with an integrated modular design for communication and network components. Components can be easily scaled to add system platforms. The system will use DHCP to dynamically assign IP addresses so that systems are portable across the network enterprise.

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Network Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ Compliance**
Failover & Redundancy Capability	• The dedicated network architecture must be load-balanced and redundant	The eTIMS℠ network architecture is fully redundant with no single point of failure throughout the system. Each redundant component is load-balanced to share data loads across devices and, should failure occur, automatically initiates the next element within the hierarchy.
Open Standard	• Protocols must be open standard	ACS utilizes the industry-standard open-architecture TCP/IP standard for our eTIMS℠ network architecture.
Network Management	• Use TCP/IP as its standard • Provide bandwidth monitoring and performance measurement reports on the communication lines every day • Provide proactive problem detection of device status before service is compromised. • Provide network management standards such as Simple Network • Management Protocol (SNMP), and Remote Monitoring (RMON, RMON2) • Ensure that all hardware/network equipment resides in a Network Command Center with proper security standards implemented • Hire an established, known, third party verification service to measure the guaranteed uptime for the application and provide reports directly from the Third Party Service	eTIMS℠ network platform is independently monitored by an established monitoring entity and reports will be distributed directly to the District. Network components are proactively monitored via SNMP using the industry-best Cisco Works monitoring application. Data circuits are monitored and reports are generated using the Orion suite of data communications monitoring tool set. All data circuits will be run to and monitored by our NOC (Network Operations Center) in Tarrytown, NY.

Network Architecture Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ Compliance**
Switched Network	• Utilize hardware that is ideal for network management • Utilize hardware that will improve LAN performance	ACS uses switched LAN components for eTIMS℠ system topology. The topology is ideal for optimum network performance and port management.
Topology	• Topology that is compatible with TCP/IP for all data communication • Topology that supports most LAN & WAN configurations • Provide control of remote report printing capabilities across the LAN & WAN • Provide network monitoring capabilities on the LAN & WAN • Accommodate a multi-tiered architecture • Accommodate standard and emerging technologies with support standards such as T1, T3, frame relay, ATM, and 802.11a/b/g/x	Due to its modern, confluent network design, the eTIMS℠ network topology will position the Ticket Processing System to acclimate and accommodate future network topology advancements. We will employ Frame Relay fractional T3 data circuits between the ACS NOC and OCTO to support all proposed LAN/WAN configurations and allow for proactive network monitoring and management. In addition, we will utilize the OCTO standard Verizon eDVO broadband wireless platform for all wireless transmissions.

ACS will coordinate with OCTO and the DMV for the installation of a new wiring configuration required for this project as well as the certification of any existing wiring. All ACS team personnel provided for technical installation will be properly licensed in computer network wiring.

ACS acknowledges that this solution is based on our understanding of the District WAN and that there may be additional security concerns or issues that need to be addressed at implementation time, or in the future. Our solution is flexible, and can be refined to meet specific requirements of the District and its internal agencies. We can support the implementation of firewalls, proxy servers, and DHCP servers by the District as required.

As required by the District's stated network architecture goals, the eTIMS℠ processing platform network is designed to provide unparalleled uptime, responsiveness and manageability. With its local, knowledgeable network expertise and experience supporting ticket processing operations, ACS is well positioned to provide an integrated, redundant and technically appropriate network platform for the District's ticket processing system operations.

1.4.4 Centralized Scanning Solution

ACS understands the variability of documents that are required to be scanned in support of the DMV's ticket processing operations and the importance of capturing postmarks, which are critical to deciding whether to back-out late penalties.

ACS' District office has the responsibility of scanning all correspondence received on a daily basis. This is performed in the tight security of our dedicated production scanning area. ACS developed a color photo scanning system that was incorporated into the current imaging system in 1998. Color photos are scanned by ACS staff and imported to a queue within the imaging system. The color photo scanning system allows District personnel to view clear, crisp color images on their desktop.

ACS currently reads, logs, batches, and prepares all ticket and correspondence documents for scanning. This function includes reading correspondence and sorting them into the appropriate queue type, such as 'ticket' or 'other'. The purpose of the proposed solution is to enhance our current offering by making all documents available over the web and including many more types of documents than have been available in the past. The enhaneed scanning solution is meant to keep the District as a frontrunner in the ticket processing industry and to ensure accuracy of imaging and indexing.

The following table lists all District scanning requirements as listed in the RFP. The table discusses ACS' compliance to the District's standards, also describes where ACS exceeds the program's centralized scanning requirements, and also offers alternative solution suggestions.

Centralized Scanning Requirements		
Required System Quality	**Architectural Requirements**	**ACS Compliance**
Overall Requirements	• Provides a real-time web front that works with Internet Explorer 6.0 and above	Compliant
	• Provides fast, front- line scanning capabilities for the DMV staff to add images to customer records	Supported. We have developed a Scan Additional process for such cases. These scanned documents are indexed to the appropriate ticket numbers as a part of the scanning process. Once these documents are scanned, they can

Centralized Scanning Requirements		
Required System Quality	Architectural Requirements	ACS Compliance
		become immediately available for processing in the workflow or adjudication functions of the imaging system. We also will deploy the TeleCheck Eclipse payment validation machine at the Legal Instrument Examiner and cashiering workstations at 301 C Street (15 machines) to capture images of payment documents.
	• Integrates all images with the Ticket Processing Service and associate each image with the appropriate record in the Ticketing Processing system	This feature is already available. All features of eTIMS^{SM} are integrated.
	• Integrate database backend with ORACLE or DB2	This feature is already available. ORACLE DB currently integrated with Mainframe data base.
	• Receive image data through fax/email/web and integrate into the Ticket Processing system and link to the appropriate record	All of these documents can be printed and scanned as image. (No development option). Alternatively excluding faxed documents email, web (comments) can be converted into text file and associated with a ticket using an application.

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Centralized Scanning Requirements		
Required System Quality	**Architectural Requirements**	**ACS Compliance**
	• Provide District of Columbia ownership and control of data contained in the system	Compliant
Image Resolution	• All digital images have a minimum of 3,000 pixels along their longest dimension, and a minimum resolution of 300 dpi	Currently we are scanning documents using 200 dpi (in order to preserve space) to scan images. 300 dpi is already available as an option.
	• Calculations reflect the dimensions of actual item to be scanned, not its matting or support	Compliant
File Format	• Files are saved in 24-bit RBG color TIFF format, with an IBM PC Byte Order	Currently the images are saved in Tiff format CCITT Group 4 order and utilize the IBM PC Byte Order format.
Test Targets	• All reflective images are scanned along with a Kodak Q-13 Color Separation Guide	These requirements are scanner (hardware) specific. Current ACS solution captures reflective images.
	• All images (e.g. slides, negatives, film) are scanned alongside a Kodak Q-60 Color Input Target	These requirements are scanner (hardware) specific. Current ACS solution captures slides and negatives.
	• Test targets are not considered when calculating the dimensions of the digital image	Compliant
Color and Grayscale modes	• All items (including black-and-white photographic prints) are scanned and saved as RGB color images	This feature is already available.

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Centralized Scanning Requirements		
Required System Quality	**Architectural Requirements**	**ACS Compliance**
	• Black-and-white photographic negatives are scanned and saved as grayscale images	Since photographs are scanned using color scanner we are using color mode to scan pictures. Black and white images are displayed in Gray scale mode.
ICC Color Profiles	• TIFF image files will include the ICC color profile of the input equipment used	Metric exceeded. Images are saved in Tiff format CCITT Group 4 order.
Pre-Scan Cropping	• Crop each image to the edges and include the entire color bar	Images are cropped dynamically using VRS (Virtual Re Scan) which sits between Image controls and scanner. Current process is to crop the border of the images but controls are available to support full fledged cropping of the scanned images.
	• Items that are matted on secondary material are cropped to include a portion of the matting	
	• The upper portion of the color bar may be partially cropped to achieve a smaller overall file size	
File Naming	• Use lower-case letters only	Compliant. ACS does not segregate filenames based on the type of the image as per requirement; our file extensions change for

Centralized Scanning Requirements		
Required System Quality	**Architectural Requirements**	**ACS Compliance**
	• The same unique object identifier (name or number) is used for archival items and their digital surrogates	each batch. ACS can keep t file extensions in the TIF format by reconstructing the path of the image using batch date and batch number.
Volume (Disk) Names	• Disk names will bear the collection's Accession Number (or MS number), bearing in mind that a CD-ROM volume label (i.e. its name) cannot include more than eleven (11) characters	Compliant
	• Volume (disk) labels and directory names must conform to DOS file naming conventions and may not include these characters: / : * ? " < > |	Compliant
CD Rom Recording	• CD-ROMs must be ISO 9660 format	Compliant
Additional Criteria	• Each file will contain a .tif extension	Compliant
	• Horizontal alignment of images will be off no more than .25 degrees	Compliant. The correct aspect (portrait or landscape) of the original will be retained in the digital image.

1.4.5 OCTO Software Standards

ACS is the leading provider of citation processing and collection services in the United States. For over 20 years our proprietary parking ticket management system has provided the District and other large and medium municipalities with a reliable, automated, user-friendly, online system that is flexible, modular and fully integrated. At a time when municipal resources are stretched increasingly thin, ACS has achieved extraordinary collection rates for our clients.

Our Electronic Ticket Information Management System (eTIMS^{SM}) has a demonstrated track record of meeting and exceeding the operational requirements of municipalities across the nation. We will install, operate, and maintain the proprietary eTIMS^{SM} system for the District. All of the functionality required by the District will be integrated into eTIMS^{SM}, assuring no costly and risky software development—as other vendors may require. Our system uses a robust, redundant architecture for reliability, security, and processing efficiency coupled with an integrated local computer network that includes PC-based cashiering terminals, imaging systems, graphic user interfaces (GUI), and other Web-based applications.

eTIMS^{SM} offers a browser-based, Web-enabled user interface that migrates our original TIMS product from the current scroller screen interface to a user-friendly, point-and-click design with drop-down menus and hyperlinks to navigate the system. The new generation system, which represents a multi-million dollar investment, allows users to navigate system components as easily as "surfing the web". This new interface wraps around our existing TIMS system so that the District will lose no functionality. This architecture safely and reliably leverages longstanding, robust core products while refreshing them to take advantage of the latest technologies.

The following matrix outlines the District's requirements according to the RFP and ACS' compliance to the requirements. For more detailed explanation of the eTIMS^{SM} system and functionality, please refer to Proposal Section 1.2.1, Performance of Ticket Processing Services.

Software Standards Compliance			
Application Type	**Manufacturer**	**Product**	**ACS Compliance**
Desktop Applications			
Desktop Antivirus	McAfee	McAfee VirusScan	Yes
Office Automation	Microsoft	Office 2003 Standard Office 2003 Professional	Yes
Desktop Operating System (OS)	Microsoft	Windows 2000 Windows XP	Yes

Software Standards Compliance			
Application Type	**Manufacturer**	**Product**	**ACS Compliance**
Email Client	Microsoft	Outlook 2003 Outlook XP Outlook 2000 Outlook 98 Outlook Web Access	Yes
Email Privacy	PGP Corporation	PGP V7	Yes, for Laptops
File Encryption	PGP Corporation	PGP V7	Yes, for Laptops
Personal Fax	Microsoft Symantec	Microsoft Fax WinFax Pro V10	Not necessary. Fax may be received through email interface.
Web Browser	Microsoft	Internet Explorer 6.0 w/128-bit	Yes
Media Player– Desktop	Microsoft	Media Player 10.0	Yes
PDA (Personal Digital Assistants)	Palm Handsprings Compaq Sony RIM Treo	Palm Visor iPAQ Clié Blackberry 950 & 957 Treo 650, 700M	Yes
Forms Generator	Lake Companies ICM America Cardiff	JetForms OmniForms Liquid Forms	Not Required
Desktop Publishing	Adove Quark	Adobe Acrobat Version 6.0 Adobe Pagemaker V7.0 Quark Express 5.0	Yes
Project Management	Microsoft	Project 2003	Yes
Server Applications			
Server Operating System–	Microsoft	Windows 2003 Server Windows 2003 Advanced Server	Yes

Software Standards Compliance			
Application Type	**Manufacturer**	**Product**	**ACS Compliance**
File/Print			
Server Antivirus Application	McAffee Sybari Trend Micro	Netshield – Win2000 Antigen - Exchange Solaris – Unix (SUN)	Yes
Enterprise Application Integration (EAI)	SeeBeyond	EGate InSight	Not Required
Internet Content Management	PPT	DSF	Not Required
Directory Services	Microsoft	Windows 2003 Active Directory	Yes
Email Server	Microsoft	Exchange 2003	Yes
Web Server	Microsoft	IIS 5.0	Yes
Internet Content Filtering–Server	Websense	Websense Enterprise	Not Required
Database Applications			
Relational Database Management	IBM Microsoft Oracle	DB2/MVS V8 SQL Server 2000 Oracle 9x	Yes
Database Modeling	Computer Associates Microsoft Sybase	Erwin Visio PowerDesign	Multiple Data Modeling tools are used since the application is spread across multiple platforms.
Database Dictionary	Microsoft Oracle	SQL Servers' Dictionary Oracle Data Dictionary	Yes
Asset Management	Magic Solutions BMC Software	Magic Service Desk Remedy Asset Management	Yes

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1.4.6 OCTO Hardware Standards

A reliable and serviceable hardware platform for eTIMS^{SM} has been architected upon a series of robust components and processes, which include:

- Reliable and serviceable equipment
- Ongoing preventive maintenance
- Ongoing vendor support and maintenance contracts for all equipment
- Built-in system redundancy
- Onsite spares for critical components
- An easily accessible spare parts inventory

All of these components are incorporated into an integrated approach to backup and recovery that provides for protection against, and recovery from, all types of failures. This approach eliminates or minimizes eTIMS^{SM} service interruptions.

ACS provides comprehensive maintenance and support for all hardware.

ACS provides preventive maintenance of all critical hardware and communications equipment that supports the operation of the eTIMS^{SM} system. Maintenance windows are pre-scheduled during historical off-hours to avoid any disruption in service. Hardware vendor maintenance support contracts provide eTIMS^{SM} operations with on-going preventive maintenance, as well as rapid response (four hours or less) for any component failure on a 24 hour-a-day, seven day-a-week basis. Any hardware components for which vendor contracts are not available are covered by third party maintenance contracts, which also provide maintenance service within four hours.

eTIMS^{SM} design incorporates the latest in "call home" system performance monitoring and reporting methodologies in its preventive maintenance program. Call-home provides continuous monitoring and diagnostics of the CPU, DASD, tape drives, network components and servers detecting abnormalities in their operation. The software automatically monitors system performance, and automatically places electronic service calls when a quality threshold is exceeded. Any necessary preemptive repair is pre-scheduled to avoid downtime during primary hours of operation.

This comprehensive approach, which includes state-of-the-art hardware with an extremely high mean-time-to-failure, advanced diagnostic tools and a proactive approach to hardware support and maintenance, provides the District with an extremely reliable hardware environment.

The following is a compliance matrix detailing the District's hardware requirements and ACS' compliance. As the District's current vendor, ACS, through regular contract upgrades, has already provided the District with many pieces of the required hardware set. ACS is dedicated to keeping the District at the forefront of parking technology and will work with the District to meet and exceed all RFP requirements.

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Hardware Standards Compliance			
Type of Device	**Manufacturer**	**Description**	**ACS Compliance**
Computing–Desktop			
Desktops I–Normal User	IBM compatible (Dell, IBM, Compaq, Toshiba)	• P4 (3 GHz) Intel compatible processor • 512 MB memory • 40 Gig HD 100/1000 network card • 32 MB video card • 16 bit sound card 12x10x52 CDRW 16X DVD reader 17" flat panel monitor	Yes
Desktop II–Power User	IBM compatible (Dell, IBM, Compaq, Toshiba)	• P4 (3.2 GHz) Intel compatible processor • 1GB memory • 80 Gig HD • 100/1000 network card • 64 MB video card • 16 bit sound card 12x10x52 CDRW /16X DVD reader • 17" flat panel monitor	Yes
Laptops I–Normal User	IBM compatible (Dell, IBM, Compaq, Toshiba)	• P4 (182 GHz) Intel compatible processor • 512 MB memory • 40 GB HD • 32MB video Ram • AC97 audio • 100/1000 NIC • 56K modem • 16X DVDROM • 2 USB ports • Built in WI-Fi b/g • 2 USB ports • 1 Firewire port • 1 Parallel port • 2 Serial port • 87 key keyboard	Yes

Hardware Standards Compliance			
Type of Device	**Manufacturer**	**Description**	**ACS Compliance**
		• PS2 port • Video port • 14" active matrix display	
Laptop II–Power User	IBM compatible (Dell, IBM, Compaq, Toshiba)	• P4 (3 GHz) Intel compatible processor • 1GB memory • 80 GB HD • 32MB video Ram • AC97 audio • 100/1000 NIC • 56K modem • 16X DVDROM/CDRW combo • Built in Wi-Fi b/g • 2 USB ports • 1 Firewire port • 1 Parallel port • 2 Serial port • 87 key keyboard • PS2 port • Video port, 14" active matrix display	Yes
Computing–Server			
Server (Application)	IBM compatible (Dell, IBM, Compaq, Toshiba)	• Dual P3 (3 GHz) Intel compatible processor • 2-4GB memory • 2-3 73Gig • 10,000 RPM HD • 16 MB video • 101 key keyboard • 2 button mouse • 52x CDROM • Dual SCSI controller • Dual power supplies • 2 USB ports • 2 PS2 ports	Comply. The eTIMS^{SM} application hardware provides the basis for supporting multiple clients in the full range of functionality. The server hardware is scalable and has been thoroughly exercised in a multiple client environment.

Hardware Standards Compliance			
Type of Device	**Manufacturer**	**Description**	**ACS Compliance**
		• 1 Firewire port • 1 Parallel port • Video port • 210/100 NIC • 17" flat panel monitor	
Server (Database and Image)	IBM compatible (Dell, IBM, Compaq, Toshiba)	• Dual P4 (3 GHz) Intel compatible processor • 4-8 GB memory • 5-8 GB 10,000 RPM HD • 32 MB video • 101 key keyboard • 2 button mouse • 52x CDRW • 16X DVD reader • Dual SCSI controller • Dual power supplies • 2 USB ports • 2 PS2 ports • 1 Parallel port • Video port • 2 100/1000 NIC • 17" flat panel monitor	Comply. The eTIMS^{SM} database hardware provides basis for supporting multiple clients in full range of functionality. The server database is scalable and thoroughly exercised in multiple client environment.
Computing–Tape Backup			
Tape Back-Up	Dell	• Fully automated library with minimum 2 drives • Will support 20 cartridges • Library capacity 2 - 8 TB. Backup rate 216 GB per hour	Yes
LAN/WAN Devices			
Firewall (Remote Office)	Cisco 3Com Nokia	• Built upon a hardened, purpose built operating system for security services	Yes

Hardware Standards Compliance			
Type of Device	**Manufacturer**	**Description**	**ACS Compliance**
		• Support a wide range of remote access VPN clients including Cisco software, Microsoft Windows, Linux, Solaris and Apple Mac OS X), hardware VPN clients (such as the VPN 3002), as well as PPTP and L2TP • Ability to be remotely managed and configured	
Firewall (Enterprise)	Cisco 3Com Nokia	• Built upon a hardened, purpose built operating system for security services • Support a wide range of remote access VPN clients including Cisco software, Microsoft Windows, Linux, Solaris and Apple Mac OS X), hardware VPN clients (such as the VPN 3002), as well as PPTP and L2TP • Ability to be remotely managed and configured	Yes
Router (Remote Office)	Cisco Foundry	• Built in CSU/DSU, 2 Com port • 1 WAN port • 2 LAN port • Supports, OSPF, RIP, RIP2, multi protocol, IP, IPX/SPX, VPN, IPSEC, 3DES/MD5 encryption	Yes

Hardware Standards Compliance			
Type of Device	**Manufacturer**	**Description**	**ACS Compliance**
		• Supports remote management and access	
Switch (Departmental)	Cisco 3Com	• 24 - 36 port density • Layer 3 support • Gigabit back plane with 1 fiber ports • Supports 10/100 bandwidth, VLANS • Port trunking • Filtering via MAC address • Remotely managed • Managed via Web browser	Yes
Switch (Enterprise)	Cisco 3Com	• 36–48 port density • Layer 3–4 support • Gigabit back plane with 2 fiber ports • Supports 10/100 bandwidth • VLANS • Port trunking • Filtering via MAC address • Remotely managed • Managed via Web browser	Yes
Intrusion Detection Systems (IDS)	Open Source	SNORT	Yes. Intrusion Detection System (IDS) devices sit on the network being monitored. The switches in network are setup to push all data seen on a specific network segment or port to

Hardware Standards Compliance			
Type of Device	Manufacturer	Description	ACS Compliance
			the IDS (utilizing a SPAN or monitoring configuration). IDS sensors are setup with rules or signatures used to identify malicious or anomalous network traffic in traffic being pushed to them. When signatures identify that "bad" traffic, they generate an alert and send to the appropriate collector. Collectors save all events to a local database and present them to the analysts via a secure Web page (HTTPS). All analysts are located in Dallas, TX in the Security Operations Center (SOC). In the case of Tarrytown, analysts are able to access the secure Web page via WAN link between Dallas and Tarrytown. The secure Web page presents all recent events to analysts to identify truly "bad" network traffic based on context. Once bad traffic has

Hardware Standards Compliance			
Type of Device	**Manufacturer**	**Description**	**ACS Compliance**
			been identified, the escalation tree is followed and event is remediated.
LAN Printer/Scanner/Fax			
Printer Laser (Personal)	Personal Non-Networked	• 10-15 pages per minute • 2-3 input trays - 750 pages • Monthly volume of 50,000 pages • Support legal, A4, and letter prints • Remote management and configuration • Built in network card • Support laser technology	Yes
Printer Laser (Departmental) Laserjet	High Volume Networked	• 15-25 pages per minute • 2-3 input trays -1000 pages • Monthly volume of 100,000 pages • Support legal, A4, letter, and 11x17 prints • Remote management and configuration • Built in network card • Support laser technology	Yes
Scanner Personal & Handheld	High Volume Networked	• Must be single pass • USB and Parallel port capable • 720 dpi to 2400 dpi optical resolution • Must support VRS (video versions only) • Capacity at least 500 sheets	Yes

Hardware Standards Compliance			
Type of Device	**Manufacturer**	**Description**	**ACS Compliance**
		• Support letter, legal and 11"x17" paper • Must support OCR	
Fax	Panasonic or IBM	• Plain paper • Hold at least 250–500 sheet of paper • Memory buffer for minimum 100 pages • Provides confirmation page • 14.4 - 33.6 data/fax mode • Print/copy in multi-mode i.e. fine, superfine)	Not Applicable

1.4.7 Standards for Data Transference

Ipswitch Inc.'s WS_FTP Server 5.0 and Professional 2006 Client FTP software will meet and exceed the District's standards for data transference.

Features and Innovations

- Ipswitch's WS_FTP Server 5.0 and Professional 5.0 offer secure FTP access with SSL and 128 bit encryption
- Auto Re-get allows users or automated scripts to restart interrupted file transfers without loosing data
- WS_FTP provides a detailed log that is accessible by authorized users for analyzing file transfers and network bandwidth

ACS has long partnered with the District to provide robust, stable data transfer interfaces in and between agencies and contractors including financial transactions to and with OCFO, automated photo enforcement data and images with MPD, Booting/Towing & ROSA data with DPW and meter transactions with DDOT. ACS recognizes the Districts desire to move data between disparate District-owned or vendor-contracted systems in near real-time in an effort to streamline systems interfacing performance and to bring enhanced customer service benefits to the citizens of the District. For this reason, ACS proposes Ipswitch Inc.'s WS_FTP Server 5.0 and WS_FTP Professional 2006 for high speed secure data transference. WS_FTP Server offers many features not found in many FTP servers today, including 128-Bit SSL support, auto resume, an intuitive GUI, and configurable security options. WS_FTP Professional 2006 is the only file transfer client to offer 256-bit Advanced Encryption Standard (AES) keys with SSL transfers, making data encrypted with AES secure enough for classified government use and will push and pull files to District Agencies as necessary. ACS will provide the District with a fully redundant FTP/Web Services "Hub" Server that will be co-located at the District's 95 M Street and ACS data center facilities and will also provide the on-site support for the server and software.

Security and Encryption

WS_FTP Server protects your business critical and sensitive data with the highest commercially available data encryption level (128-bit). When combined with WS_FTP Professional 2006 it's the perfect solution for organizations that require confidentiality when transferring files over the Internet. Secure Sockets Layer (128-bit Encryption) Higher level of SSL security keeps your information confidential during transfer over the Internet when you connect with a 128-bit encryption enabled client like WS_FTP Professional. WS_FTP Professional also uses Firewall/Network Address Translations (NAT) support for SSL connections. Network Administrators can configure IP address and ports when using PASV command (with or without SSL) for better performance with firewalls and new NAT devices. WS_FTP Server allows users to create SSL certificates and a Trusted Authorities database on a per host basis. The product can also be configured to limit access to valuable data with the ability to create SSL certificates and a Trusted Authorities database on a per host basis. The WS_FTP Server application also encrypts the individual User ID and password whether connected with SSL or not.

Data Transference Standards

The proposed FTP/Web Services "Hub" Server will enable District Agencies, users and contractors to exchange information in a highly secure and flexible environment. When transferring files to the District, contractors or agencies will put their files on the "Hub" in the specified format and folder. These same entities will and also be able to pull files from the "Hub" as long as the proper encryption and de-encryption software is used. Ticket information, such as agency code, month, day, year of assignment, license plate, state, vehicle make is just one example of the data types that can be exchanged. The FTP/Web Services "Hub" Server will be redundant and offer 99.99 percent up-time availability, excluding planned maintenance outages. The WS_FTP Professional software comes with a job scheduler and can be configured to push and pull files to the "Hub" every 2 seconds for any new "real-time" transactions that have been uploaded by the District's agencies. The WS_FTP Server software provides a log analyzer for comprehensive analysis of FTP traffic to help network administrators quickly and easily identify patterns, track performance, and better manage and plan network resources. This log and access can be provided to the District upon request or through direct and immediate access. ACS will give the District direct access to administer with full rights to the "Hub" Server. The WS_FTP Professional 2006 product automatically resumes interrupted or failed transfers in case of involuntary termination, such as with broken connections, computer crashes, and power outages. Once WS_FTP Professional is restarted, it automatically reconnects and completes the interrupted transfer and will quickly resolve any backlogs that may occur. The proposed "Hub" Server will act as the primary data transference conduit for batch or real-time transactions of files between the District and ACS.

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1.4.8 Standards for Online Ticket Payment

Our Pay-by-Web solution is a proven secure application, currently supporting over 35 violation programs around the country and processing over $107 million in annual payments.

ACS is the number one Pay-by-Web provider for parking programs in the United States, currently providing Web payment capabilities to well over 35 U.S. cities, including District of Columbia; Boston, MA; Cleveland, OH; Philadelphia, PA; Denver, CO; Columbus, OH; and New Orleans, LA. ACS processes over $107 million annually in Internet payments on behalf of our parking ticket clients.

Features and Innovations

- ACS processes over 62,000 Web-based transactions per month for over $3.7 million in District Pay-by-Web ticket revenue
- Pay-by-Web payments are immediately applied to eTIMS^{SM} database in real-time
- Pay-by-Web provides ability to pay parking, moving and photo enforcement violations via Internet
- Payment Web pages seamlessly integrated with District's existing Website accessed with Internet Explorer 6.0 or Netscape Mozilla
- Hardware infrastructure that is fast, secure, scalable with uptime of 99.99% availability and monitored by third party vendor
- VeriSign Certificate ensures 128 bit encryption of transactions

The interactive Pay-By-Web site allows e-commerce credit card transactions to be processed through secure, online real-time access to the production database, providing 24-hour functionality (excluding scheduled maintenance). Because the payment is credited to the customer's record immediately, no further penalties are applied or actions taken. Implementation of the Pay-by-Web feature has received a tremendous positive response from District of Columbia drivers and visitors. ACS currently processes on average 62,000 Pay-by-Web transactions monthly for the District.

Internet Payment Processing

The ACS Pay-by-Web application employs a secure, distributed environment, which uses the power of multiple processors and data sources to provide clients with a rich user experience. Our Pay-by-Web application provides a user-friendly series of Web pages that promote drivers processing their own payments, thus freeing up District staff time for other important tasks while providing flexible alternatives to drivers.

The Pay-By-Web application can be accessed through the most popular Web browsers available today. Internet Explorer 6.0, Netscape, Mozilla and even open source browsers like Fire Fox can be used to access Web payment functions. Drivers who wish to pay parking, moving or photo enforcement tickets online are presented with a Web page that prompts them to enter their ticket number. With a combined database, the entry of a tag, ticket number, or DLN will bring up all associated tickets. Users will also have the option to enter a fleet number, case folder number, or

Installment Payment Plan number. All tickets associated with the expected payments for these unique identifiers will be presented to the user.

When the user enters the ticket number, it is sent over the Internet to the Tarrytown Web server. The application creates a transaction based on the ticket number. The transaction data is passed through a firewall into the trusted network to a secure server running the Pay-by-Web application. Through the use of standard secure socket layer (SSL) over port 443, Web pages are secure and encrypted by using VeriSign Certificate technology that is based off of 128-bit encryption keys.

Once the Pay-by-Web application receives the transaction, a request is sent to the eTIMS^{SM} host system to retrieve the account information. Once received, the account information is processed and returned to the application server, and converted into HTML where it is passed back through the internal firewall to the Web server. This information is presented to the driver in the form of a Web page as shown in Exhibit 1.4-1.

District of Columbia Pay-By-Web Site

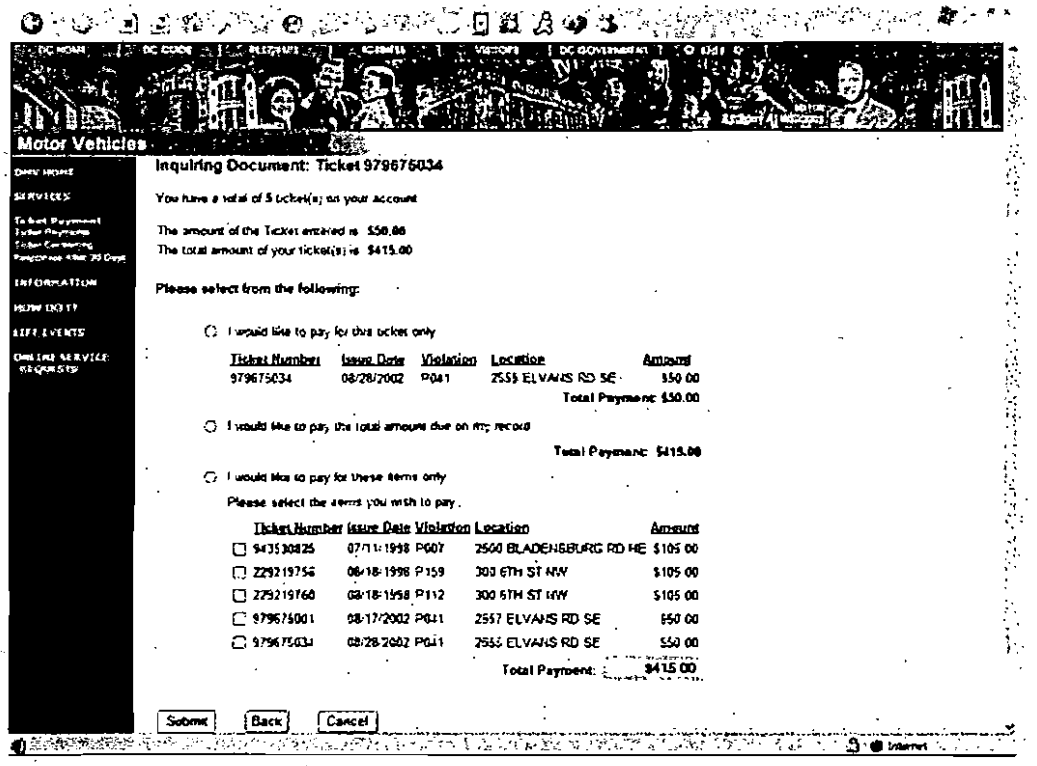

Exhibit 1.4-1. The ACS Web site used by the District of Columbia allows motorists and citizens to view violation summaries, including ticket information and total amount due.

The driver is presented with the total due for the tickets they entered, the total amount due on their account, as well as the total number of outstanding parking tickets they have. Because of the easy-to-use "Pay All" function (which promotes payment of multiple tickets), the average Pay-by-Web payment we receive is five percent to eight percent higher than the average mail-in or walk-in payment. This added feature provides motorists with a convenient method of keeping entire plate accounts up-to-date while simultaneously increasing District revenue.

Secure Internet protocols ensure motorists personal information and credit card confidentiality. Once the user enters their credit card information on the Web page and "submits" the information for processing, the credit card information is sent securely via the HTTPS protocol to the Tarrytown Web server. Using HTTPS, it is virtually impossible for the credit card information to be intercepted as it travels across the Internet. Our Pay-by-Web solution is secure and includes appropriate firewalls, 128 bit encryption, and possesses a VeriSign security certificate that maintains this security. The certificate can be verified by clicking on the VeriSign graphic which appears on the Website.

The Web server sends transaction data to the application via the Proxy Servlet. The document information (along with the credit card information) passes through the firewall to the application. The Pay-by-Web server issues a payment transaction to eTIMS^{SM}, which sends the credit card information to our credit card clearinghouse, First Data Merchant Services. First Data Merchant Services validates the credit card information. If the information is valid, payment is authorized and the individual's credit card account is debited.

Once the payment has been approved and recorded, the application passes the document number to the eTIMS^{SM} host system and the user's account is updated. For logging and reporting purposes, the Pay-by-Web application records each payment to a separate journal database in the Tarrytown Data Center. This allows for tracking of any payment discrepancies that may arise.

If the payment was successful, the application generates an HTML page, which informs the motorist that the charge was posted and provides them with an authorization code. If an e-mail address was provided, an e-mail confirmation is also sent to the user. If eTIMS^{SM} rejects the credit card transaction, it is assumed the motorist mistyped their credit card information, and they are presented with the opportunity to resubmit their information.

These transactions occur in a matter of seconds and immediately update the eTIMS^{SM} database with payment information so no enforcement sanctions occur due to a lag between "online" payment and posting. Most parking ticket payment Web Sites, including the once prominent Internet companies' e-government "portals", are not integrated with ticket databases in real-time. (Some even produce checks on behalf of online users and mail them to the jurisdictions' lockboxes, often seven to 21 days after the payment is submitted). This will negatively impact the District's parking program since booting, towing, or additional penalties will occur if there is any lag.

Each night, all authorized transactions are electronically batched and sent to the clearinghouse to capture the previously authorized payments. The funds are then automatically transferred to the

District's designated bank account. Using reports created in the Pay-by-Web application, transactions and deposits can then be balanced and any discrepancies can be resolved.

Major components include:

- A Web server that controls requests coming from and returning to the Internet. All requests over the Internet are sent via the secure HTTPS protocol.
- Firewall components in front of and behind the Web server ensure that only authorized network traffic is allowed into our system.

The application server contains all of the HTML and Java logic needed to present Web pages to users and create payment transactions. It uses an object-oriented, distributed architecture used extensively by ACS.

- The eTIMS^{SM} mainframe component processes the payment transactions, takes care of record retrieval and locking, interfaces with the credit card clearinghouse to obtain real-time authorizations, creates payment journals and audit trails, and executes other system logic (e.g. DMV releases) as necessary.
- The credit card clearinghouse component obtains the authorizations to approve the credit card payments.

Our Pay-by-Web application includes the capability to reconcile all Internet payment transactions, track all fund transfers, and resolve any discrepancies. ACS will confirm and reconcile fund transfers in full accordance with District standards. All Pay-by-Web transactions and fund transfers to the District's designated back account will be confirmed within 24 hours.

The District will be responsible for paying all credit card charges and related authorization and banking charges associated with the Pay-by-Web application. In order to reduce the "discount fee" paid by our Pay-by-Web clients, ACS has negotiated an exceptionally low rate based on our large national transaction volume and our implementation of the Security Code feature found on new credit cards. Since Pay-by-Web transactions are processed without physical presentment of the card, credit card clearinghouses typically charge higher discount rates for these transactions. However, we reduce these rates by requesting the entry of the three or four digit security code on the back of the card and the Zip Code of the cardholder. Requiring the security code also further assures the users of the sites security.

Service Levels

[redacted] Key components to that record include our continued attention to monitoring, support, and providing ongoing system enhancements. In addition to the systems

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uptime and performance monitoring currently utilized by the OCTO, ACS uses the same two applications, SiteScope and SiteSeer from a third party vendor, Mercury to monitor Web site performance and up time as does OCTO. ACS is flexible and will work with any third party vendor that the District chooses to monitor and report on Web site performance and uptime.

Mercury is the global leader in business technology optimization (BTO). Mercury has a simple and powerful commitment: to help customers optimize the business outcome of IT. Mercury is one of the largest enterprise software companies in the world. Fortune 100 companies and dozens of government agencies globally rely on Mercury to fulfill their BTO strategies. Founded in 1989, Mercury conducts business in more than 35 countries and has been a publicly traded company for over 10 years. Mercury began shipping software quality testing products in 1991. Since then, they have introduced a variety of software and services for BTO, including offerings in application delivery (pre-production quality and performance testing), application management (in-production application performance monitoring and management) and, following the acquisition of Kintana, Inc. in August 2003, a family of IT Governance offerings.

Mercury SiteScope® is the industry's first and leading agent-less system monitoring solution designed to ensure the availability and performance of distributed IT infrastructures — e.g., servers, operating systems, network devices, network services, applications, and application components. This proactive, Web-based infrastructure monitoring and network monitoring solution is lightweight, highly customizable, and doesn't require high overhead agents on your production systems. With Mercury SiteScope, you gain the real-time information you need to verify infrastructure operations, stay apprised of problems, and solve bottlenecks before they become critical. For more information on Mercury SiteScope please visit the company's Web page at http://www.mercury.com/us/products/business-availability-center/sitescope.

Mercury SiteSeer continuously monitors the availability of business critical distributed systems and network services including URL and URL Sequences from outside the firewall—and sends alerts when failures occur. Key business systems can be monitored from a global perspective 24 hours a day 7 days a week. SiteSeer offers easy, self-service administration via a Web browser interface. More than a dozen standard monitor types provide SiteSeer with the capability to verify availability of key systems, polling as often as every five minutes from outside the network. Mercury SiteSeer provides visibility into network infrastructure availability by:

- Notifying customers via pager (U.S. only), cell phone, SNMP trap, or e-mail whenever system failures occur.
- Monitoring URLS from multiple POPS to detect ISP performance issues across different backbones.
- Generating daily, weekly or monthly reports to keep customers informed of their site's performance.

For more information on Mercury SiteSeer please visit the company's Web page at http://www.mercury.com/us/services/managed/business-availability-center/siteseer .

System operation up time is critical to capitalizing on the convenience Pay-by-Web provides to users. As part of our commitment to the District of Columbia, ACS uses diagnostic tools such as Site Scope and SiteSeer to quickly analyze, pinpoint the cause of, and make a coordinated effort to resolve any problems relating to Pay-by-Web system availability. These tools generate e-mail messages to our Tarrytown Data Center and local ACS staff, ensuing that problems are addressed quickly and availability is maximized. When system outages occur, email notifications are generated and sent to appropriate personnel for trouble shooting. Our national Network Control Center (NCC) help desk, with 24 hours-a-day, seven days-a-week staffing, provides a single point of contact for Web-related problem reporting, tracking, and resolution.

1.4.9 Standards for Mobile Computing

ACS has developed software that can work with virtually any mobile computing unit on the market, allowing the District to adopt the variety of mobile computing solutions that maximizes flexibility and provides for the lowest cost.

The best part of our solution is that we will support whatever mobile computing devices the District chooses to meet their operational needs for the specific issuance or enforcement unit. As these devices increase in power and functionality over the course of this contract, we can upgrade our software to take advantage of these advances to make ticket issuance, booting, towing, and ROSA enforcement as accurate, equitable, and efficient as possible.

Features and Innovations

- We can work with any mobile device to provide the District with advanced functionality and management flexibility
- Already using Verizon Broadband wireless communications network

The Newest Mobile Devices Allow Better Management of Staff and Services

The main ticket writing unit in the District, the Department of Public Works (DPW), is currently undergoing a pilot to field test several new handheld ticket writing devices. Other issuing agencies, such as the Taxicab Commission and the Metropolitan Police Department (MPD) are also interested in using handheld ticket writing devices to optimize the productivity and management of their officers. Units A, B, and C are being field tested by DPW and units D and E are additional models that will meet and exceed the specifications listed. Additionally, the current complement of over 300 handheld ticket writing devices deployed at DPW that were purchased from 2002 to 2005 meet the basic requirements listed below and ACS will continue to support them until new units are procured.

Some of the units being tested in the pilot contain additional features, either currently or upcoming shortly, that will provide even greater functionality to the District agencies. For example, the newest units have imaging devices that incorporate flash and auto focus to ensure clear images, even at night. They also contain RFID and barcode readers to facilitate data capture in the field. Spec sheets for these units can be found at the end of this Proposal Section.

Dolphin 9500 Series Mobile Computers—This unit has the advantage of a full alphanumeric keypad, which is familiar to the majority of the users, and a touch screen for ease of data entry. Fully wireless enabled for WAN, LAN, and PAN (using Bluetooth technology), this unit weighs well under the 2 pound requirement and is ergonomically designed to be comfortable to hold and use in the field.

Dolphin 7900 Series Mobile Computers—This unit weights slightly over a pound and has a mag stripe reader attachment that can read driver's licenses in the field. It has a large touchscreen and is extremely durable.

DAP Microflex CE3240 Mobile Computers—This unit is designed for rugged outdoor use and incorporates an integrated speaker and headset jack for voice recording.

DAP CE5000 Mobile Computers—This unit incorporates an imager with auto focus and flash unit for taking pictures at night or in difficult lighting situations. It is the next generation of handheld ticket writing devices, with most of the alternate capture components, such as RFID and the barcode reader, incorporated into an end cap unit.

Symbol MC9000-S Mobile Computers—The Symbol unit is designed to withstand multiple six-foot drops onto concrete, has an ergonomic design and supports voice-enabled applications.

Zebra Cameo 3 Thermal Printers—This is the existing printer that has been used by DPW for several years and has proven to be a reliable workhorse.

Zebra QL 320 Thermal Printers—This printer can print tickets that are wider and longer and prints at 4" per second, a 33% increase over the Cameo 3 model.

EXTECH S2500THS Thermal Printers—Lightweight but sturdy, this printer has a long-life battery.

EXTECH S3750THS Thermal Printers—This unit is rugged with a drop-in paper loading feature.

O'Neil Microflash 4t Thermal Printers—This printer has an automatic sleep mode to save battery life. It can print up to 4" wide paper.

The specific requirements for this section are listed in the charts below. The first chart is for the mobile unit devices and the second chart is for the printers. ACS' adherence to these specifications is shown in the middle column. Additional information is listed in the last column.

Handheld Computing Devices		
Requirement	**ACS' Solution Provides 100% Requirement Compliance**	**Additional Information**
Allow a user to completely logon within 30 seconds.	A, B, C, D, and E = YES	Please see product brochures at end of section.

Handheld Computing Devices		
Requirement	**ACS' Solution Provides 100% Requirement Compliance**	**Additional Information**
The ticket service provider will provide the application as needed on the hand-held computers and MDTs for interfacing with the ticket processing system.	ACS currently provides the handheld computer and MDT applications, which will interface seamlessly with eTIMS^{SM}.	Please see Proposal Section 1.2.1.11, Remote Devices, for a complete description of our handheld and MDT software solution
The housing must protect the electronics, display and input devices from shock, sustained vibration, temperature extremes, storage extremes, relative humidity and spills.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld computer unit shall be capable of operating between –20C to +50C.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld computer unit shall be built in conformance to ISO 9001 international quality standards.	A, B, C, D, and E = YES	Please see product brochures at end of section.
Displays suitable from outdoor use in a range of ambient light. Conditions from bright sunlight to total darkness.	A, B, C, D, and E = YES	Please see product brochures at end of section.
Backlit keys sufficiently large to accommodate ease of data input.	A, B, C, D, and E = YES	Please see product brochures at end of section.
Safe casing for carrying when not in use.	A, B, C, D, and E = YES	Please see product brochures at end of section.

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Handheld Computing Devices		
Requirement	**ACS Solution Provides 100% Requirement Compliance**	**Additional Information**
Capable of operating ten hours between recharges and capable of full recharge in two hours to support a full shift.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The maximum weight of a unit including battery shall not exceed 2 lbs.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld must be ruggedized and able to withstand a drop test from 6 feet.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld device must incorporate ergonomics that address worker injury and fatigue.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld device must incorporate a full alphanumeric keypad with a separate alphabetic (A-Z) and numeric (0-9) characters plus appropriate function keys.	A, B, C, D, and E = YES	Please see product brochures at end of section.
A color display is sought.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld unit shall be capable of integrating with a bar code scanner.	A, B, C, D, and E = YES	Please see product brochures at end of section.

Handheld Computing Devices		
Requirement	**ACS' Solution Provides 100% Requirement Compliance**	**Additional Information**
The handheld unit shall have a built-in speaker and microphone, capable of supporting audio messages. The handheld device must have an audible tone, such as a beep, and a visual indicator to alert the officer to special conditions, such as scofflaw or stolen vehicle match, or low battery condition. When required for security reasons the device must provide a means to disengage the audible tone.	A, B, C, D, and E = YES	Please see product brochures at end of section.
A thermal printer unit is required.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld device must have sufficient random access memory (RAM) to store all required data. A minimum of 64 MB of ram, with expansion to a minimum of 512 MB must be supported.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld device must support at a minimum of 128-bit encryption.	A, B, C, D, and E = YES	Please see product brochures at end of section.

Handheld Computing Devices		
Requirement	ACS' Solution Provides 100% Requirement Compliance	Additional Information
The batteries utilized must support at a minimum 10 hour shift before a recharge is needed.	A, B, C, D, and E = YES	Please see product brochures at end of section.
The handheld device must include safeguards to preserve the integrity of all data in the event of equipment malfunction, loss of battery power, or replacement of battery.	A, B, C, D, and E = YES	Please see product brochures at end of section.

Printers		
Requirement	ACS' Solution Provides 100% Compliance for the Requirement	Additional Information
Must be operational in all types of weather without the need for a protective cover.	F, G, H, I, and J = YES	Please see product brochures at end of section.
Must have a print resolution of at least 203 dpi.	F, G, H, I, and J = YES	Please see product brochures at end of section.
Must have a print speed of up to three (3) inches per second.	F, G, H, I, and J = YES	Please see product brochures at end of section.
Must provide the "longest time" available batteries to support at a minimum 10 hours, and the printing of 200 citations.	F, G, H, I, and J = YES	Please see product brochures at end of section.
Allow for the storage and field replacement	F, G, H, I, and J = YES	Please see product brochures at end of

Printers		
Requirement	ACS' Solution Provides 100% Compliance for the Requirement	Additional Information
of batteries with negligible impact on normal operations.		section.
A printer malfunction must not affect the integrity of data stored in the handheld, there must be a reprinting capability.	F, G, H, I, and J = YES	Please see product brochures at end of section.
The ticket paper stock must be able to withstand extreme weather conditions without damage or loss of information or legibility.	F, G, H, I, and J = YES	Please see product brochures at end of section.
The ticket paper stock must be water and heat resistant and the print on preprinted ticket paper stock must be smear proof.	F, G, H, I, and J = YES	Please see product brochures at end of section.
Characters printed by printer on ticket paper must remain legible and be smear proof both when the ticket is dry or becomes wet.	F, G, H, I, and J = YES	Please see product brochures at end of section.

ACS understands that these devices are on the edge of advancing to the next level of functionality and usefulness for DPW, MPD, the Taxicab Commission, and many other issuing agencies in the District of Columbia. We will work with these agencies to ensure that the mobile devices they select have all of the functionality described in main scope of services for this procurement.

The devices will be able to communicate wirelessly over our already established Verizon Broadband network. This will enable better oversight and management of staff in the field through real-time capture of key data that will show where the team members are and what they are doing. This will allow better distribution of resources and greater accountability.

Every person who gets a parking or moving ticket in the District should feel that it was issued fairly and accurately. This will reduce customer service and adjudication requirements and therefore lower the costs of running this program.

1.4.10 Application Management

The District of Columbia has requested that ACS shall guarantee specific system performance levels as part of this procurement. Detailed in the table below are a description of each District system performance requirement and the ACS acceptance of that requirement.

Performance Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ and ACS Solution Will:**
Online System Availability	Provide online system availability level of 99.99 percent in any calendar month	Accept a 99.7 percent online system availability requirement during normal business hours and excluding planned maintenance windows. ACS feels that 99.99 availability requirement is not necessary for a ticket management program and would be cost-prohibitive.
Response Time	Provide an average system response time as each workstation of 2 seconds or less over a one week period.	Accept requirement for providing an average 2 second response time within our infrastructure.
Workflow Availability	Provide online availability of the image workflow system during normal business hours of 99.99 percent in any calendar month	Accept a 99.7 percent online system availability requirement during normal business hours and excluding planned maintenance windows. ACS feels that 99.99 availability requirement is not necessary for a ticket management program and would be cost-prohibitive.

Performance Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ and ACS Solution Will:**
Image Response Time	The Contractor shall guarantee the average image recovery and average image printing time offered in its proposal	Guarantee the average image recovery time and printing time on a per image basis as specified in this proposal.
Third-Party Verification	Offeror will hire an established, known, third party verification service to measure the guaranteed availability uptime for the application. These reports will be provided to District of Columbia directly from the third Party Service	Use TCBA to provide the District with independent measurement of online application availability as accepted in this section.

In addition to the above stated requirements, District has requested ACS to guarantee specific service level reporting requirements. Detailed in the table below is a description of each District service level reporting requirement and ACS' acceptance of that requirement.

Performance Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ and ACS Solution Will:**
Production Report Availability	Provide online and on-demand availability and delivery of regular production management reports.	Supply electronic delivery of all regular production management reports for online viewing and on-demand request.
Payment Data Availability	Provide online and on-demand availability of payment data	Continue to provide the District with online, real-time access to all payment data as received by Point of Sale workstations, Web payments, the lockbox contractor and collections vendor.

Performance Requirements		
Quality	**Architectural Requirements**	**eTIMS℠ and ACS Solution Will:**
Handwritten Ticket Data-Entry	Update of manually written tickets to the system no later then the end of the second business day following pickup	Accept this requirement.
Equipment	Repair or replace within four hours or the end of the business day on which notification from the District of Columbia was received, whichever occurs first, any system hardware component that fails to perform at the intended level. Additionally, if provided at least one week's notice, all moves, adds and changes will be accomplished within 24 hours of the requested date.	Accept the requirement to repair or replace system hardware components that fails to perform at its intended level within four hours during normal business hours. ACS accepts the requirement to perform all moves, adds, and changes of ACS equipment within 24 hours if provided with at least one week's notice with hardware procurements and data communications provisioning outside of contractor control excepted.
Backup Connection and Staffing	Establish a backup connection within 15 minutes of receipt of notification from the District of Columbia that any data circuit is inoperable: the Contractor shall maintain staffing level for services identified in the proposal and subsequently incorporated into the contract, except as otherwise agreed by the Contract Administrator	Agree to provide communications infrastructure to support establishment of a backup connection within 15 minutes for our network. Accept the requirement of maintaining mutually agreed upon staffing levels that are incorporated into the contract maintenance windows.

1.4.11 Security Standards

Technology to ensure a secure environment must be balanced with service policies that are in the best interests of the District.

Features and Innovations

- Multi-layered application and network security
- Industry-leading TSO system security by Computer Associates

The ACS system security solution adheres to industry-specific desktop, data sensitivity, network, systems hardening and WiFi standards and will adhere to OCTO Computer Security Management (OCSM) policies and standards published on the District OCTO website at www.octo.dc.gov as of 19 May 2006.

System and logical security is the responsibility of our full-time Central Security Administrator, who resides at the ACS Tarrytown Data Center. Locally, the responsibility belongs to our Regional Security Officer, [redacted], who works for [redacted], our Information Management Director. As discussed in detail in Proposal Section 1.2.1.1.3, Security, ACS utilized industry-best application and system security methodologies, policies, procedures and standards to protect the systems and the critical data contained therein. Additionally, all ACS operating platforms and applications provide individual authentication and discretion over access to system functions and information.

Our PC and LAN implementations include full protection from computer viruses. This is accomplished through the use of McAfee Anti-Virus, a state-of-the-art software package designed for network and workstation virus protection. As files are introduced to or extracted from the file server, the software scans the files. If this scan detects a virus, the file is blocked from entering the server and an alert is sent to the user workstation and the file server console. McAfee does not permit the virus to enter the server's file system. Secondarily, a separate software component runs on each workstation and scans all incoming and outgoing files for viruses. Any viruses detected at the workstation level are presented to the user with the option to automatically fix or delete the file. This methodology for defense against virus infection is observed by most anti-virus solutions and is an industry standard method for protecting computer systems against virus and worm infections. McAfee software virus signatures are updated on a regular basis to prevent against new attacks. Distribution of these signatures is managed centrally from the Tarrytown Data Center utilizing the McAfee ePolicy Orchestrator distribution tool. All servers and workstations receive their updates via central command over the private WAN. All workstations have an auto-update function enabled, allowing the application to securely download and install the latest and most up to date virus signatures. This function is seamless and does not require any user interaction.

Multiple layers of security provide better protection of information assets. To complement the double layer of application security described in detail in Proposal Section 1.2.3.1.3, Security, ACS implements other types of security technologies that create layers of security, ultimately protecting the information in the citation database. Through the use of preventive network access controls, such as firewalls, intrusion detection, filtering routing tables, public key

R(9)(2)

infrastructure (PKI), and data encryption, ACS provides the defense-in-depth necessary to protect confidential information from unauthorized access. Our solution includes:

- **Perimeter Security**—The first layer of security is implemented at all areas of possible exposure, utilizing routers with onboard firewall software to perform inspection of packets prior to reaching the first-tier firewalls. This includes preventing connection-based attacks, such as DOS (Denial of Service) and other forms of resource intensive attacks. Access to all ACS local area networks (LANs) and wide area networks (WANs) are protected by access control lists and filtering router tables. Our servers, workstations and laptops are protected against Internet viruses and worms by anti-virus software. Additionally, access to all ACS systems is controlled by state-of-the-art access control mechanisms.
- **Access Control**—We enforce strict access control policy over all levels of access to its network infrastructure and the systems that reside on it. Remote authentication into ACS networks is controlled by strong two-factor authentication. This type of authentication requires that the user possess something and know something before access can be granted. Additionally, all ACS operating platforms and applications provide individual authentication and discretion over access to system functions and information. For this authentication, we use the RSA SecureID platform, providing access to a Virtual Private Network. The SecureID virtual token is a small software component device, which uses a random six-character PIN that changes every 60 seconds. The random PIN is matched to a similarly generated PIN on the host system. The number entered by the user must match the number on the host platform in order to gain access. In conjunction with this, each user must also enter a password (something you know) before access is granted.
- **Firewalls and Routers**—We deploy carrier grade firewalls and routers at all entry points in the network architecture. All firewalls and routers are fault tolerant and configured to provide a maximum of security and availability while providing the flexibility required by our clients. To assure that an optimal level of security is achieved by our firewall and router solutions, we standardize on several specific brands of hardware for deployment in several different types of situations. Each type of firewall and router is targeted for use in a specific situation to better exploit the capabilities and strengths of that particular firewall.
- **Data Encryption**—For sensitive data traveling over the Internet or other non-ACS network segments, we employ data encryption and public key infrastructure to protect the data. Our company standard for Internet security is to use VeriSign to provide secure site certificates and encrypt data. The security of data is accomplished by enforcing non-repudiation of data transmissions and that all sensitive data is protected against interception through the use of strong encryption.
- **Configurations**—All equipment is configured with security in mind, updated with the latest security patches and update software, and monitored by ACS network and computer operations staff. All servers are hardened to eliminate the possibility of extraneous services from being abused by cyber criminals. Server hardening includes

removing all unneeded protocols, and closing all unused ports into the server. In addition, the administrator account is password protected, renamed, and the original account is deleted.

- **Cyber Incident Awareness and Response**—Our Data Center maintains an awareness program that involves maintaining full external awareness of emerging potential security threats such as viruses, software vulnerabilities, and other risks. In addition, we maintain an internal awareness program in which a network of contacts is maintained for the purpose of notification, response, and local awareness of security risks. This network is used to alert ACS staff to emerging security risks, to successfully manage and respond to any actual risks that arise, and to deal with any cyber incidents that occur.
- **Monitoring**—ACS enforces its network security with the implementation of state-of-the-art network intrusion detection monitoring. Our network infrastructure is continuously monitored for the presence of hacking attempts, unauthorized access and malicious code. Such monitoring occurs not only at the perimeter of its managed networks, but also at key points within the "trusted" areas.

In the unlikely event that an attack penetrates our perimeter security, alarms are set off alerting our NOC (Network Operations Control) staff to the intrusion. This staff, trained to respond to such incidents, is on-site, on-duty, 24 hours-a-day, seven days-a-week, 365 days a year.

All firewalls provide logging for all failed and successful connections, collecting as much information as enabled by the system including the IP address, date, time and destination, as well as any other logging options provided. This information generated is written to a separate logging server designated for storing these log files and retained for 90 days before deletion. If a firewall should become compromised, it would be trivial for a hacker to eliminate his or her tracks by modifying or wiping the log files. While a separate server for collecting logs is not a bulletproof solution, it does allow for the ability to ensure the integrity of the systems logs.

- **Audits and Corporate Policy**—ACS conducts periodic self-audits in many areas to ensure compliance with applicable policies and procedures. We participate in and respond successfully to numerous corporate and external client audits involving not only security, but also all other areas of data center management. ACS also follows a corporate security policy that sets forth the policies and procedures used to provide security for ACS and our clients.

ACS understands that the security of the information of the District is a primary concern. We continue to address this concern by providing smart and effective security solutions and in no case would include in our software codes that serve to disable, corrupt, destroy, or deactivate data or access to data on services except as defined in this RFP.

GOVERNMENT OF THE DISTRICT OF COLUMBIA
LOCAL BUSINESS OPPORTUNITY COMMISSION

July 14, 2005

Toucan Printing & Promotional Products, Inc.
Vernon Sharps
220 I Street, NE, Suite 200
Washington, DC 20002

RE: LS 07200716029

Dear Mr. Sharps:

The District of Columbia Local Business Opportunity Commission (LBOC) during its meeting on 07/12/2005, approved your application for Re-certification and registered your business enterprise in the Local, Small, and Disadvantaged Business Enterprise Program as promulgated by D.C. Act 12-268, the "Equal Opportunity for Local, Small and Disadvantaged Business Enterprises Act of 1998". The business enterprise is duly registered by the Commission as a:

Goods and Equipment
General Services (Mailing Services, Graphic Design and Printing Services including Offset and Silk Screen)
Local Business Enterprise
Small Business Enterprise

IMPORTANT NOTICE:

D.C. ACT 12-268 MANDATES THE FOLLOWING REQUIREMENTS FOR CERTIFIED BUSINESSES:

This Certificate of Registration, pursuant to D.C. Act 12-268, section 5(c) will expire two (2) years from the effective date of approval. Your application for a re-certification must be submitted 180 days prior to your expiration date. There will be no other notification.

1. Your application for re-certification must be submitted 180 days prior to your expiration date. There will be no other notification.

2. Bidding in accordance with this act shall be limited to the above industry classification(s), and this letter must be attached to the front of the contractor's sealed.

3. All certified businesses must comply with Section 4(c) and/or 5 (d) of D.C. Act 12-268, which states in part:

(c) "The prime contractor shall perform at least fifty (50%) percent of the contracting effort, excluding the cost of materials, goods and supplies, with its own organization and resources..., fifty (50%) percent of the subcontracting effort excluding the cost of materials, goods and supplies shall be with certified local, disadvantaged, or small business enterprises."

(d) "For construction contracts of up to 1 million dollars ($1,000 000), the prime contractor shall perform at least fifty (50%) percent of the on-site work with its own organization and resources..., fifty (50%) percent of the subcontracting effect excluding cost of materials, goods and supplies shall be with certified local or disadvantaged business enterprises."

4. If there are any changes in your company or corporation, that may affect your eligibility, you must notify the Local Business Development Office within 30 days.

CERTIFICATION NUMBER:LS 07200716029

DATE OF APPROVAL:07/12/2005

DATE OF EXPIRATION:07/12/2007

Sincerely,

Darrin L. Glymph

Darrin L. Glymph, Esq.
Chair

GOVERNMENT OF THE DISTRICT OF COLUMBIA
SMALL AND LOCAL BUSINESS OPPORTUNITY COMMISSION

December 21, 2005

Vantix, Inc.
Kenya Pittman
1825 I Street, NW, Suite 400
Washington, DC 20006

RE: LSDR 12200715959

Dear Ms. Pittman:

The District of Columbia Local Business Opportunity Commission (LBOC) during its meeting on 12/20/2005, approved your application for Re-certification and registered your business enterprise in the Local, Small, and Disadvantaged Business Enterprise Program as promulgated by D.C. Act 12-268, the "Equal Opportunity for Local, Small and Disadvantaged Business Enterprises Act of 1998". The business enterprise is duly registered by the Commission as a:

Goods and Equipment
General Services (Mailing Services, Communications and Media Related Services)
Business Services (Consulting Services, Educational Services, Computer Management Services, Management Services)
Local Business Enterprise
Small Business Enterprise
Disadvantaged Business Enterprise
Resident Business Owner

IMPORTANT NOTICE:

D.C. ACT 12-268 MANDATES THE FOLLOWING REQUIREMENTS FOR CERTIFIED BUSINESSES:

This Certificate of Registration, pursuant to D.C. Act 12-268, section 5(c) will expire two (2) years from the effective date of approval. Your application for a re-certification must be submitted 180 days prior to your expiration date. There will be no other notification.

1. Your application for re-certification must be submitted 180 days prior to your expiration date. There will be no other notification.

2. Bidding in accordance with this act shall be limited to the above industry classification(s), and this letter must be attached to the front of the contractor's sealed.

3. All certified businesses must comply with Section 4(c) and/or 5 (d) of D.C. Act 12-268, which states in part:

(c) "The prime contractor shall perform at least fifty (50%) percent of the contracting effort, excluding the cost of materials, goods and supplies, with its own organization and resources.... fifty (50%) percent of the subcontracting effort excluding the cost of materials, goods and supplies shall be with certified local, disadvantaged, or small business enterprises."

(d) "For construction contracts of up to 1 million dollars ($1,000,000), the prime contractor shall perform at least fifty (50%) percent of the on-site work with its own organization and resources.... fifty (50%) percent of the subcontracting effect excluding cost of materials, goods and supplies shall be with certified local or disadvantaged business enterprises."

4. If there are any changes in your company or corporation, that may affect your eligibility, you must notify the Local Business Development Office within 30 days.

CERTIFICATION NUMBER:LSDR 12200715959

DATE OF APPROVAL:12/20/2005

DATE OF EXPIRATION:12/20/2007

Sincerely,

Darrin L. Glymph, Esq.
Chair

GOVERNMENT OF THE DISTRICT OF COLUMBIA

LOCAL BUSINESS OPPORTUNITY COMMISSION

September 23, 2004

Beale, Inc.
Robin Beale
3258 Banneker Drive, NE
Washington, DC 20018

RE: LSDZR 09200615686

Dear Ms. Beale:

The District of Columbia Local Business Opportunity Commission (LBOC) during its meeting on 09/21/2004, approved your application for Re-certification and registered your business enterprise in the Local, Small, and Disadvantaged Business Enterprise Program as promulgated by D.C. Act 12-268, the "Equal Opportunity for Local, Small and Disadvantaged Business Enterprises Act of 1998". The business enterprise is duly registered by the Commission as a:

Business Service (Consulting Services, Management Services, Business Research Services)
Construction (General Contractor, Park Area Constrution and Renovation)
Specialty Trade (Demolition and Excavation Services)
Transporation Service (Hauling)
Local Business Enterprise
Small Business Enterprise
Disadvantaged Business Enterprise
Resident Business Owner
Development Zone Enterprise

IMPORTANT NOTICE:

D.C. ACT 12-268 MANDATES THE FOLLOWING REQUIREMENTS FOR CERTIFIED BUSINESSES:

This Certificate of Registration, pursuant to D.C. Act 12-268, section 5(c) will expire two (2) years from the effective date of approval. Your application for a re-certification must be submitted 180 days prior to your expiration date. There will be no other notification.

1. Your application for re-certification must be submitted 180 days prior to your expiration date. There will be no other notification.

2. Bidding in accordance with this act shall be limited to the above industry classification(s), and this letter must be attached to the front of the contractor's sealed.

3. All certified businesses must comply with Section 4(c) and/or 5 (d) of D.C. Act 12-268, which states in part:

(c) "The prime contractor shall perform at least fifty (50%) percent of the contracting effort, excluding the cost of materials, goods and supplies, with its own organization and resources..., fifty (50%) percent of the subcontracting effort excluding the cost of materials, goods and supplies shall be with certified local, disadvantaged, or small business enterprises."

(d) "For construction contracts of up to 1 million dollars ($1,000,000), the prime contractor shall perform at least fifty (50%) percent of the on-site work with its own organization and resources.... fifty (50%) percent of the subcontracting effect excluding cost of materials, goods and supplies shall be with certified local or disadvantaged business enterprises."

4. If there are any changes in your company or corporation, that may effect your eligibility, you must notify the Local Business Development Office within 30 days.

CERTIFICATION NUMBER:LSDZR 09200615686

DATE OF APPROVAL:09/21/2004

DATE OF EXPIRATION:09/21/2006

Sincerely,

Darrin L. Glymph, Esq.
Chair

E.E.O. INFORMATION AND MAYOR'S ORDER 85-85

ACS' completed E.E.O. Information and Mayor's Order 85-85 form follows this page.

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A C S

EQUAL EMPLOYMENT OPPORTUNITY (EEO) POLICY STATEMENT

ACS STATE & LOCAL SOLUTIONS, INC. SHALL NOT DISCRIMINATE AGAINST ANY EMPLOYEE OR APPLICANT FOR EMPLOYMENT BECAUSE OF RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, MARITIAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, FAMILY RESPONSIBILITIES, MATRICULATION, POLITICAL AFFILIATION, OR PHYSICAL HANDICAP.

ACS STATE & LOCAL SOLUTIONS, INC. AGREES TO AFIRMATIVE ACTION TO ENSURE THAT APPLICANTS ARE EMPLOYED, AND THAT EMPLOYEES ARE TREATED DURING EMPLOYMENT, WITHOUT REGARD TO THEIR RACE, COLOR, RELIGION, NATIONAL ORIGIN, SEX, AGE, MARITIAL STATUS, PERSONAL APPEARANCE, SEXUAL ORIENTATION, FAMILY RESPONSIBILITIES, MATRICULATION, POLITICAL AFFILIATION, OR PHYSICAL HANDICAP.THE AFFIRMATIVE ACTION SHALL INCLUDE, BUT NOT BE LIMITED TO THE FOLLOWING: (A) EMPLOYMENT, UPGRADING, OR TRANSFER; (B) RECRUITMENT OR RECRUITMENT ADVERTISING; (C) DEMOTION, LAYOFF, OR TERMINATION; (D) RATES OF PAY, OR OTHER FORMS OF COMPENSATION; AND (E) SELECTION FOR TRAINING AND APPRENTICESHIP.

ACS STATE & LOCAL SOLUTIONS, INC. AGREES TO POST IN CONSPICUOUS PLACES THE PROVISIONS CONCERNING NON-DISCRIMINATION AND AFFIRMATIVE ACTION.

ACS STATE & LOCAL SOLUTIONS, INC. SHALL STATE THAT ALL QUALIFIED APPLICANTS WILL RECEIVE CONSIDERATION FOR EMPLOYMENT PURSUANT TO SUBSECTION 1103.2 THROUGH 1103.10 OF MAYOR'S ORDER 85-85; "EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENTS IN CONTRACTS."

ACS STATE & LOCAL SOLUTIONS, INC. AGREES TO PERMIT ACCESS TO ALL BOOKS PERTAINING TO ITS EMPLOYMENT PRACTICES, AND TO REQUIRE EACH SUBCONTRACTOR TO PERMIT ACCESS TO BOOKS AND RECORDS.

ACS STATE & LOCAL SOLUTIONS, INC. AGREES TO COMPLY WITH ALL GUIDELINES FOR EQUAL EMPLOYMENT OPPORTUNITY APPLICABLE IN THE DISTRICT OF COLUMBIA.

ACS STATE & LOCAL SOLUTIONS, INC. SHALL INCLUDE IN EVERY SUBCONTRACT THE EQUAL OPPORTUNITY CLAUSES, SUBSECTION 1103.2 THROUGH 1103.10 SO THAT SUCH PROVISIONS SHALL BE BINDING UPON EACH SUBCONTRACTOR OR VENDOR.

Michael P. Huerta
Senior Vice President and Managing Director
AUTHORIZED OFFICIAL AND TITLE

AUTHORIZED SIGNATURE

ACS State & Local Solutions, Inc.
FIRM/ORGANIZATION NAME

May 24, 2006
DATE

ACS State and Local Solutions
1800 M Street, NW • Washington, DC 20036
P (202) 378-2600 F(202) 775-0454

ASSURANCE OF COMPLIANCE WITH EQUAL EMPLOYMENT OPPORTUNITY REQUIREMENTS

MAYOR'S ORDER 85-85, EFFECTIVE JUNE 10, 1985, AND THE RULES IMPLEMENTING MAYORS ORDER 85-85, 33 DCR 4952, (PUBLISHED AUGUST 15, 1986), "ON COMPLIANCE WITH EQUAL OPPORTUNITY REQUIREMENTS IN DISTRICT GOVERNMENT CONTRACTS," ARE HEREBY INCLUDED AS PART OF THIS BID/PROPOSAL. THEREFORE, EACH BIDDER/OFFEROR SHALL INDICATE BELOW THEIR WRITTEN COMMITMENT TO ASSURE COMPLIANCE WITH MAYOR'S ORDER 85-85 AND THE IMPLEMENTING RULES. FAILURE TO COMPLY WITH THE SUBJECT MAYOR'S ORDER AND THE IMPLEMENTING RULES SHALL RESULT IN REJECTION OF THE RESPECTIVE BID/PROPOSAL.

I, **MICHAEL P. HUERTA**, THE AUTHORIZED REPRESENTATIVE OF **ACS STATE & LOCAL SOLUTIONS, INC.**, HEREINAFTER REFERRED TO AS "THE CONTRACTOR," CERTIFY THT THE CONTRATOR IS FULLY AWARE OF ALL OF THE PROVISIONS OF MAYOR'S ORDER 85-85, EFFECTIVE JUNE 10, 1985, AND OF THE RULES IMPLEMENTING MAYOR'S ORDER 85-85, 33 DCR 4952. I FURTHER CERTIFY AND ASSURE THAT THE CONTRACTOR WILL FULLY COMPLY WITH ALL APPLICABLE PROVISIONS OF THE MAYOR'S ORDER AND IMPLEMENTING RULES IF AWARDED THE D.C. GOVERNMENT REFERENCED BY THE CONTRACT NUMBER ENTERED BELOW. FURTHER, THE CONTRACTOR ACKNOWLEDGES AND UNDERSTANDS THAT THE AWARD OF SAID CONTRACT AND ITS CONTINUATION ARE SPECIFICALLY CONDITIONED UPON THE CONTRACTOR'S COMPLIANCE WITH THE ABOVE-CITED ORDER AND RULES.

ACS State & Local Solutions, Inc.
CONTRACTOR

Michael P. Huerta
NAME

SIGNATURE

Senior Vice President and Managing Director
TITLE

POKV-2006-R-0064
CONTRACT NUMBER

May 24, 2006
DATE

EQUAL EMPLOYMENT OPPORTUNITY

EMPLOYER INFORMATION REPORT

GOVERNMENT OF THE DISTRICT OF COLUMBIA DC Office of Contracting and Procurement Employer Information Report (EEO)	Reply to: Office of Contracting and Procurement 441 4th Street, NW, Suite 700 South Washington, DC 20001

Instructions:
Two (2) copies of DAS 84-404 or Federal Form EEO-1 shall be submitted to the Office of Contracting and Procurement.
One copy shall be retained by the Contractor.

Section A – TYPE OF REPORT

1. Indicate by marking in the appropriate box the type of reporting unit for which this copy of the form is submitted (MARK ONLY ONE BOX)

Single Establishment Employer
(1) Single-establishment Employer Report

Multi-establishment Employer:
(2) ☐ Consolidated Report
(3) ☐ Headquarters Report
(4) ☒ Individual Establishment Report (submit one for each establishment with 25 or more employees)
(5) ☐ Special Report

1. Total number of reports being filed by this Company. ONE

Section B – COMPANY IDENTIFICATION (*To be answered by all employers*)

OFFICIAL USE ONLY

1. Name of Company which owns or controls the establishment for which this report is filed
AFFILIATED COMPUTER SERVICES, INC. — a.

Address (Number and street)	City or Town	Country	State	Zip Code	b.
2828 N. HASKELL AVE	DALLAS	USA	TX	75204	

b. Employer Identification No. [redacted]

Establishment for which this report is filed.
1133 15TH ST NW, WASHINGTON, DC 20005 — OFFICIAL USE ONLY

a. Name of establishment
ACS STATE & LOCAL SOLUTIONS, INC. — c.

Address (Number and street)	City or Town	Country	State	Zip Code	d.
1133 15TH ST NW	WASHINGTON	USA	DC	20005	

b. Employer Identification No. [redacted]

3. Parent of affiliated Company
N/A

a. Name of parent or affiliated Company	b. Employer Identification No.			
N/A				
Address (Number and Street)	City or Town	Country	State	Zip Code

Section C - ESTABLISHMENT INFORMATION

1. Is the location of the establishment the same as that reported last year?
Yes No ☒ Did not report last year Report on combined basis

2. Is the major business activity at this establishment the same as that reported last year? Yes No
☒ No report last year Reported on combined basis

OFFICIAL USE ONLY

2. What is the major activity of this establishment? (Be specific, i.e., manufacturing steel castings, retail grocer, wholesale plumbing supplies, title insurance, etc. Include the specific type of product or service provided, as well as the principal business or industrial activity.

e.

3. MINORITY GROUP MEMBERS: Indicate if you are a minority business enterprise (50% owned or 51% controlled by minority members).

☐ Yes ☒ No

DAS 84-404 (Replaces D.C. Form 2640.9 Sept. 74 which is Obsolete) 84-2P891

R(a)(6)

DEPARTMENT OF HUMAN RIGHTS AND LOCAL BUSINESS DEVELOPMENT
CONTRACT COMPLIANCE UNIT

SUBCONTRACT SUMMARY FORM

This SUMMARY form is to be completed by the PRIME contractor.

BID NO.: POKV-2006-R-0064 CCB NUMBER: 1 of 1 pages

*NOTE: The standard for minority subcontracting is 25% of the TOTAL contract dollar amount to be subcontracted.

REDACTED INFORMATION

NAME OF PRIME CONTRACTOR: ACS State & Local Solutions, Inc.
TELEPHONE NO. 202-378-2600

ADDRESS: 1800 M Street, NW
Washington, DC 20036

PROJECT NAME: Office of Subcontracting and Procurement
ADDRESS: 441 4th St., NW
Washington, DC 20001
WARD NO.: ____

PROJECT DESCRIPTIONS: Ticket Processing

SECTION II LIST ALL SUBCONTRACTORS THAT WILL BE UTILIZED ON THE ABOVE PROJECT

1. NAME OF SUBCONTRACTOR 2. ADDRESS 3. CONTACT PERSON 4. MBOC CERT. NO. 5. PHONE NO.	1. IS THIS A *MINORITY SUB? ____ YES ____ NO 2. TRADE OR BUSINESS PRODUCT THAT SUB WILL PROVIDE.	1. $ AMOUNT OF SUBCONTRACT equals(=) 2. ____% (percent) OF TOTAL PRIME CONTRACT.
1. Dynamic Concepts, Inc. 2. 1730 17th St., NE, Washington, DC 20002 3. Pedro Alfonso 4. LZR00061042007 5. 202-944-8787	1. MINORITY SUBCONTRACTOR X YES ____ NO 2. Data Entry	REDACTED INFORMATION
1. Kidd International 2. 6856 Eastern Ave, NW Washington, DC 200012 3. Michael Kidd 4. LSR 11200714542 5. 202-723-6600	1. MINORITY SUBCONTRACTOR X YES ____ NO 2. Imaging	REDACTED INFORMATION
1. Beale Inc. 2. 3256 Banneker Dr., NE, Washington, DC 20018 3. Robin Beale 4. LSDZR 09200615686 5. 202-543-8090	1. MINORITY SUBCONTRACTOR X YES ____ NO 2. Programming	REDACTED INFORMATION
1. Toucan Printing & Promotional Products, Inc. 2. 220 I St., NE, Ste. 200, Washington, DC 20018 3. Vernon Sharps 4. LS 07200716029 5. 202-543-0162	1. MINORITY SUBCONTRACTOR X YES ____ NO 2. Notice Production	REDACTED INFORMATION
1. Vantix, Inc. 2. 1825 I St., NW, Ste. 200, Washington, DC 20006 3. Ken Pittman 4. LSDR 12200715959 5. 202-529-3000	1. MINORITY SUBCONTRACTOR X YES ____ NO 2. Verification	REDACTED INFORMATION
1. Insured Couriers 2. 1706 Taylor Ave., Fort Washington, MD 20744 3. Michael Sullivan 4. Application in Process 5. 301-537-5376	1. MINORITY SUBCONTRACTOR X YES ____ NO 2. Courier Services	REDACTED INFORMATION
1. 2. 3. 4. 5.	1. MINORITY SUBCONTRACTOR ____ YES ____ NO 2.	1. $ ____ equals(=) 2. ____%
1. 2. 3. 4. 5.	1. MINORITY SUBCONTRACTOR ____ YES ____ NO 2.	1. $ ____ equals(=) 2. ____%
1. 2. 3. 4. 5.	1. MINORITY SUBCONTRACTOR ____ YES ____ NO 2.	1. $ ____ equals(=) 2. ____%
1. 2. 3. 4. 5.	1. MINORITY SUBCONTRACTOR ____ YES ____ NO 2.	1. $ ____ equals(=) 2. ____%
1. 2. 3. 4. 5.	1. MINORITY SUBCONTRACTOR ____ YES ____ NO 2.	1. $ ____ equals(=) 2. ____%

TOTAL DOLLAR AMOUNT SUBCONTRACTED TO *MINORITY BUSINESS ENTERPRISES. REDACTED INFORMATION

PERCENT OF PRIME CONTRACT.

*D.C. LAW 1-95, as amended, defines a MINORITY BUSINESS ENTERPRISE as a business of which more than 50% is owned by members of a minority, and of which more than 50% of the net profit or loss accrues to members of a minority.

SOLICITATION NO: POKV-2006-R-0064

PROJECTED GOALS AND TIMETABLES FOR FUTURE HIRING

	MINORITY GROUP EMLOYES GOALS								TIMETABLES
JOB CATEGORIES	MALE				FEMALE				
	BLACK	ASIAN	AMERICAN INDIAN	HISPANIC	BLACK	ASIAN	AMERICAN INDIAN	HISPANIC	
OFFICIALS & MANAGERS									
PROFESSIONALS									
TECHNICIANS									
SALES WORKERS									
OFFICE AND CLERICAL									
CRAFTSMANS (SKILLELD)									
OPERATIVE (SEMI-SKILLED)									
LABORERS (UNSKILLED)									
SERVICE WORKERS									
TOTALS									

NOT APPLICABLE

NAME OF AUTHORIZED OFFICIAL:	TITLE:	SIGNATURE:
Michael P. Huerta	**Senior Vice President and Managing Director**	

FIRM NAME:	TELEHONE NO:	DATE:
ACS State & Local Solutions, Inc.	**(202) 378-2600**	**May 24, 2006**

INDICATE IF THE PRIME UTILIZES A "MINORITY FINANCIAL INSTITUTION"

_____ Yes ___X___ No

NAME:

ADDRESS:

TYPE OF ACCOUNT/S:

TAX CERTIFICATION AFFIDAVIT

ACS' completed Tax Certification Affidavit follows this page.

© 2006 ACS

TAX CERTIFICATION AFFIDAVIT

Date May 19, 2006

Name of Organization/Entity: ACS State & Local Solutions, Inc.

Address: 1800 M Street NW, Washington, DC 20036

Principal Officers: Name	Soc. Sec. No.	Title
Tom Burlin	REDACTED INFORMATION	President
John McCarey		SVP & CFO
Rick Russin		SVP, Group Counsel & Asst. Secretary

Business Telephone No.: (202) 378-2600

Finance and Revenue Registration No.: 0071450

Federal Identification No.: [redacted]

DUNS No.: 041530627 Contract No.: POFA-2006-R-0064

Unemployment Insurance Account No.: 03-2757

I hereby certify that:

1. I have complied with the applicable tax filing and licensing requirements of the District of Columbia.
2. The following information is true and correct concerning tax compliance for the following taxes for the past five (5) years:

		Current	Not Current
District:	Sales and Use	(X)	( )
	Employment Withholding	(X)	( )
	Hotel Occupancy	(n/a)	( )
	Corporation Franchise	(X)	( )
	Unincorporated Franchise	(n/a)	( )
	Personal Property	(X)	( )
	Professional License	(n/a)	( )
	Arena/Public Safety Fee	(X)	( )
	Vendor Fee	(n/a)	( )

3. If not current, as checked in item 2, I am in compliance with a payment agreement with the Department of Finance and Revenue.
___ Yes ___ No

Attach copy of the Agreement.
If outstanding liabilities exists and no agreement has been made, please attach a listing of all such liabilities.

The Department of Finance and Revenue also requires:
(A) Copies of FR-532 (Notice of Registration) or a copy of an FR-500 (Combined Registration Form)
(B) Copies of canceled checks for the last tax period(s) filed for each tax liability; i.e., sales and use, employer withholding, etc.

The District of Columbia Government is hereby authorized to verify the above information with appropriate Government authorities. The penalty for making false statements is a fine of not more than $1,000.00, imprisonment for not more than 180 days, or both, as prescribed by D.C. Official Code §22-2405. The penalty for false swearing is a fine of not more than $2,500.00, imprisonment for not more than three (3) years, or both, as prescribed in D.C. Official Code §22-2404.

Signature of Person Authorized to Sign This Document

Chief Financial Officer
Title

John McCarey
Print Name

Notary: DISTRICT OF COLUMBIA, ss:

Subscribed and sworn before me this 18TH day of May Month and Year 2006

Keturah A. Underdue
Notary Public

My Commission Expires June 30, 2010

KETURAH A. UNDERDUE
NOTARY PUBLIC DISTRICT OF COLUMBIA
My Commission Expires June 30, 2010

R(a)(6)

FIRST SOURCE EMPLOYMENT AGREEMENT

ACS' completed and signed First Source Employment Agreement follows this page.

© 2006 ACS

FIRST SOURCE EMPLOYMENT AGREEMENT

Contract Number: POKV-2006-R-0064

Contract Amount: _____

Project Name: Ticket Processing

Project Address: 1133 15th ST, NW, Washington, DC 20005 Ward: 2

Nonprofit Organization with 50 Employees or Less: (Yes) ___ (No) X

This First Source Employment Agreement, in accordance with D. C. Law 14-24, D.C. Law 5-93, and Mayor's Order 83-265 for recruitment, referral, and placement of District of Columbia residents, is between the District of Columbia Department of Employment Services, hereinafter referred to as DOES, and ACS State & Local Solutions, Inc., hereinafter, referred to as EMPLOYER. Under this Employment Agreement, the EMPLOYER will use DOES as its first source for recruitment, referral, and placement of new hires or employees for the new jobs created by this project and will hire 51% District of Columbia residents for all new jobs created, as well, as 51% of apprentices employed in connection with the project shall be District residents registered in programs approved by the District of Columbia Apprenticeship Council.

I. GENERAL TERMS

A. The EMPLOYER will use DOES as its first source for the recruitment, referral and placement of employees.

B. The EMPLOYER shall require all contractors and subcontractors, with contracts totaling $100,000 or more, to enter into a First Source Employment Agreement with DOES.

C. DOES will provide recruitment, referral and placement services to the EMPLOYER subject to the limitations set out in this Agreement.

D. DOES participation in this Agreement will be carried out by the Office of the Director, with the Office of Employer Services, which is responsible for referral and placement of employees, or such other offices or divisions designated by DOES.

E. This Agreement shall take effect when signed by the parties below and shall be fully effective for the duration of the contract and any extensions or modifications to the contract.

F. This Agreement shall not be construed as an approval of the EMPLOYER'S bid package, bond application, lease agreement, zoning application, loan, or contract/subcontract.

G. DOES and the EMPLOYER agree that for purposes of this Agreement, new hires and jobs created (both union and nonunion) include all EMPLOYER'S job openings and vacancies in the Washington Standard Metropolitan Statistical Area created as a result of internal promotions, terminations, and expansions of the EMPLOYER'S workforce, as a result of this project, including loans, lease agreements, zoning applications, bonds, bids, and contracts.

H. For purposes of this Agreement, apprentices as defined in D.C. Law 2-156, as amended, are included.

I. The EMPLOYER shall register an apprenticeship program with the D.C. Apprenticeship Council for construction or renovation contracts or subcontracts totaling $500,000 or more. This includes any construction or renovation contract or subcontract signed as the result of, but is not limited to, a loan, bond, grant, Exclusive Right Agreement, street or alley closing, or a leasing agreement of real property for one (1) year or more.

J. All contractors who contract with the Government of the District of Columbia to perform information technology work with a single contract or cumulative contracts of at least $500,000, let within any twelve (12) month period shall be required to register an apprenticeship program with the District of Columbia Apprenticeship Council.

K. The term "information technology work" shall include, but is not limited to, the occupations of computer programmer, programmer analyst, desktop specialist, technical support specialist, database specialist, network support specialist, and any other related occupations as the District of Columbia Apprenticeship Council may designate by regulation.

II. RECRUITMENT

A. The EMPLOYER will complete the attached Employment Plan, which will indicate the number of new jobs projected, salary range, hiring dates, and union requirements. The EMPLOYER will notify DOES of its specific need for new employees as soon as that need is identified.

B. Notification of specific needs, as set forth in Section II.A. must be given to DOES at least five (5) business days (Monday - Friday) before using any other referral source, and shall include, at a minimum, the number of employees needed by job title, qualification, hiring date, rate of pay, hours of work, duration of employment, and work to be performed.

C. Job openings to be filled by internal promotion from the EMPLOYER'S current workforce need not be referred to DOES for placement and referral.

D. The EMPLOYER will submit to DOES, prior to starting work on the project, the names, and social security numbers of all current employees, including apprentices, trainees, and laid-off workers who will be employed on the project.

III. REFERRAL

DOES will screen and refer applicants according to the qualifications supplied by the EMPLOYER.

IV. PLACEMENT

A. DOES will notify the EMPLOYER, prior to the anticipated hiring dates, of the number of applicants DOES will refer. DOES will make every reasonable effort to refer at least two qualified applicants for each job opening.

B. The EMPLOYER will make all decisions on hiring new employees but will in good faith use reasonable efforts to select its new hires or employees from among the qualified persons referred by DOES.

C. In the event DOES is unable to refer the qualified personnel requested, within five (5) business days (Monday - Friday) from the date of notification, the EMPLOYER will be free to directly fill remaining positions for which no qualified applicants have been referred. Notwithstanding, the EMPLOYER will still be required to hire 51% District residents for the new jobs created by the project.

D. After the EMPLOYER has selected its employees, DOES will not be responsible for the employees' actions and the EMPLOYER hereby releases DOES, and the Government of the District of Columbia, the District of Columbia Municipal Corporation, and the officers and employees of the District of Columbia from any liability for employees' actions.

V. TRAINING

DOES and the EMPLOYER may agree to develop skills training and on-the-job training programs; the training specifications and cost for such training will be mutually agreed upon by the EMPLOYER and DOES and set forth in a separate Training Agreement.

VI. CONTROLLING REGULATIONS AND LAWS

A. To the extent this Agreement is in conflict with any labor laws or governmental regulations, the laws or regulations shall prevail.

B. DOES will make every effort to work within the terms of all collective bargaining agreements to which the EMPLOYER is a party.

C. The EMPLOYER will provide DOES with written documentation that the EMPLOYER has provided the representative of any involved collective bargaining unit with a copy of this Agreement and has requested comments or objections. If the representative has any comments or objections, the EMPLOYER will promptly provide them to DOES.

VII. EXEMPTIONS

A. Contracts, subcontracts or other forms of government-assistance less than $100,000.

B. Employment openings the contractor will fill with individuals already employed by the company.

C. Job openings to be filled by laid-off workers according to formally established recall procedures and rosters.

D. Suppliers located outside of the Washington Standard Metropolitan Statistical Area and who will perform no work in the Washington Standard Metropolitan Statistical Area.

VIII. AGREEMENT MODIFICATIONS, RENEWAL, MONITORING, AND PENALTIES

A. If, during the term of this Agreement, the EMPLOYER should transfer possession of all or a portion of its business concerns affected by this Agreement to any other party by lease, sale, assignment, merger, or otherwise, the EMPLOYER as a condition of transfer shall:

1. Notify the party taking possession of the existence of the EMPLOYER'S Agreement.

2. Notify the party taking possession that full compliance with this Agreement is required in order to avoid termination of the project.

3. EMPLOYER shall, additionally, advise DOES within seven (7) business/calendar days of the transfer. This advice will include the name of the party taking possession and the name and telephone of that party's representative.

B. DOES shall monitor EMPLOYER'S performance under this Agreement. The EMPLOYER will cooperate in DOES' monitoring effort and will submit a Contract Compliance Form to DOES monthly.

C. To assist DOES in the conduct of the monitoring review, the EMPLOYER will make available payroll and employment records for the review period indicated.

D. If additional information is needed during the review, the EMPLOYER will provide the requested information to DOES.

E. With the submission of the final request for payment from the District, the EMPLOYER shall:

1. Document in a report to the Contracting Officer its compliance with the requirement that 51% of the new employees hired by the project be District residents; or

2. Submit a request to the Contracting Officer for a waiver of compliance with the requirement that 51% of the new employees hired by the project be District residents and include the following documentations:
   a. Material supporting a good faith effort to comply;
   b. Referrals provided by DOES and other referral sources; and
   c. Advertisement of job openings listed with DOES and other referral sources.

F. The Contracting Officer may waive the requirement that 51% of the new employees hired by the project be District residents, if the Contracting Officer finds that:

1. A good faith effort to comply is demonstrated by the contractor;

2. The EMPLOYER is located outside the Washington Standard Metropolitan Statistical Area and none of the contract work is performed inside the Washington Standard Metropolitan Statistical Area;

   The Washington Standard Metropolitan Statistical Area includes the District of Columbia, the Virginia Cities of Alexandria, Falls Church, Manasas, Manasas Park, Fairfax, and Fredericksburg; the Virginia Counties of Fairfax, Arlington, Prince William, Loundon, Stafford, Clarke, Warren, Fauquier, Culpeper, Spotsylvania, and King George; the Maryland Counties of Montgomery, Prince Georges, Charles, Frederick, and Calvert; and the West Virginia Counties of Berkeley and Jefferson.

3. The EMPLOYER enters into a special workforce development training or placement arrangement with DOES; or

4. DOES certifies that insufficient numbers of District residents in the labor market possess the skills required by the positions created as a result of the contract.

G. Willful breach of the First Source Employment Agreement by the EMPLOYER, or failure to submit the Contract Compliance Report, or

deliberate submission of falsified data, may be enforced by the Contracting Officer through imposition of penalties, including monetary fines of 5% of the total amount of the direct and indirect labor costs of the contract.

H Nonprofit organizations with 50 or less employees are exempted from the requirement that 51% of the new employees hired on the project be District residents.

I. The EMPLOYER and DOES, or such other agent as DOES may designate, may mutually agree to modify this Agreement.

J. The project may be terminated because of the EMPLOYER'S non-compliance with the provisions of this Agreement.

IX. Is your firm a certified Local, Small, Disadvantaged Business Enterprise (LSDBE)?
YES☐ NO ☒
If yes, certification number:_____

X. Do you have a registered Apprenticeship program with the D.C. Apprenticeship Council?
☐YES ☒NO
If yes, D.C. Apprenticeship Council Registration Number:_____

XI. Indicate whether your firm is a subcontractor on this project: ☐ YES ☒NO
If yes, name of prime contractor: _____

Dated this 24th day of May 2006

_____
Signature Dept. of Employment Services

_____
Signature of Employer

ACS State & Local Solutions, Inc.
Name of Company

1800 M Street, NW
Washington, DC 20036
Address

(202) 378-2656
Telephone

michael.huerta@acs-inc.com
E-mail

EMPLOYMENT PLAN

NAME OF FIRM ACS State & Local Solutions, Inc.

ADDRESS 1800 M Street NW, Washington, DC 20036

TELEPHONE NUMBER (202) 756-5600 FEDERAL IDENTIFICATION NO. [redacted]

CONTACT PERSON Lisa Sutter TITLE Project Director

E-mail: lisa.sutter@acs-inc.com TYPE OF BUSINESS: Corporation

ORIGINATING DISTRICT AGENCY Department of Motor Vehicles

CONTRACTING OFFICER: Kenneth Morrow TELEPHONE NUMBER: (202) 727-2122

TYPE OF PROJECT Ticket Processing FUNDING AMOUNT

PROJECTED START DATE 9/1/06 PROJECT DURATION 2 years with 3 one-year options

NEW JOB CREATION PROJECTIONS (Attach additional sheets, as needed.) Please indicate the new position(s) your firm will create as a result of this project.

	JOB TITLE	# OF JOBS F/T P/T	SALARY RANGE	UNION MEMBERSHIP REQUIRED NAME LOCAL #	PROJECTED HIRE DATE
A	Database Administrator	1 F/T	[redacted]	N/A	9/1/2006
B	IT Systems Analyst	1 F/T	[redacted]	N/A	9/1/2006
C	Operations Manager	1 F/T	[redacted]	N/A	4/7/2006
D					
E					
F					
G					
H					
I					
J					
K					

Government of the District of Columbia
Ticket Processing

MOBILE RADAR DIGITAL CITATIONS

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A C S

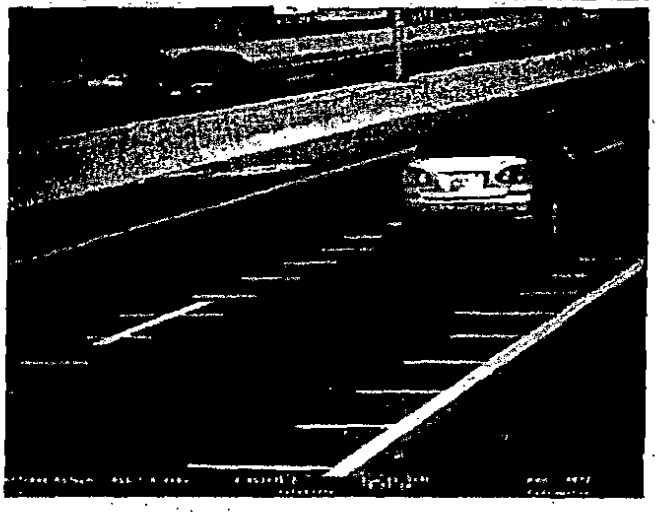
DISTRICT OF COLUMBIA
NOTICE OF INFRACTION
DC PHOTO ENFORCEMENT OFFICE
202-756-5884

DCFR-01 9/05

Mail Date: 11/22/05

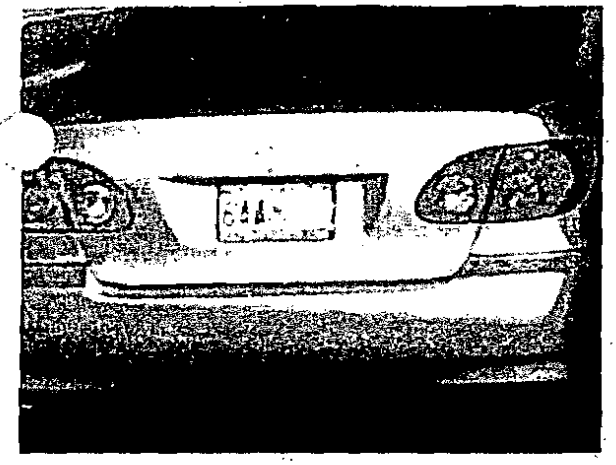
REGISTERED OWNER INFORMATION

F003388026



Your vehicle was photographed violating District of Columbia Traffic Regulations on the date and time listed below. Under District law, the registered owner of a vehicle is liable for payment of the fine for violations recorded using an automated traffic enforcement system, unless the vehicle was not in the custody of the owner at the time of the infraction.
POINTS WILL NOT BE ASSESSED AGAINST THE REGISTERED OWNER OR THE DESIGNATED DRIVER FOR THIS VIOLATION.

On the back of this notice you will find directions for answering this notice.



VIOLATION INFORMATION

Ticket Number:	F003388026		
Issue Date:	11/06/05	Issue Time:	10:21:20 AM
Violation Code:	T119		
Description:	SP 11-15 MPH OVR LMT		
Location:	3rd St Tunnel NW n/b at MA Ave Exit		
Vehicle Tag:		Vehicle Make:	TOYT
Vehicle Speed:	57mph	Posted Speed:	45mph

Your answer to this notice of infraction must be received by the payment due date listed below.

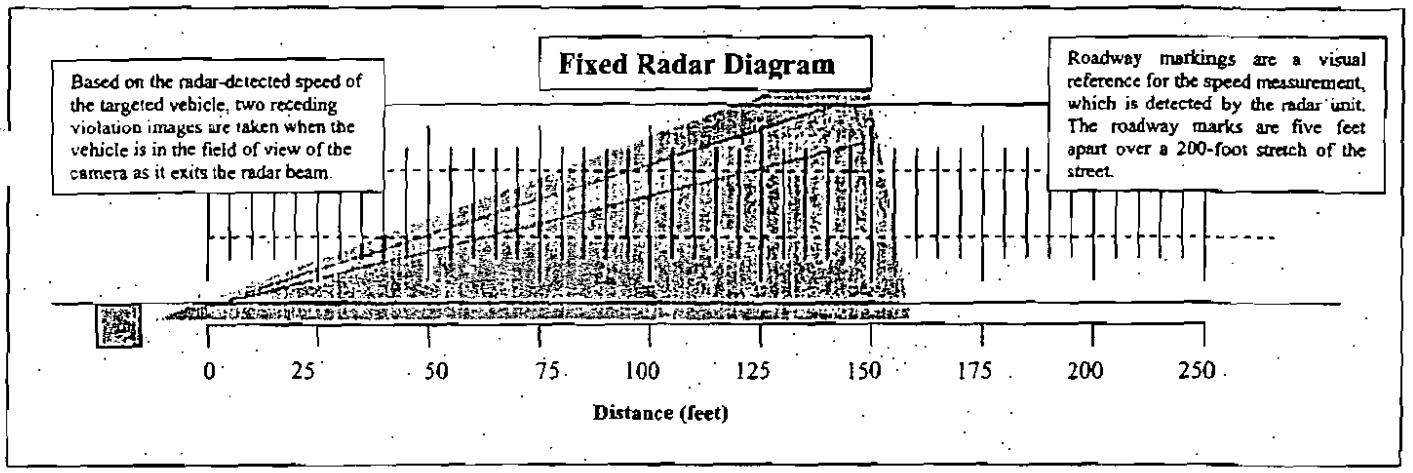
Failure to pay the fine or otherwise answer in the manner and time required is an admission of liability. This will result in additional penalties and the loss of your right to a hearing. For vehicles registered in the District of Columbia, the Department of Motor Vehicles will place a hold on the renewal of the owner's vehicle registration as long as the fine and/or penalty are unpaid. If you have questions regarding this ticket, please call the DC Photo Enforcement Office at (202) 756-5884.

Detach and return this portion with your payment in the envelope provided,
or you may pay your ticket through the internet at: http://www.dmv.dc.gov

Ticket Number: F003388026 **Vehicle Tag:** **Mail Date:** 11/22/05
Payment Due Date: 12/22/2005
Initial Fine Amount Due: $50.00
Total Amount Due After Payment Due Date: $100.00
Amount Paid: $

You can view full color version of the image below at:
http://www.public.cite-web.com
Citation Number: 00338802 Pin Number: 276003388

410532600013490010000500OF003388026



HOW DOES THIS TYPE OF SPEED ENFORCEMENT WORK?

A 5° wide K-Band radar beam using Doppler radar is projected at a 20° angle across the road from the front of the stationary radar unit. The unit takes 200-300 speed calculations per second. Deployment logs are completed and validated by certified, trained police officers to ensure proper setup, testing, and operation of the unit during the deployment period. When the radar control unit detects a vehicle in the beam traveling at or greater than the speed specified for that location, it instructs the camera control unit to take a set of photographs of the detected vehicle. The camera will not take a photograph if the system malfunctions or if there is more than one vehicle in the radar beam. A copy of the certified log, photographs that show the violation and a close-up of the rear of the vehicle, will be provided as evidence for any adjudication of this ticket.

DIRECTIONS FOR ANSWERING

YOU MUST EITHER ADMIT OR DENY THIS INFRACTION
IF YOUR ADMISSION OR DENIAL IS NOT RECEIVED WITHIN 30 CALENDAR DAYS OF THE MAIL DATE OF THE TICKET, YOUR FINE WILL BE DOUBLED.

TO ADMIT:

You have three options: 1) pay through the internet at http://www.dmv.dc.gov, 2) mail your check or money order payable to the DC Treasurer (**DO NOT SEND CASH**), along with **the front bottom portion** of this ticket, to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013, 3) bring ticket and payment (cash, check or money order) to 301 C Street, NW, between the hours of 8:15 a.m. to 5:00 p.m., Monday through Friday.

Write the ticket number on any check or money order to ensure proper credit.

turned checks are subject to electronic redeposit for the face amount and a returned check fee of $65.00.

TO DENY:

Please check the applicable box below and **mail this entire ticket** to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. Attach all requested documentation. If your defense is that your vehicle or tag was stolen prior to the issuance of the citation, you must provide a copy of the police report.

☐ **I REQUEST A HEARING**
You will receive notice of the time and place of the hearing.

☐ **I REQUEST MAIL ADJUDICATION**
You must submit a clear and complete statement of your defense and a waiver of your right to an in-person hearing. Attach all documents you believe will assist the hearing examiner in evaluating your defense.

☐ **MY VEHICLE WAS NOT STOLEN BUT WAS NOT IN MY CUSTODY, CARE, OR CONTROL AT THE TIME OF THE INFRACTION**
For this defense, you must complete the affidavit below and provided the name, address and driver's license number of the person operating your vehicle at the time this ticket was issued. The information submitted must be accurate and current and it must be signed and **notarized** before it is returned or you will remain responsible for this citation. You must sign it in the presence of the notary, who will require proof of identity. Return the completed form to the DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. **Please print clearly.**

Affidavit

Full Name of Driver **Driver License Number and State** **Ticket Number**

Driver's full Address **City** **State** **Zip Code**

I declare under penalty of perjury that the vehicle listed on this citation was under the custody, care, or control of the person listed above at the time of the infraction and that all of the information above is accurate to the best of my knowledge.

Registered Owner's Name and Address **Signature** **Date**

Notary Public Name _____

Notary Commission Expiration _____ **Telephone Number** _____

(NOTARY SEAL)

Government of the District of Columbia
Ticket Processing

DIGITAL FIXED POLE CITATIONS

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A C S

DISTRICT OF COLUMBIA
NOTICE OF INFRACTION
DC PHOTO ENFORCEMENT OFFICE
202-756-5884

DCFR-01 5/05

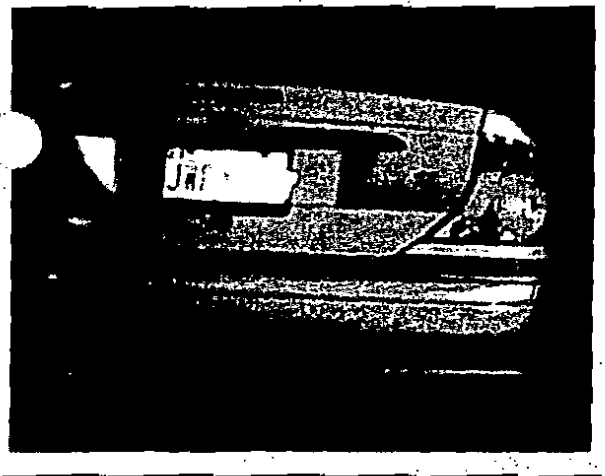
Mail Date: 04/08/05

REGISTERED OWNER INFORMATION

F000489117

Your vehicle was photographed violating District of Columbia Traffic Regulations on the date and time listed below. Under District law, the registered owner of a vehicle is liable for payment of the fine for violations recorded using an automated traffic enforcement system, unless the vehicle was not in the custody of the owner at the time of the infraction.
POINTS WILL NOT BE ASSESSED AGAINST THE REGISTERED OWNER OR THE DESIGNATED DRIVER FOR THIS VIOLATION.

On the back of this notice you will find directions for answering this notice.



VIOLATION INFORMATION

Ticket Number:	F000489117		
Issue Date:	03/26/05	Issue Time:	12:09:36 AM
Violation Code:	T119		
Description:	SP 11-15 MPH OVR LMT		
Location:	100 Blk Michigan Avenue NE e/b		
Vehicle Tag:		Vehicle Make:	FORD
Vehicle Speed:	40mph	Posted Speed:	25mph

Your answer to this notice of infraction must be received by the payment due date listed below.

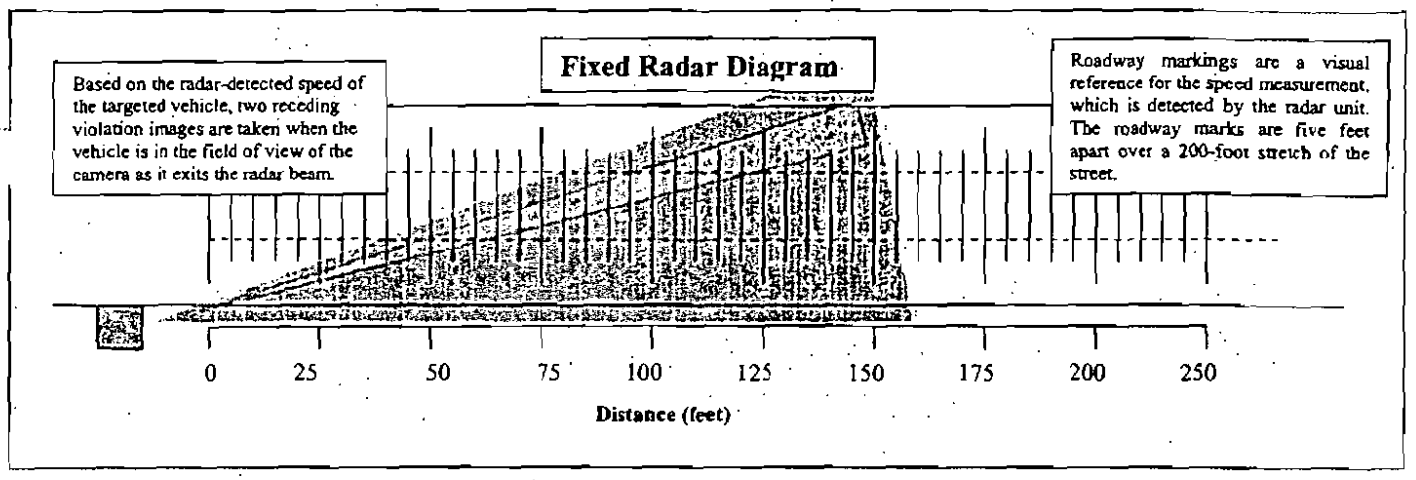
Failure to pay the fine or otherwise answer in the manner and time required is an admission of liability. This will result in additional penalties and the loss of your right to a hearing. For vehicles registered in the District of Columbia, the Department of Motor Vehicles will place a hold on the renewal of the owner's vehicle registration as long as the fine and/or penalty are unpaid. If you have questions regarding this ticket, please call the DC Photo Enforcement Office at (202) 756-5884.

Detach and return this portion with your payment in the envelope provided,
or you may pay your ticket through the internet at: http://www.dmv.dc.gov

Ticket Number: F000489117 **Vehicle Tag:** **Mail Date:** 04/08/05
Payment Due Date: 05/08/2005
Initial Fine Amount Due: $50.00
Total Amount Due After Payment Due Date: $100.00
Amount Paid: $

You can view full color version of the image below at:
http://www.public.cite-web.com
Citation Number: 00048911 Pin Number: 275955840

41050980001466001000050 00F000489117



HOW DOES THIS TYPE OF SPEED ENFORCEMENT WORK?

A 5° wide K-Band radar beam using Doppler radar is projected at a 20° angle across the road from the front of the stationary radar unit. The unit takes 200-300 speed calculations per second. Deployment logs are completed and validated by certified, trained police officers to ensure proper setup, testing, and operation of the unit during the deployment period. When the radar control unit detects a vehicle in the beam traveling at or greater than the speed specified for that location, it instructs the camera control unit to take a set of photographs of the detected vehicle. The camera will not take a photograph if the system malfunctions or if there is more than one vehicle in the radar beam. A copy of the certified log, photographs that show the violation and a close-up of the rear of the vehicle, will be provided as evidence for any adjudication of this ticket.

DIRECTIONS FOR ANSWERING

YOU MUST EITHER ADMIT OR DENY THIS INFRACTION
IF YOUR ADMISSION OR DENIAL IS NOT RECEIVED WITHIN 30 CALENDAR DAYS OF THE MAIL DATE OF THE TICKET, YOUR FINE WILL BE DOUBLED.

TO ADMIT:

You have three options: 1) pay through the internet at http://www.dmv.dc.gov, 2) mail your check or money order payable to the DC Treasurer (**DO NOT SEND CASH**), along with **the front bottom portion of** this ticket, to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013, 3) bring ticket and payment (cash, check or money order) to 301 C Street, NW, between the hours of 8:15 a.m. to 5:00 p.m., Monday through Friday.

Write the ticket number on any check or money order to ensure proper credit.

turned checks are subject to electronic redeposit for the face amount and a returned check fee of $65.00.

TO DENY:

Please check the applicable box below and **mail this entire ticket** to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. Attach all requested documentation. If your defense is that your vehicle or tag was stolen prior to the issuance of the citation, you must provide a copy of the police report.

☐ **I REQUEST A HEARING**

You will receive notice of the time and place of the hearing.

☐ **I REQUEST MAIL ADJUDICATION**

You must submit a clear and complete statement of your defense and a waiver of your right to an in-person hearing. Attach all documents you believe will assist the hearing examiner in evaluating your defense.

☐ **MY VEHICLE WAS NOT STOLEN BUT WAS NOT IN MY CUSTODY, CARE, OR CONTROL AT THE TIME OF THE INFRACTION**

For this defense, you must complete the affidavit below and provided the name, address and driver's license number of the person operating your vehicle at the time this ticket was issued. The information submitted must be accurate and current and it must be signed and **notarized** before it is returned or you will remain responsible for this citation. You must sign it in the presence of the notary, who will require proof of identity. Return the completed form to the DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. **Please print clearly.**

Affidavit

Full Name of Driver **Driver License Number and State** **Ticket Number**

Driver's full Address **City** **State** **Zip Code**

I declare under penalty of perjury that the vehicle listed on this citation was under the custody, care, or control of the person listed above at the time of the infraction and that all of the information above is accurate to the best of my knowledge.

Registered Owner's Name and Address **Signature** **Date**

Notary Public Name _____

Notary Commission Expiration _____ **Telephone Number** _____

(NOTARY SEAL)

DISTRICT OF COLUMBIA
NOTICE OF INFRACTION
DC PHOTO ENFORCEMENT OFFICE
202-756-5884

DCPR-OVR-11 9/05

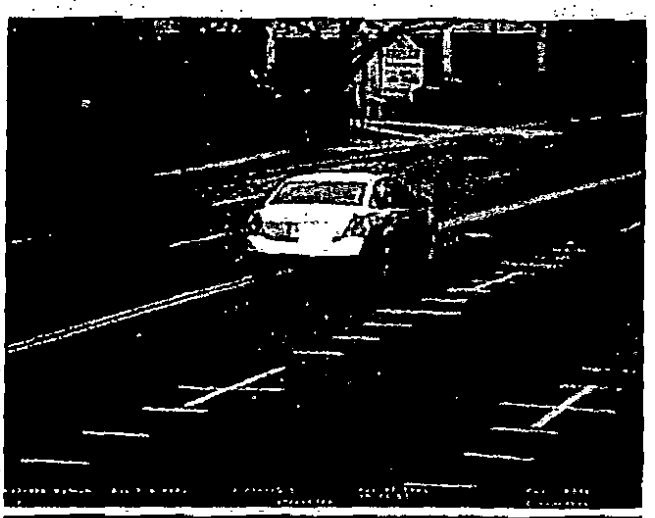
Mail Date: 05/26/05

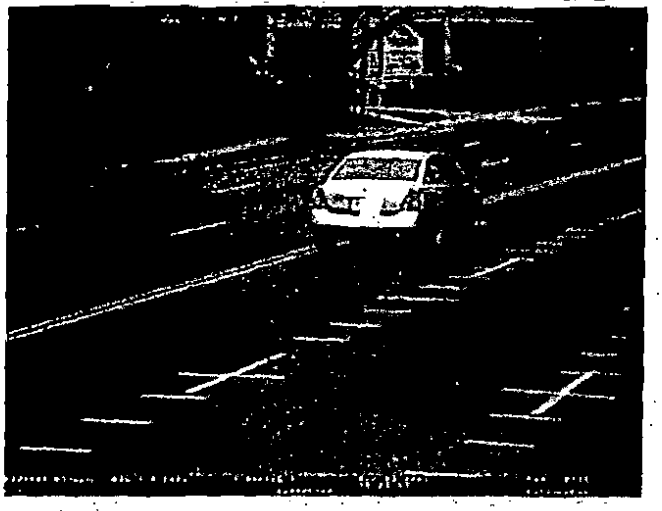
DRIVER INFORMATION

F000559548

TEST NAME
TEST ADDRESS1 13108 CROSS KEYS CT
CITY, VA 22033

A vehicle in your care, custody, or control was photographed violating District of Columbia Traffic Regulations on the date and time listed below. Under District law, the registered owner of a vehicle is liable for payment of the fine assessed for violations recorded using an automated traffic enforcement system, unless he/she identifies the person who leased, rented, or otherwise had custody, care, or control of the vehicle at the time of the infraction. The registered owner of this vehicle has provided the District of Columbia with a sworn affidavit attesting that his/her vehicle was under your care, custody, or control at the time of the infraction. You are now responsible for answering this citation.
On the back of this notice you will find directions for answering this notice.





VIOLATION INFORMATION

Ticket Number:	F000559548		
Issue Date:	04/03/05	Issue Time:	2:23:51 PM
Violation Code:	T119		
Description:	SP 11-15 MPH OVR LMT		
Location:	100 Blk Michigan Avenue NE e/b		
Vehicle Tag:		Vehicle Make:	NISS
Vehicle Speed:	31mph	Posted Speed:	25mph

Your answer to this notice of infraction must be received by the payment due date listed below.

You will be deemed to have admitted the violation if you fail to pay this fine or otherwise answer in the manner and time required by law. This will result in additional penalties and the loss of your right to a hearing.

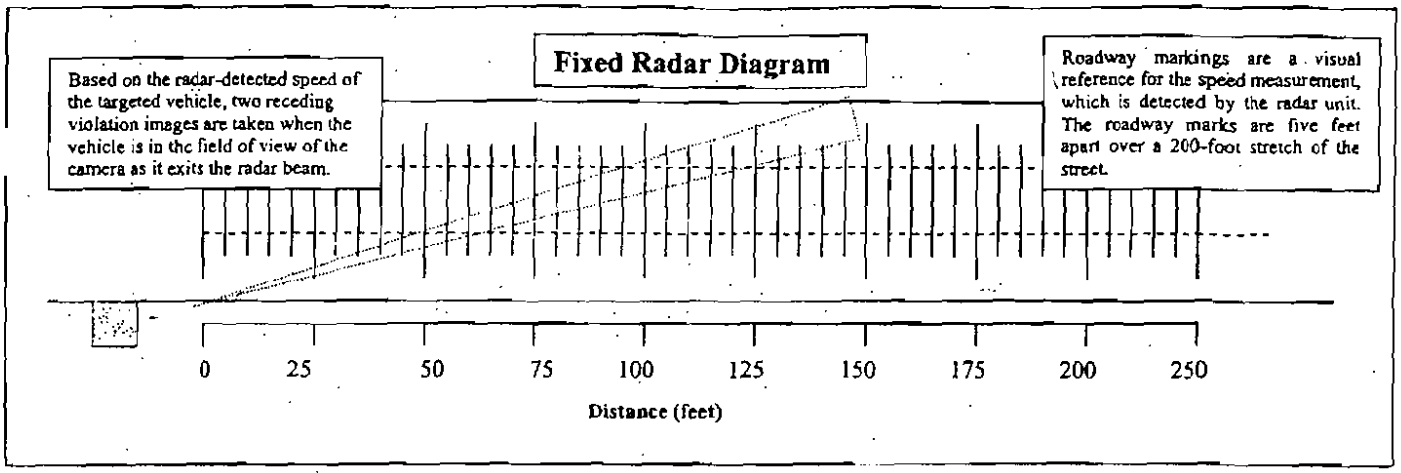
POINTS WILL NOT BE ASSESSED AGAINST THE REGISTERED OWNER OR THE DESIGNATED DRIVER FOR THIS VIOLATION.

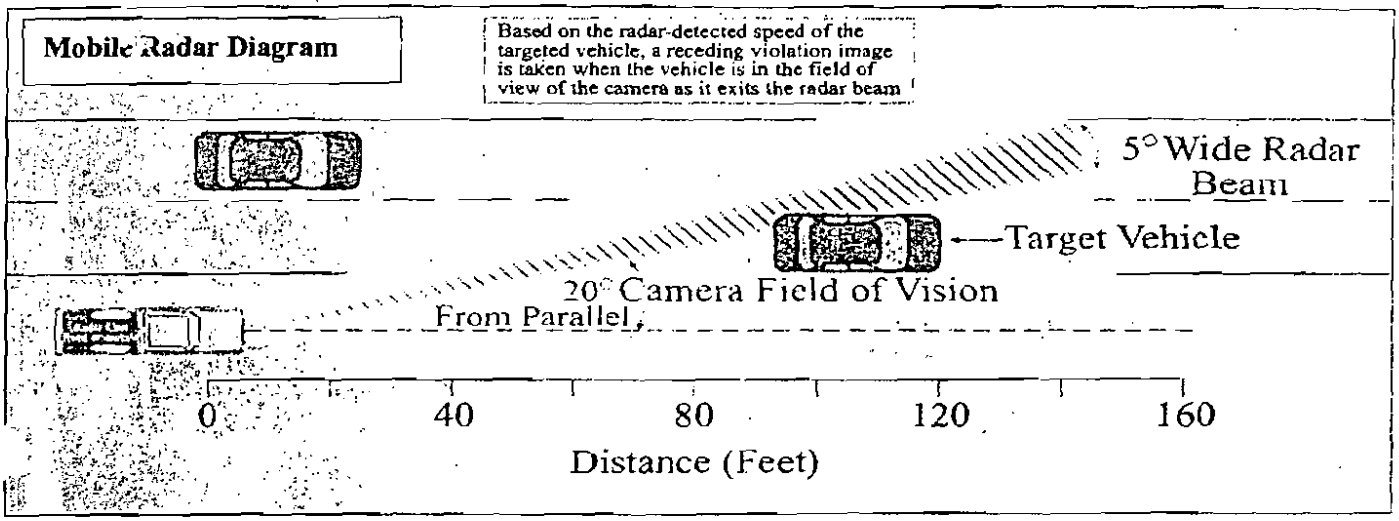
Detach and return this portion with your payment in the envelope provided,
or you may pay your ticket through the internet at: **http://www.dmv.dc.gov**

Ticket Number: F000559548 **Vehicle Tag:** **Mail Date:** 05/26/05
Payment Due Date: 06/25/2005
Initial Fine Amount Due: $50.00
Total Amount Due After Payment Due Date: $100.00
Amount Paid: $

You can view full color version of the image below at:
http://www.public.cite-web.com
Citation Number: 00055954 Pin Number: 275109438

420514600000220014000500OF000559548





A 5° wide K-Band radar beam using Doppler radar is projected at a 20° angle across the road from the front of the stationary radar unit. The unit takes 200-300 speed calculations per second. Deployment logs are completed and validated by certified, trained police officers to ensure proper setup, testing, and operation of the unit during the deployment period. When the radar control unit detects a vehicle in the beam traveling at or greater than the speed specified for that location, it instructs the camera control unit to take a set of photograph(s) of the detected vehicle. The camera will not take a photograph if the system malfunctions or if there is more than one vehicle in the radar beam. A copy of the certified log, photographs that show the violation and a close-up of the rear of the vehicle, and a template that shows the vehicle captured in the radar beam will be provided as evidence for any adjudication of this ticket.

The Fixed Radar Installation has roadway markings that are a visual reference that the vehicle was traveling in excess of the posted speed limit. The roadway marks are five feet apart over a 200-foot stretch of the street.

DIRECTIONS FOR ANSWERING

YOU MUST EITHER ADMIT OR DENY THIS INFRACTION
IF YOUR ADMISSION OR DENIAL IS NOT RECEIVED WITHIN 30 CALENDAR DAYS OF THE MAIL DATE OF THE TICKET, YOUR FINE WILL BE DOUBLED.

TO ADMIT:
You have three options: 1) pay through the internet at http://www.dmv.dc.gov, 2) mail your check or money order payable to the DC Treasurer (**DO NOT SEND CASH**), along with **the front bottom portion of** this ticket, to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013, or 3) bring ticket and payment (cash, check or money order) to 301 C Street, NW, between the hours of 8:15 a.m. to 5:00 p.m., Monday through Friday.
Write the ticket number on any check or money order to ensure proper credit.
Returned checks are subject to electronic redeposit for the face amount and a returned check fee of $65.00.

TO DENY:
Please check the applicable box below and **mail this entire ticket** to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. Attach all requested documentation. If your defense is that your vehicle or tag was stolen prior to the issuance of the citation, you must provide a copy of the police report.

☐ **I REQUEST A HEARING**
You will receive notice of the time and place of the hearing.

☐ **I REQUEST MAIL ADJUDICATION**
You must submit a clear and complete statement of your defense and a waiver of your right to an in-person hearing. Attach all documents you believe will assist the hearing examiner in evaluating your defense.

Government of the District of Columbia
Ticket Processing

WET FILM FIXED RADAR CITATIONS

© 2006 ACS

A C S

DISTRICT OF COLUMBIA
NOTICE OF INFRACTION
DC PHOTO ENFORCEMENT OFFICE
202-756-5884

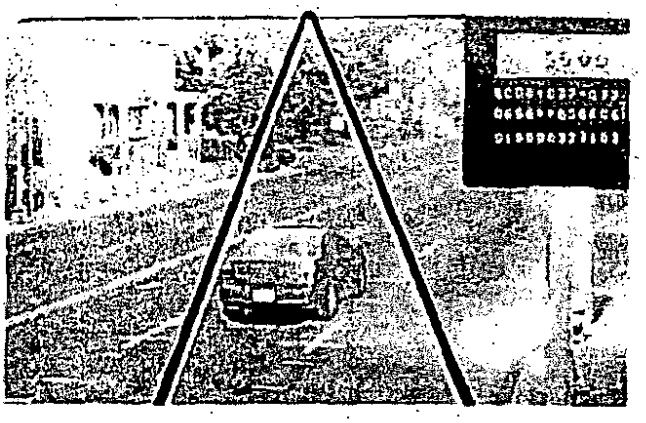
POLICE

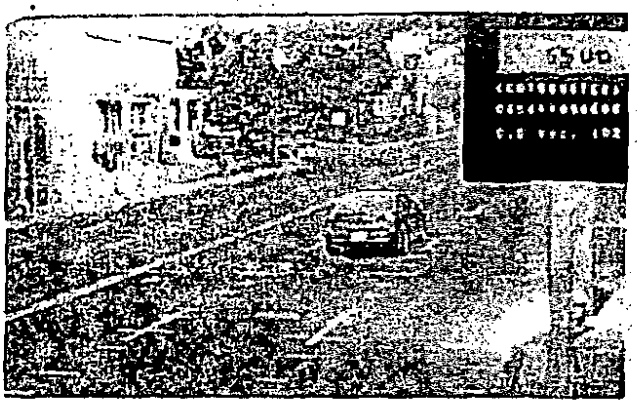
DCFR-01 9/05 FY BARAR

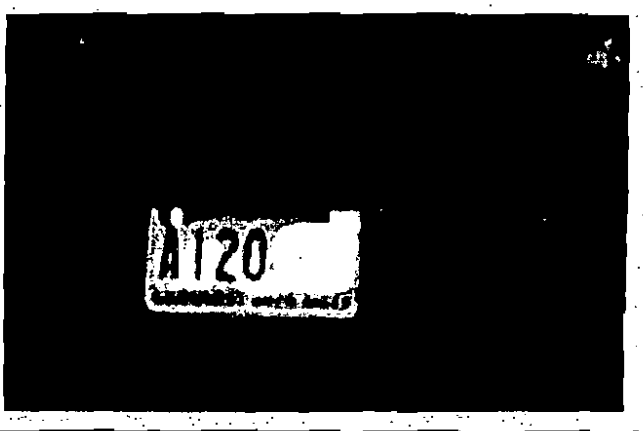
Mail Date: **5/18/06**

REGISTERED OWNER INFORMATION

S018807939







Your vehicle was photographed violating District of Columbia Law on the date and time listed below. Under District law, the registered owner of a vehicle is liable for payment of the fine for violations recorded using an automated traffic enforcement system, unless the vehicle was not in the custody of the owner at the time of the infraction. **POINTS WILL NOT BE ASSESSED AGAINST THE REGISTERED OWNER OR THE DESIGNATED DRIVER FOR THIS VIOLATION.**

On the back of this notice you will find detailed information regarding payment, ticket adjudication, and assignment of responsibility.

VIOLATION INFORMATION

Ticket Number:	S018807939
Issue Date:	5/6/06
Issue Time:	6:58:09 AM
Violation Code:	T119
Description:	SP 11-15 MPH OVR LMT
Location:	
600 Blk Florida Ave NE nw/b	
Vehicle Tag:	
Vehicle Make:	CHRY
Vehicle Speed:	37 mph
Posted Speed:	25 mph

Your answer to this notice of infraction must be received by the payment due date listed below.

Failure to pay the fine or otherwise answer in the manner and time required is an admission of liability. This will result in additional penalties and the loss of your right to a hearing. In addition, your home state may place a hold on the renewal of your vehicle registration. For vehicles registered in the District of Columbia, the District Department of Motor Vehicles will place a hold on the renewal of the vehicle registration as long as the fine and penalty are unpaid.

Detach and return this portion with your payment in the envelope provided, or you may pay your ticket through the Internet at http://www.dmv.dc.gov

Ticket Number: S018807939 **Vehicle Tag:** **Mail Date: 5/18/06**

Payment Due Date: 6/19/06

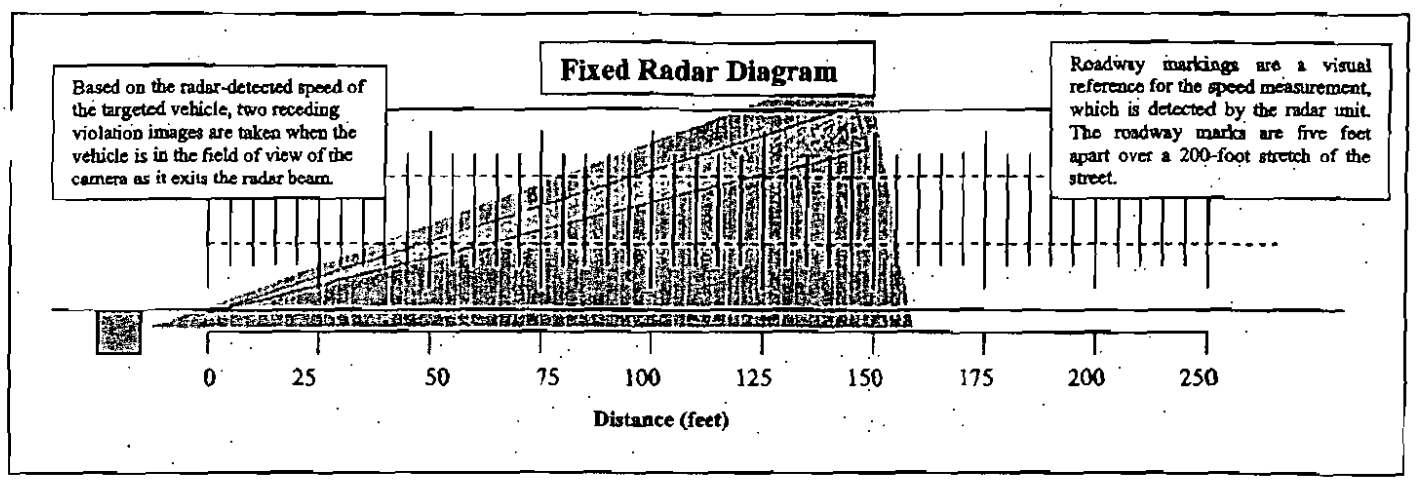
Initial Fine Amount Due: $50.00

Total Amount Due After Payment Due Date: $100.00

Amount Paid: $

You can view full color version of the image below at:
http://www.public.cite-web.com
Citation Number: 01880793 Pin Number: 215292343

09061380000016001000050005018807939



HOW DOES THIS TYPE OF SPEED ENFORCEMENT WORK?

A 5° wide K-Band radar beam using Doppler radar is projected at a 20° angle across the road from the front of the stationary radar unit. The unit takes 200-300 speed calculations per second. Deployment logs are completed and validated by certified, trained police officers to ensure proper setup, testing, and operation of the unit during the deployment period. When the radar control unit detects a vehicle in the beam traveling at or greater than the speed specified for that location, it instructs the camera control unit to take a set of photographs of the detected vehicle. The camera will not take a photograph if the system malfunctions or if there is more than one vehicle in the radar beam. A copy of the certified log, photographs that show the violation and a close-up of the rear of the vehicle, will be provided as evidence for any adjudication of this ticket.

DIRECTIONS FOR ANSWERING

YOU MUST EITHER ADMIT OR DENY THIS INFRACTION
IF YOUR ADMISSION OR DENIAL IS NOT RECEIVED WITHIN 30 CALENDAR DAYS OF THE MAIL DATE OF THE TICKET, YOUR FINE WILL BE DOUBLED.

TO ADMIT:

You have three options: 1) pay through the internet at http://www.dmv.dc.gov, 2) mail your check or money order payable to the DC Treasurer (**DO NOT SEND CASH**), along with **the front bottom portion of** this ticket, to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013, 3) bring ticket and payment (cash, check or money order) to 301 C Street, NW, between the hours of 8:15 a.m. to 5:00 p.m., Monday through Friday.

'rite the ticket number on any check or money order to ensure proper credit.

eturned checks are subject to electronic redeposit for the face amount and a returned check fee of $65.00.

TO DENY:

Please check the applicable box below and **mail this entire ticket** to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. Attach all requested documentation. If your defense is that your vehicle or tag was stolen prior to the issuance of the citation, you must provide a copy of the police report.

☐ **I REQUEST A HEARING**

You will receive notice of the time and place of the hearing.

☐ **I REQUEST MAIL ADJUDICATION**

You must submit a clear and complete statement of your defense and a waiver of your right to an in-person hearing. Attach all documents you believe will assist the hearing examiner in evaluating your defense.

☐ **MY VEHICLE WAS NOT STOLEN BUT WAS NOT IN MY CUSTODY, CARE, OR CONTROL AT THE TIME OF THE INFRACTION**

For this defense, you must complete the affidavit below and provided the name, address and driver's license number of the person operating your vehicle at the time this ticket was issued. The information submitted must be accurate and current and it must be signed and **notarized** before it is returned or you will remain responsible for this citation. You must sign it in the presence of the notary, who will require proof of identity. Return the completed form to the DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. **Please print clearly.**

Affidavit

Full Name of Driver **Driver License Number and State** **Ticket Number**

Driver's full Address **City** **State** **Zip Code**

I declare under penalty of perjury that the vehicle listed on this citation was under the custody, care, or control of the person listed above at the time of the infraction and that all of the information above is accurate to the best of my knowledge.

Registered Owner's Name and Address **Signature** **Date**

Notary Public Name _____

Notary Commission Expiration _____ **Telephone Number** _____

(NOTARY SEAL)

DISTRICT OF COLUMBIA
NOTICE OF INFRACTION
DC PHOTO ENFORCEMENT OFFICE
202-756-5884

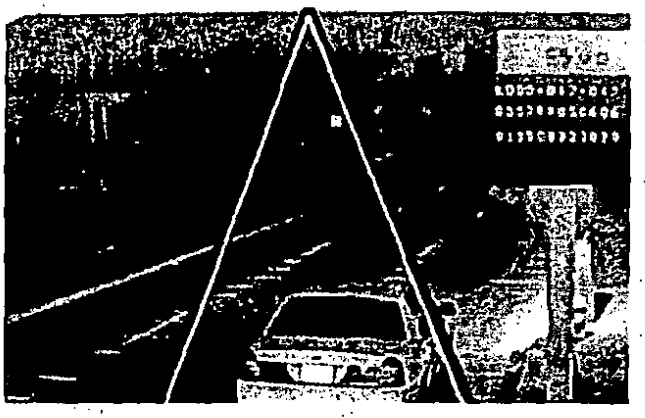
POLICE

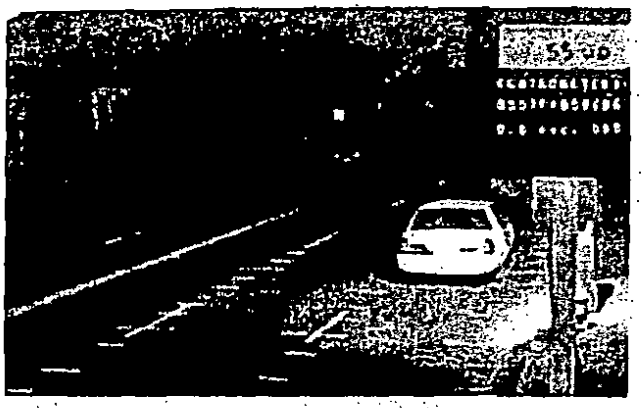
DCFR-01 9/05 FY 04/05

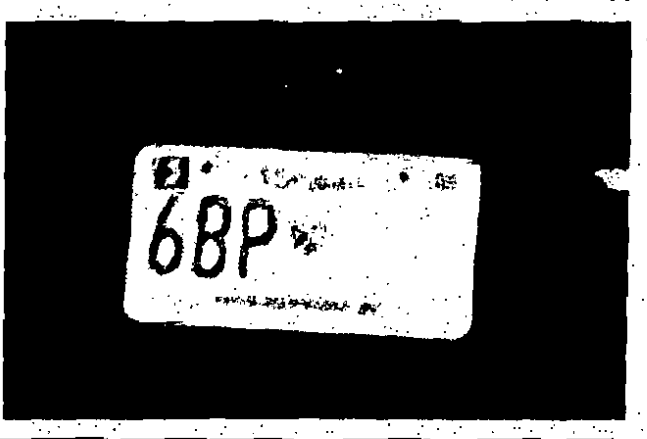
Mail Date: **5/18/06**

REGISTERED OWNER INFORMATION

S018807873







Your vehicle was photographed violating District of Columbia Law on the date and time listed below. Under District law, the registered owner of a vehicle is liable for payment of the fine for violations recorded using an automated traffic enforcement system, unless the vehicle was not in the custody of the owner at the time of the infraction. **POINTS WILL NOT BE ASSESSED AGAINST THE REGISTERED OWNER OR THE DESIGNATED DRIVER FOR THIS VIOLATION.**

On the back of this notice you will find detailed information regarding payment, ticket adjudication, and assignment of responsibility.

VIOLATION INFORMATION

Ticket Number:	S018807873
Issue Date:	5/6/06
Issue Time:	5:57:59 AM
Violation Code:	T121
Description:	SP 21-25 MPH OVR LMT
Location:	
600 Blk Florida Ave NE nw/b	
Vehicle Tag:	
Vehicle Make:	FORD
Vehicle Speed:	47 mph
Posted Speed:	25 mph

Your answer to this notice of infraction must be received by the payment due date listed below.

Failure to pay the fine or otherwise answer in the manner and time required is an admission of liability. This will result in additional penalties and the loss of your right to a hearing. In addition, your home state may place a hold on the renewal of your vehicle registration. For vehicles registered in the District of Columbia, the District Department of Motor Vehicles will place a hold on the renewal of the vehicle registration as long as the fine and penalty are unpaid.

Detach and return this portion with your payment in the envelope provided, or you may pay your ticket through the Internet at http://www.dmv.dc.gov

Ticket Number: S018807873 **Vehicle Tag:** **Mail Date: 5/18/06**

Payment Due Date: 6/19/06

Initial Fine Amount Due: $150.00

Total Amount Due After Payment Due Date: $300.00

Amount Paid: $

You can view full color version of the image below at:
http://www.public.cite-web.com
Citation Number: 01880787 Pin Number: 215672826

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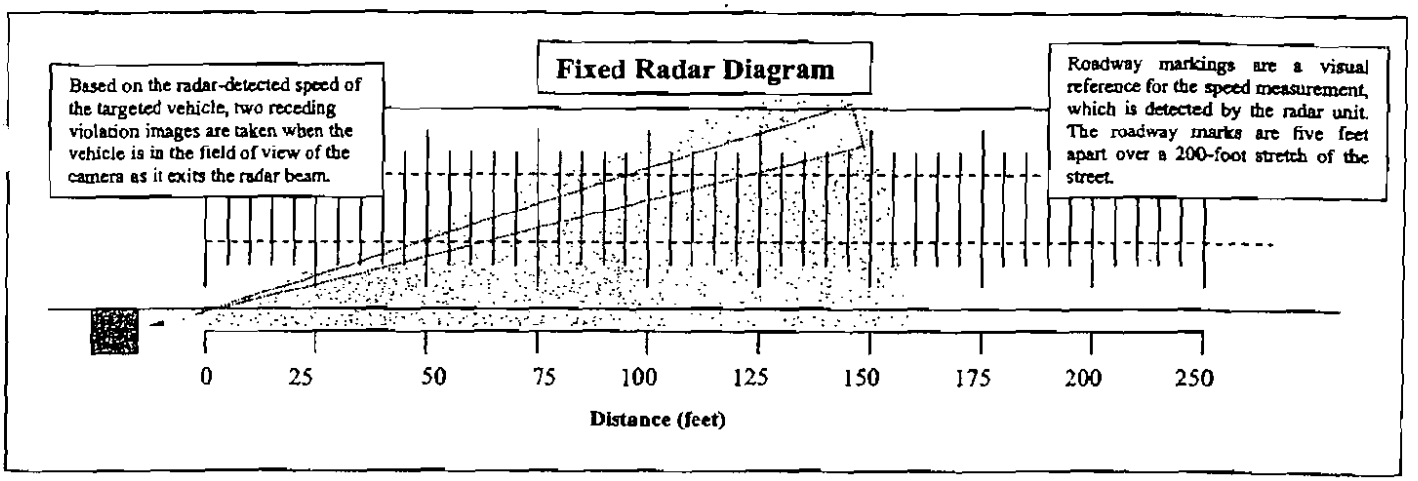

HOW DOES THIS TYPE OF SPEED ENFORCEMENT WORK?

A 5° wide K-Band radar beam using Doppler radar is projected at a 20° angle across the road from the front of the stationary radar unit. The unit takes 280-300 speed calculations per second. Deployment logs are completed and validated by certified, trained police officers to ensure proper setup, testing, and operation of the unit during the deployment period. When the radar control unit detects a vehicle in the beam traveling at or greater than the speed specified for that location, it instructs the camera control unit to take a set of photographs of the detected vehicle. The camera will not take a photograph if the system malfunctions or if there is more than one vehicle in the radar beam. A copy of the certified log, photographs that show the violation and a close-up of the rear of the vehicle, will be provided as evidence for any adjudication of this ticket.

DIRECTIONS FOR ANSWERING

YOU MUST EITHER ADMIT OR DENY THIS INFRACTION
IF YOUR ADMISSION OR DENIAL IS NOT RECEIVED WITHIN 30 CALENDAR DAYS OF THE MAIL DATE OF THE TICKET, YOUR FINE WILL BE DOUBLED.

TO ADMIT:

You have three options: 1) pay through the internet at http://www.dmv.dc.gov, 2) mail your check or money order payable to the DC Treasurer (**DO NOT SEND CASH**), along with **the front bottom portion** of this ticket, to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013, 3) bring ticket and payment (cash, check or money order) to 301 C Street, NW, between the hours of 8:15 a.m. to 5:00 p.m., Monday through Friday.

Write the ticket number on any check or money order to ensure proper credit.

Returned checks are subject to electronic redeposit for the face amount and a returned check fee of $65.00.

TO DENY:

Please check the applicable box below and **mail this entire ticket** to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. Attach all requested documentation. If your defense is that your vehicle or tag was stolen prior to the issuance of the citation, you must provide a copy of the police report.

☐ **I REQUEST A HEARING**
You will receive notice of the time and place of the hearing.

☐ **I REQUEST MAIL ADJUDICATION**
You must submit a clear and complete statement of your defense and a waiver of your right to an in-person hearing. Attach all documents you believe will assist the hearing examiner in evaluating your defense.

☐ **MY VEHICLE WAS NOT STOLEN BUT WAS NOT IN MY CUSTODY, CARE, OR CONTROL AT THE TIME OF THE INFRACTION**
For this defense, you must complete the affidavit below and provided the name, address and driver's license number of the person operating your vehicle at the time this ticket was issued. The information submitted must be accurate and current and it must be signed and **notarized** before it is returned or you will remain responsible for this citation. You must sign it in the presence of the notary, who will require proof of identity. Return the completed form to the DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. **Please print clearly.**

Affidavit

Full Name of Driver **Driver License Number and State** **Ticket Number**

Driver's full Address **City** **State** **Zip Code**

I declare under penalty of perjury that the vehicle listed on this citation was under the custody, care, or control of the person listed above at the time of the infraction and that all of the information above is accurate to the best of my knowledge.

Registered Owner's Name and Address **Signature** **Date**

Notary Public Name _____

Notary Commission Expiration _____ **Telephone Number** _____

(NOTARY SEAL)

DIGITAL RED LIGHT CITATIONS

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DISTRICT OF COLUMBIA
NOTICE OF INFRACTION
DC PHOTO ENFORCEMEMT OFFICE
202-756-5884

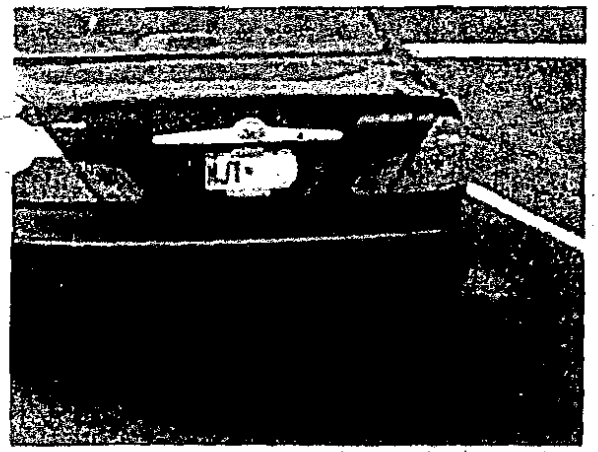
Mail Date: 11/22/05

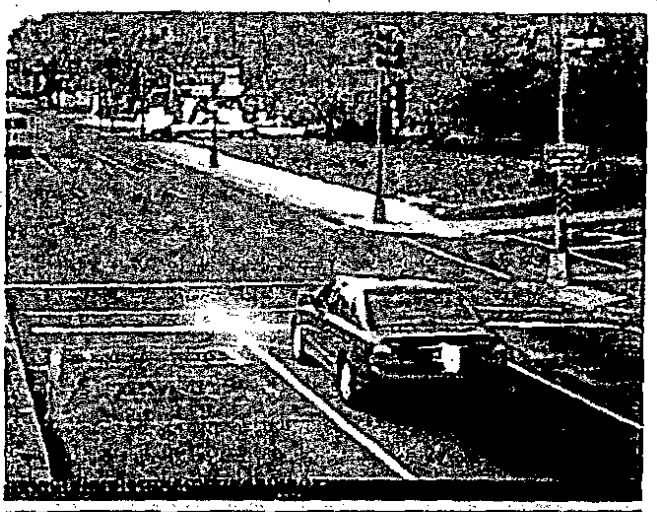
REGISTERED OWNER INFORMATION

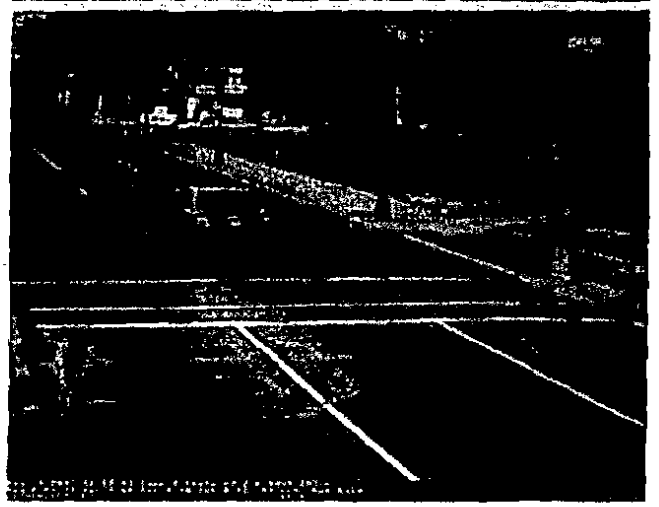
D007945596

Your vehicle was photographed violating District of Columbia Traffic Regulations on the date and time listed below. Under District law, the registered owner of a vehicle is liable for payment of the fine for violations recorded using an automated traffic enforcement system, unless the vehicle was not in the custody of the owner at the time of the infraction.
POINTS WILL NOT BE ASSESSED AGAINST THE REGISTERED OWNER OR THE DESIGNATED DRIVER FOR THIS VIOLATION.

On the back of this notice you will find directions for answering this notice.







VIOLATION INFORMATION

Ticket Number:	D007945596		
Issue Date:	11/09/05	Issue Time:	12:52:42 PM
Violation Code:	T113		
Description:	SIGNL PASS RED LIGHT		
Location:	New York Ave w/b @ Montana Ave NE		
Vehicle Tag:		Vehicle Make:	TOYT
Vehicle Speed:	41mph	Posted Speed:	35mph

Your answer to this notice of infraction must be received by the payment due date listed below.

Failure to pay the fine or otherwise answer in the manner and time required is an admission of liability. This will result in additional penalties and the loss of your right to a hearing. For vehicles registered in the District of Columbia, the Department of Motor Vehicles will place a hold on the renewal of the owner's vehicle registration as long as the fine and/or penalty are unpaid. If you have questions regarding this ticket, please call the DC Photo Enforcement Office at (202) 756-5884.

Detach and return this portion with your payment in the envelope provided,
or you may pay your ticket through the internet at: **http://www.dmv.dc.gov**

Ticket Number: D007945596 **Vehicle Tag:** **Mail Date:** 11/22/05
Payment Due Date: 12/22/2005
Initial Fine Amount Due: $75.00
Total Amount Due After Payment Due Date: $150.00
Amount Paid: $

You can view full color version of the image below at:
http://www.public.cite-web.com
Citation Number: 00794559 Pin Number: 214218489

4105326000005000140007500200794559 6

SAMPLE DATA BLOCK FOR THE FIRST INTERSECTION PHOTOGRAPH FOR RED LIGHT VIOLATIONS

Time of violation in 24-hour format. 16[illegible] = 4:48 p.m., 04[illegible]=4:48 a.m.	16[illegible]	26-06-98	Day of the violation in day/month/year format. This example shows June 26, 1998.
[illegible]e number and yellow time preceding the violation for the [illegible]t cycle monitored. The example shows a yellow phase of 3.9 seconds.	1Y3[illegible]	R00[illegible]	Number of seconds the light was red at the time of the first photograph. RO3[illegible] equals 3.4 seconds, etc. This example shows .9 (9/10) seconds.
Violation number on the roll of film.	001	1211	Location code.

SAMPLE DATA BLOCK FOR THE SECOND INTERSECTION PHOTOGRAPH FOR RED LIGHT VIOLATIONS

Time of violation in 24-hour format. 16 48 = 4:48 p.m., 0448=4:48 a.m.	16 48	26-06-98	Day of the violation in day/month/year format. This example shows June 26, 1998.
Time between the 1st and 2nd photographs taken of the violation. The 1st photo is taken when the camera is triggered and the 2nd is taken in the middle of the intersection.	0.50	R014	Number of seconds the light was red at the time of the second photograph. RO34 equals 3.4 seconds, etc. This example shows 1.4 (1 & 4/10) seconds.
Violation number on the roll of film.	001	V=42	Vehicle speed in miles per hour.

The data in these sample red light data blocks are for informational purposes only and do not represent data for your infraction.

SAMPLE DIGITAL DATA BARS FOR RED LIGHT VIOLATIONS

First Photograph

Violation Date Violation Time Lane # Photo Sequence Event #
# of seconds light was red at the time of first photo Yellow Timing Preceding Violation
Washington, DC Location Code

Second Photograph

Violation Date Violation Time Lane # Photo Sequence Event #
# of seconds light was red at the time of second photo Yellow Timing Preceding Violation Speed of Vehicle
Washington, DC Location Code

DIRECTIONS FOR ANSWERING

YOU MUST EITHER ADMIT OR DENY THIS INFRACTION
IF YOUR ADMISSION OR DENIAL IS NOT RECEIVED WITHIN 30 CALENDAR DAYS OF THE MAIL DATE OF THE TICKET, YOUR FINE WILL BE DOUBLED.

TO ADMIT:

You have three options: 1) pay through the internet at http://www.dmv.dc.gov, 2) mail your check or money order payable to the DC Treasurer (**DO NOT SEND CASH**), along with **the front bottom portion of** this ticket, to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013, or bring ticket [illegible]d payment (cash, check or money order) to 301 C Street, NW, between the hours of 8:15 a.m. to 5:00 p.m., Monday through Friday.

[illegible]te the ticket number on any check or money order to ensure proper credit.

[illegible]eturned checks are subject to electronic redeposit for the face amount and a returned check fee of $65.00.

TO DENY:

Please check the applicable box below and **mail this entire ticket** to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. Attach all requested documentation. If your defense is that your vehicle or tag was stolen prior to the issuance of the citation, you must provide a copy of the police report.

☐ **I REQUEST A HEARING**
You will receive notice of the time and place of the hearing.

☐ **I REQUEST MAIL ADJUDICATION**
You must submit a clear and complete statement of your defense and a waiver of your right to an in-person hearing. Attach all documents you believe will assist the hearing examiner in evaluating your defense.

☐ **MY VEHICLE WAS NOT STOLEN BUT WAS NOT IN MY CUSTODY, CARE, OR CONTROL AT THE TIME OF THE INFRACTION**
For this defense, you must complete the affidavit below and provided the name, address and driver's license number of the person operating your vehicle at the time this ticket was issued. The information submitted must be accurate and current and it must be signed and **notarized** before it is returned or you will remain responsible for this citation. You must sign it in the presence of the notary, who will require proof of identity. Return the completed form to the DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. **Please print clearly.**

Affidavit

Full Name of Driver **Driver License Number and State** **Ticket Number**

Driver's full Address **City** **State** **Zip Code**

I declare under penalty of perjury that the vehicle listed on this citation was under the custody, care, or control of the person listed above at the time of the infraction and that all of the information above is accurate to the best of my knowledge.

Registered Owner's Name and Address **Signature** **Date**

Notary Public Name _____

Notary Commission Expiration _____ **Telephone Number** _____

GOVERNMENT NOTICES

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DISTRICT OF COLUMBIA

DC PHOTO ENFORCEMENT OFFICE
P.O. BOX 37075, WASHINGTON, DC 20013-7075
(202) 756-5884

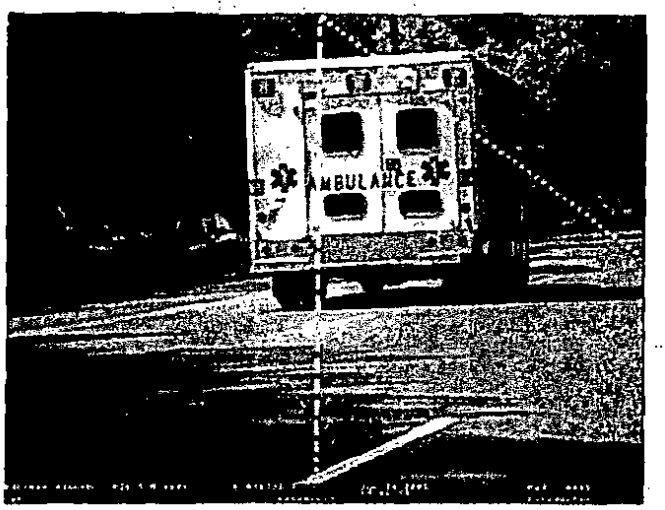
DCPR/OCRL-CORR 9/05

Mail Date: 08/09/05

NOTICE FOR ALL GOVERNMENT VEHICLES

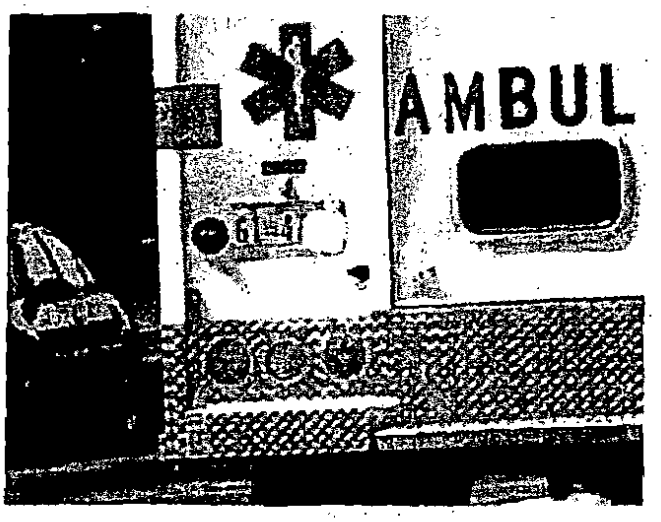
M000025251

TEST NAME
TEST ADDRESS1
CITY, DC 20002



The DC Department of Motor Vehicles has reported that the tag number and make of vehicle described below is assigned to your agency. An Automated Traffic Enforcement camera photographed this vehicle while the operator was in violation of DC law.

Unless your records show that this violation occurred while the operator was engaged in an emergency response as described in Section 2002, Title 18, District of Columbia Municipal Regulations, Exemptions for Authorized Emergency Vehicles, the liability for this infraction must be resolved by your certifying official.



VIOLATION INFORMATION

Ticket Number:	M000025251	Vehicle Tag:	
Issue Date:	06/28/05	Vehicle Make:	FORD
Issue Time:	11:06:31 AM	Vehicle Speed:	36mph
Violation Code:	T119	Posted Speed:	25mph
Description:	SP 11-15 MPH OVR LMT		
Location:	100 Blk Michigan Av NE w/b		

If the operator of this vehicle failed to meet criteria for exemption, your certifying official is expected to provide the name, home address and driver's license information of the operator. Liability will otherwise be charged to your agency. Your certifying official is required to submit a separate certification, on the stationary or letterhead of your agency, when you request dismissal of a ticket. These kinds of citations must have been incurred during the course of official government business.

Please answer this notice of infraction within 30 calendar days of the mail date of this letter. Return this completed form to: The DC Photo Enforcement Office, P.O. Box 37075, Washington, DC 20013-7075.

SAMPLE DIGITAL MOBILE DATABAR/ YOUR DATA WILL VARY

Vehicle Speed = 47mph — Date = Mar 11, 2005

Certifying Officer # = 824 — Location = 4300 — Time = 9:46 am

CHECK ONE BOX ONLY

☐ I, the undersigned, attest and declare that the vehicle listed above was responding to an emergency call or was in pursuit of an actual or suspected violator of the law, or was responding to, but not returning from, a fire alarm.

☐ I, the undersigned, attest and declare our records show that this vehicle was not engaged in an emergency response. Listed below is the full name and address of the person who had custody, care or control of this vehicle at the time of this violation. PLEASE PRINT CLEARLY.

Name of Actual Driver — Address — City — State — Zip Code

ease sign and date the following affirmation: "I declare that the vehicle listed on this citation was under the custody, care, or control of the person listed above at the time of the infraction. All information I have submitted is true to the best of my knowledge."

Signature — Date

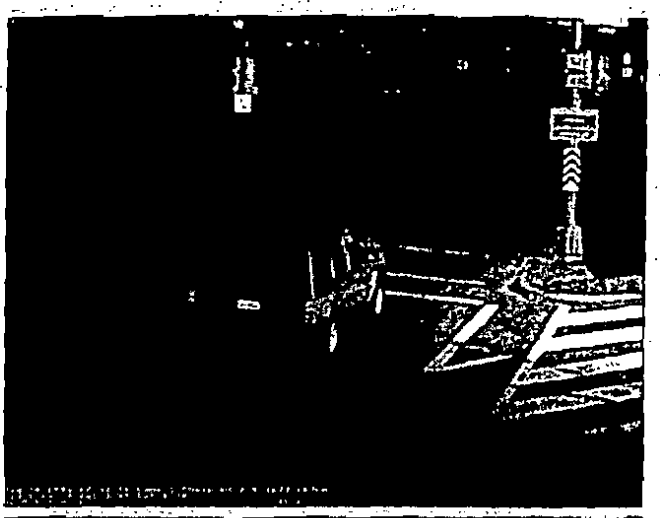
Certifying Official Name — Certifying Official Signature — Date

DISTRICT OF COLUMBIA
NOTICE OF INFRACTION
DC PHOTO ENFORCEMEMT OFFICE
202-756-5884

Mail Date: 05/19/06

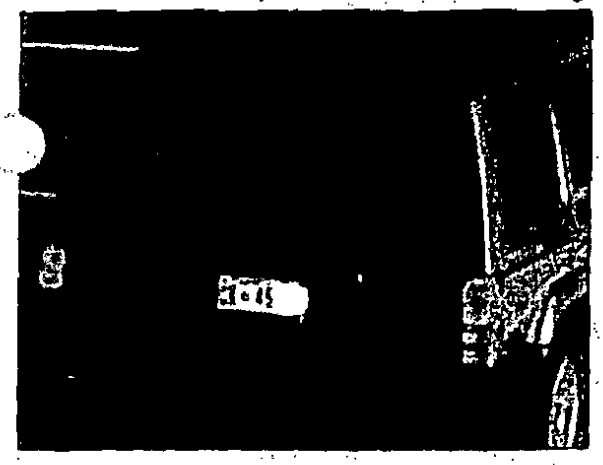
REGISTERED OWNER INFORMATION

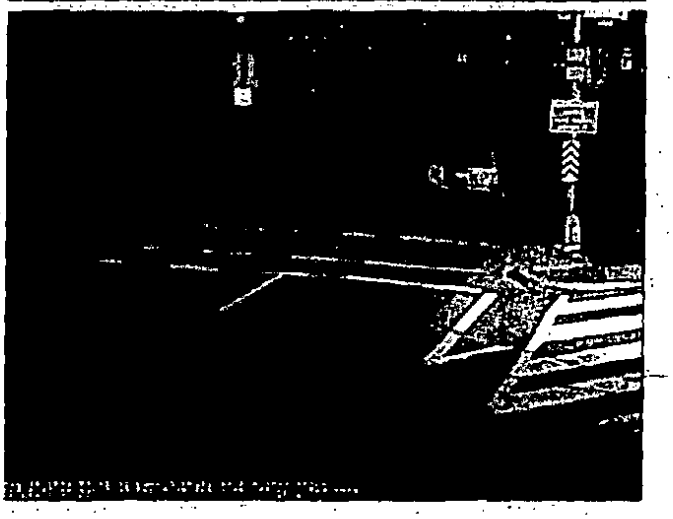
D008398485



Your vehicle was photographed violating District of Columbia Traffic Regulations on the date and time listed below. Under District law, the registered owner of a vehicle is liable for payment of the fine for violations recorded using an automated traffic enforcement system, unless the vehicle was not in the custody of the owner at the time of the infraction.
POINTS WILL NOT BE ASSESSED AGAINST THE REGISTERED OWNER OR THE DESIGNATED DRIVER FOR THIS VIOLATION.

On the back of this notice you will find directions for answering this notice.





VIOLATION INFORMATION

Ticket Number:	D008398485		
Issue Date:	05/10/06	Issue Time:	2:12:10 AM
Violation Code:	T113		
Description:	SIGNL PASS RED LIGHT		
Location:	New York Ave w/b @ Montana Ave NE		
Vehicle Tag:		Vehicle Make:	JEEP
Vehicle Speed:	23mph	Posted Speed:	35mph

Your answer to this notice of infraction must be received by the payment due date listed below.

Failure to pay the fine or otherwise answer in the manner and time required is an admission of liability. This will result in additional penalties and the loss of your right to a hearing. For vehicles registered in the District of Columbia, the Department of Motor Vehicles will place a hold on the renewal of the owner's vehicle registration as long as the fine and/or penalty are unpaid. If you have questions regarding this ticket, please call the DC Photo Enforcement Office at (202) 756-5884.

Detach and return this portion with your payment in the envelope provided,
or you may pay your ticket through the internet at: **http://www.dmv.dc.gov**

Ticket Number: D008398485 **Vehicle Tag:** **Mail Date:** 05/19/06
Payment Due Date: 06/18/2006
Initial Fine Amount Due: $75.00
Total Amount Due After Payment Due Date: $150.00
Amount Paid: $

You can view full color version of the image below at:
http://www.public.cite-web.com
Citation Number: 008398485 Pin Number: 214128200

46061390000017001100075002008398485

SAMPLE DATA BLOCK FOR THE FIRST INTERSECTION PHOTOGRAPH FOR RED LIGHT VIOLATIONS

Time of violation in 24-hour format. 16[illegible] = 4:48 p.m., 04[illegible]=4:48 a.m.	16[illegible]	26-06-98	Day of the violation in day/month/year format. This example shows June 26, 1998.
[illegible]e number and yellow time preceding the violation for the [illegible]nt cycle monitored. The example shows a yellow phase of 3.9 seconds.	1Y3[illegible]	R00[illegible]	Number of seconds the light was red at the time of the first photograph. RO3[illegible] equals 3.4 seconds, etc. This example shows .9 (9/10) seconds.
Violation number on the roll of film.	001	1211	Location code.

SAMPLE DATA BLOCK FOR THE SECOND INTERSECTION PHOTOGRAPH FOR RED LIGHT VIOLATIONS

Time of violation in 24-hour format. 16 48 = 4:48 p.m., 0448=4:48 a.m.	16 48	26-06-98	Day of the violation in day/month/year format. This example shows June 26, 1998.
Time between the 1st and 2nd photographs taken of the violation. The 1st photo is taken when the camera is triggered and the 2nd is taken in the middle of the intersection.	0.50	R014	Number of seconds the light was red at the time of the second photograph. RO34 equals 3.4 seconds, etc. This example shows 1.4 (1 & 4/10) seconds.
Violation number on the roll of film.	001	V=42	Vehicle speed in miles per hour.

The data in these sample red light data blocks are for informational purposes only and do not represent data for your infraction.

SAMPLE DIGITAL DATA BARS FOR RED LIGHT VIOLATIONS

First Photograph

Violation Date Violation Time Lane # Photo Sequence Event #
# of seconds light was red at the time of first photo Yellow Timing Preceding Violation
Washington, DC Location Code

Second Photograph

Violation Date Violation Time Lane # Photo Sequence Event #
# of seconds light was red at the time of second photo Yellow Timing Preceding Violation Speed of Vehicle
Washington, DC Location Code

DIRECTIONS FOR ANSWERING

YOU MUST EITHER ADMIT OR DENY THIS INFRACTION
IF YOUR ADMISSION OR DENIAL IS NOT RECEIVED WITHIN 30 CALENDAR DAYS OF THE MAIL DATE OF THE TICKET, YOUR FINE WILL BE DOUBLED.

TO ADMIT:

You have three options: 1) pay through the internet at http://www.dmv.dc.gov, 2) mail your check or money order payable to the DC Treasurer (**DO NOT SEND CASH**), along with **the front bottom portion of** this ticket, to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013, or bring ticket [illegible]d payment (cash, check or money order) to 301 C Street, NW, between the hours of 8:15 a.m. to 5:00 p.m., Monday through Friday.

[illegible]rite the ticket number on any check or money order to ensure proper credit.

[illegible]eturned checks are subject to electronic redeposit for the face amount and a returned check fee of $65.00.

TO DENY:

Please check the applicable box below and **mail this entire ticket** to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. Attach all requested documentation. If your defense is that your vehicle or tag was stolen prior to the issuance of the citation, you must provide a copy of the police report.

☐ **I REQUEST A HEARING**
You will receive notice of the time and place of the hearing.

☐ **I REQUEST MAIL ADJUDICATION**
You must submit a clear and complete statement of your defense and a waiver of your right to an in-person hearing. Attach all documents you believe will assist the hearing examiner in evaluating your defense.

☐ **MY VEHICLE WAS NOT STOLEN BUT WAS NOT IN MY CUSTODY, CARE, OR CONTROL AT THE TIME OF THE INFRACTION**
For this defense, you must complete the affidavit below and provided the name, address and driver's license number of the person operating your vehicle at the time this ticket was issued. The information submitted must be accurate and current and it must be signed and **notarized** before it is returned or you will remain responsible for this citation. You must sign it in the presence of the notary, who will require proof of identity. Return the completed form to the DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. **Please print clearly.**

Affidavit

Full Name of Driver **Driver License Number and State** **Ticket Number**

Driver's full Address **City** **State** **Zip Code**

I declare under penalty of perjury that the vehicle listed on this citation was under the custody, care, or control of the person listed above at the time of the infraction and that all of the information above is accurate to the best of my knowledge.

Registered Owner's Name and Address **Signature** **Date**

Notary Public Name _____

Notary Commission Expiration _____ **Telepbone Number** _____

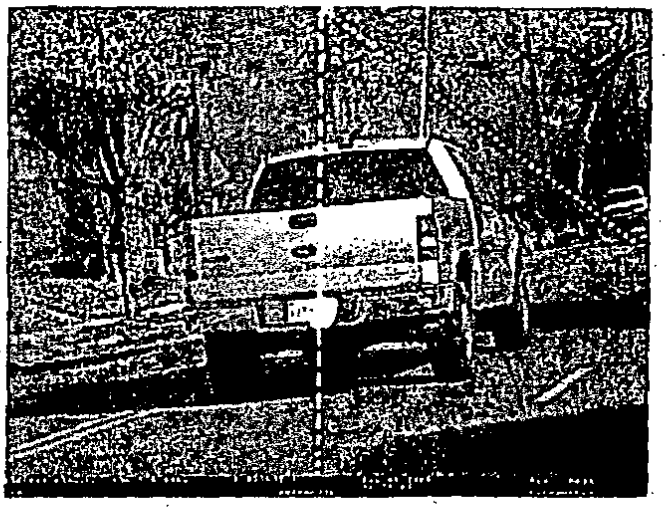
DISTRICT OF COLUMBIA
NOTICE OF INFRACTION
DC PHOTO ENFORCEMENT OFFICE
202-756-5884

DCPR.nv2.11

Mail Date: 03/28/06

DRIVER INFORMATION

M000211670



A vehicle in your care, custody, or control was photographed violating District of Columbia Traffic Regulations on the date and time listed below. Under District law, the registered owner of a vehicle is liable for payment of the fine assessed for violations recorded using an automated traffic enforcement system, unless he/she identifies the person who leased, rented, or otherwise had custody, care, or control of the vehicle at the time of the infraction. The registered owner of this vehicle has provided the District of Columbia with a sworn affidavit attesting that his/her vehicle was under your care, custody, or control at the time of the infraction. You are now responsible for answering this citation.

POINTS WILL NOT BE ASSESSED AGAINST THE REGISTERED OWNER OR THE DESIGNATED DRIVER FOR THIS VIOLATION.

On the back of this notice you will find directions for answering this notice.

VIOLATION INFORMATION

Ticket Number:	M000211670	Vehicle Tag:	
Issue Date:	12/08/05	Vehicle Make:	FORD
Issue Time:	12:20:57 PM	Vehicle Speed:	38mph
Violation Code:	T119	Posted Speed:	25mph
Description:	SP 11-15 MPH OVR LMT		
Location:	3600 Blk Alabama Ave SE n/b		

Your answer to this notice of infraction must be received by the payment due date listed below.

You will be deemed to have admitted the violation if you fail to pay this fine or otherwise answer in the manner and time required by law. This will result in additional penalties and the loss of your right to a hearing.

SAMPLE DIGITAL MOBILE DATABAR/ YOUR DATA WILL VARY

Vehicle Speed = 47mph — Date = Mar 11, 2005

Certifying Officer # = 824 — Location = 4300 — Time = 9:46 am

Detach and return this portion with your payment in the envelope provided,
or you may pay your ticket through the internet at: http://www.dmv.dc.gov

Ticket Number: M000211670 **Vehicle Tag:** **Mail Date:** 03/28/06

Payment Due Date: 04/27/2006

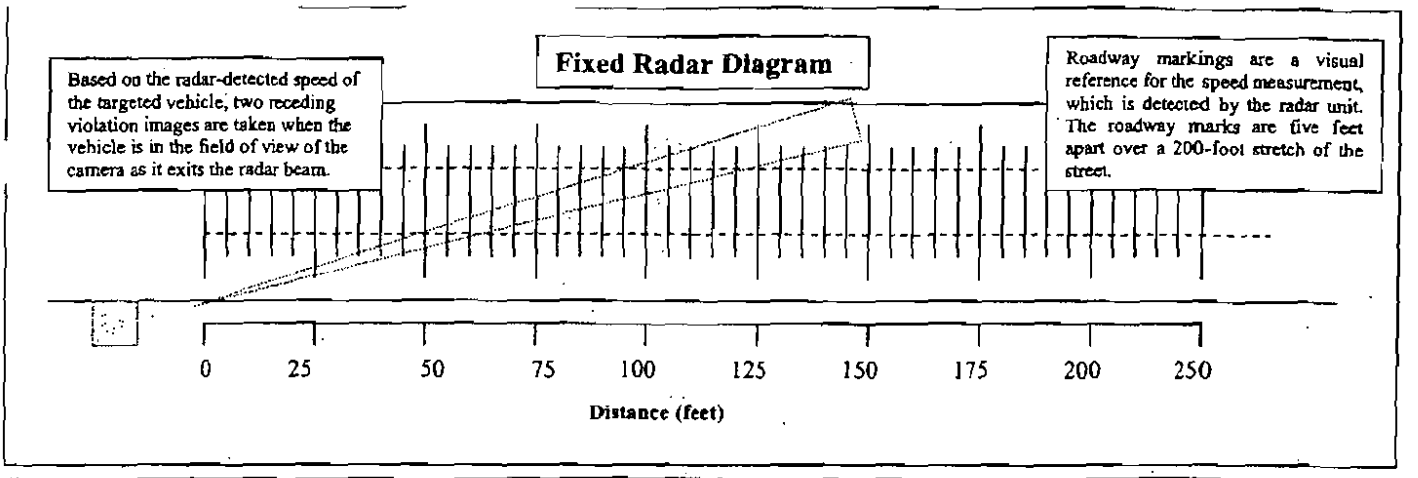
Initial Fine Amount Due: $50.00

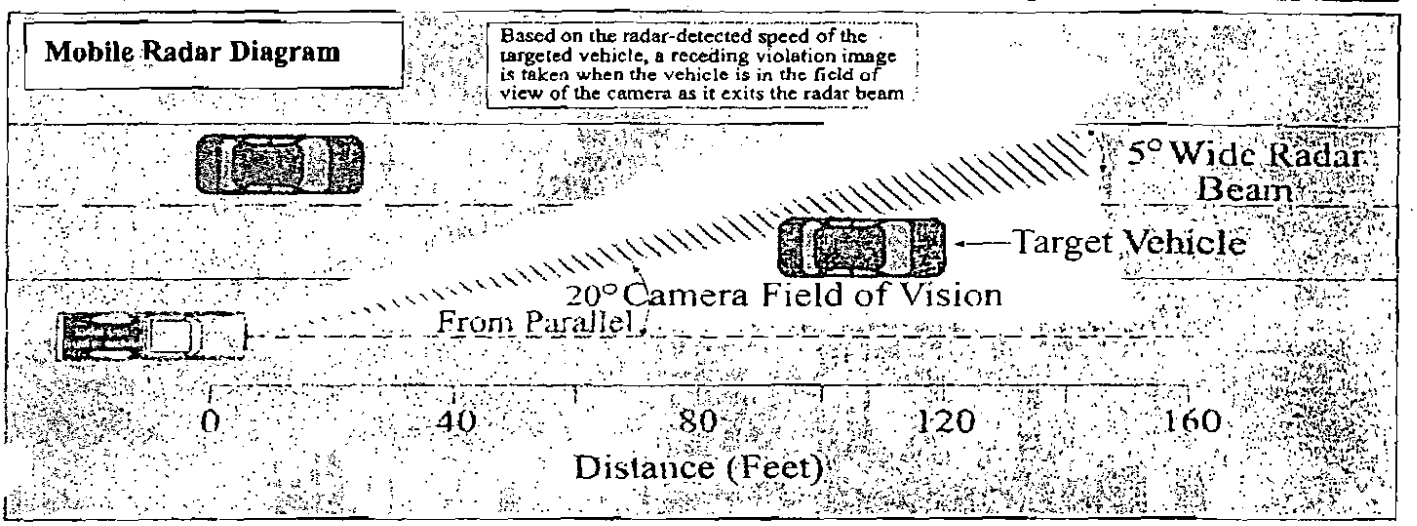
Total Amount Due After Payment Due Date: $100.00

Amount Paid: $

You can view full color version of the image below at:
http://www.public.cite-web.com
Citation Number: 00021167 Pin Number: 274000211

5206087000000300140005000M000211670





A 5° wide K-Band radar beam using Doppler radar is projected at a 20° angle across the road from the front of the stationary radar unit. The unit takes 200-300 speed calculations per second. Deployment logs are completed and validated by certified, trained police officers to ensure proper setup, testing, and operation of the unit during the deployment period. When the radar control unit detects a vehicle in the beam traveling at or greater than the speed specified for that location, it instructs the camera control unit to take a set of photograph(s) of the detected vehicle. The camera will not take a photograph if the system malfunctions or if there is more than one vehicle in the radar beam. A copy of the certified log, photographs that show the violation and a close-up of the rear of the vehicle, and a template that shows the vehicle captured in the radar beam will be provided as evidence for any adjudication of this ticket.

The Fixed Radar Installation has roadway markings that are a visual reference that the vehicle was traveling in excess of the posted speed limit. The roadway marks are five feet apart over a 200-foot stretch of the street.

DIRECTIONS FOR ANSWERING

YOU MUST EITHER ADMIT OR DENY THIS INFRACTION
IF YOUR ADMISSION OR DENIAL IS NOT RECEIVED WITHIN 30 CALENDAR DAYS OF THE MAIL DATE OF THE TICKET, YOUR FINE WILL BE DOUBLED.

TO ADMIT:
You have three options: 1) pay through the internet at http://www.dmv.dc.gov, 2) mail your check or money order payable to the DC Treasurer **(DO NOT SEND CASH)**, along with **the front bottom portion** of this ticket, to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013, or 3) bring ticket and payment (cash, check or money order) to 301 C Street, NW, between the hours of 8:15 a.m. to 5:00 p.m., Monday through Friday.
Write the ticket number on any check or money order to ensure proper credit.
Returned checks are subject to electronic redeposit for the face amount and a returned check fee of $65.00.

TO DENY:
Please check the applicable box below and **mail this entire ticket** to DC Photo Enforcement Office, PO Box 37075, Washington, DC 20013. Attach all requested documentation. If your defense is that your vehicle or tag was stolen prior to the issuance of the citation, you must provide a copy of the police report.

☐ **I REQUEST A HEARING**
You will receive notice of the time and place of the hearing.

☐ **I REQUEST MAIL ADJUDICATION**
You must submit a clear and complete statement of your defense and a waiver of your right to an in-person hearing. Attach all documents you believe will assist the hearing examiner in evaluating your defense.

APPENDIX A–eTIMS[SM] SCREENS

Proprietary Screen Shots

ALL IMAGES REDACTED

REDACTED INFORMATION

© 2006 ACS

APPENDIX B–ACS 2005 10-K REPORT

© 2006 ACS

1.0 PRICING NARRATIVE

Stability, Experience, and Proven Results = Lowest Risk, Best Value for District of Columbia

The Metropolitan Police Department and ACS have built the most successful public/private photo enforcement partnership in the United States. Going forward, we will build on this successful foundation to safeguard the District's safety achievements by providing superior technology and experienced personnel.

ACS State & Local Solutions, Inc. (ACS) is pleased to present the District of Columbia with our pricing for the Automated Traffic Safety Enforcement (ATSE) request for proposal. Since 1992, ACS has been the industry leader in delivering successful automated traffic enforcement programs in North America. We have also served as the District's photo enforcement provider since 1999. Our technology partner, Gatsometer, has been providing photo enforcement systems since the mid 1950s. Around the world, 50 percent of all photo enforcement cameras in operate were provided by Gatsometer (more than 6,000 units operating in more than 40 countries).

REDACTED INFORMATION

We offer the County a proven model and a price that is based on knowing exactly what is required to deliver to ensure success in the District in support of their ATSE.

The District must consider the complexity and difficulty in transitioning and ultimately supporting a program of this complex scope and volume when evaluating other vendor project plans. On what experience will other vendors build their project plans and cost models for the District's ATSE program? The District must keep in mind that while there are more than 100 photo red light programs in North America, there are fewer than 25 active speed enforcement programs. Of this limited number of programs, ACS operates six of the seven projects that are active in cities with populations exceeding 400,000 (Washington, Denver, Winnipeg, Edmonton,

R(a)(1)

Phoenix, and Portland) and operates the nation's only statewide speed enforcement program for the State of Illinois.

Simply put, there is no other program like the District's ATSE in terms of size, scope, complexity, volume, and breadth. With this understanding, how will other vendors, for example, plan for servicing the mobile speed cameras 24/7, six days a week and on Sunday if they have never delivered similar services, for a similar number of systems, over a similar schedule? How will other vendors staff appropriately a processing team for a volume of events that ranges from 90,000 to 130,000 monthly if they have never been responsible for this high volume or level of staffing flexibility? How long will it take to set up a local processing center in the District to ensure the 51% District Resident New Hire requirement is met? Unlike ACS, our competitors Project, staffing, management, and pricing plans are based on assumptions and guesses for a program of unprecedented size and for services they have rarely, if ever, provided for a camera system they have no experience or understanding of today.

With ACS, the District can be sure its selected vendor truly understands the unique demands of the MPD's ATSE program and has priced all required staff, systems, and services in our bid. We are very excited to continue providing all existing services at a significantly reduced rate and offer service, technology, and expansion options that create improvements and efficiencies in the future.

Operate Existing ATSE System

REDACTED INFORMATION

R(a)(1)

Option Pricing

REDACTED INFORMATION

R(a)(1)

REDACTED INFORMATION

R(a)(1)

REDACTED INFORMATION

R(a)(1)

Pricing Conditions

ACS' proposal and pricing is based on the following pricing conditions:

1. District's payment will be made within 30 days of receiving an undisputed invoice.
2. District and ACS will negotiate a contract with mutually agreeable terms and conditions.
3. Transfer of equipment assumes the new site is fully constructed and that no additional construction is needed.

2.0 PRICING SHEETS

As required in the RFP, ACS has included the following completed pricing sheets:

- RFP Section B Pricing Sheets
- Attachment J.2.5 – Cost/Price Data Package

RFP SECTION B PRICING SHEETS

© 2006 ACS

Proprietary and Confidential Information

SECTION B: SUPPLIES OR SERVICES AND PRICE

B.1 The Government of the District of Columbia, Office of Contracting and Procurement, on behalf of Metropolitan Police Department (MPD), is seeking offerors to provide support and maintenance for the existing Automated Traffic Safety Enforcement (ATSE) System. Also, offerors shall, in their respective proposals, make recommendations to the District for process improvements.

B.2 The District contemplates award of a multiyear contract with a base period of two (2) years from date of award and three one-year options, and has two separate components: (a) a firm fixed price component with payment based on a monthly fixed rate, and (b) a cost reimbursement component.

B.3 PRICE SCHEDULE FIRM-FIXED PRICE- Base Period

REDACTED INFORMATION

R(a)(1)

B.5 OPTION YEAR ONE

REDACTED INFORMATION

R(a)(1)

B.6 OPTION YEAR TWO

REDACTED INFORMATION

R(a)(1)

B.7 OPTION YEAR THREE

REDACTED INFORMATION

R(9)(1)

ATTACHMENT J.2.5 – COST/PRICE DATA PACKAGE

© 2006 ACS

Office of Contracting
& Procurement
Government of the
District of Columbia

COST / PRICE DISCLOSURE CERTIFICATION

RFP Number: POFA-2006-R-0066 Closing Date: May 24, 2006

REDACTED INFORMATION

R(9)(1)

Table (1.4)

Cost / Price Data Package (District of Columbia -- Photo Enforcement -- B.3 and B.4)

REDACTED INFORMATION

R(6)(1)

REDACTED INFORMATION

Proprietary and Confidential Information

R(9)(1)

REDACTED INFORMATION

Proprietary and Confidential Information

R(9)(1)

Table (1.4)
Cost / Price Data Package (District of Columbia -- Photo Enforcement -- B.7 and B.7.1)

REDACTED INFORMATION

R(9)(1)

Proprietary and Confidential Information

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF CONSUMER AND REGULATORY AFFAIRS

CERTIFICATE

THIS IS TO CERTIFY THAT

ACS STATE & LOCAL SOLUTIONS, INC.

A corporation organized and existing under and by virtue of the laws of the state of **New York** has been duly authorized to transact business as a foreign corporation in the District of Columbia by virtue of the Certificate of Authority issued by the Department of Consumer and Regulatory Affairs, Corporations Division on the **21st** day of **March , 1986 .**

The above entitled corporation is at the time of issuance of this Certificate in **Good Standing** according to the records of Corporations Division, having filed all reports as required by the District of Columbia Business Corporation Act.

N TESTIMONY WHEREOF I have hereunto set my hand and caused the seal of this office to be affixed this **15th** day of **May , 2006 .**

Patrick J. Canavan, Psy. D.
Director

Business and Professional Licensing Administration

Patricia E. Grays

Patricia E. Grays
Superintendent of Corporations
Corporations Division

Anthony A. Williams
Mayor

SECTION K: REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

K.1 AUTHORIZED NEGOTIATORS

The offeror represents that the following persons are authorized to negotiate on its behalf with the District in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators).

Michael Huerta, Senior Vice President and Managing Director, 202-378-2670
Norman Dong, Vice President, 202-378-2641
Joe Clark, Regional Vice President, 202-378-2714
Michael Miller, Vice President, 202-378-2759

K.2 TYPE OF BUSINESS ORGANIZATION

K.2.1 The offeror, by checking the applicable box, represents that
(a) It operates as:

X a corporation incorporated under the laws of the State of: New York
__ an individual,
__ a partnership,
__ a nonprofit organization, or
__ a joint venture.

(b) If the offeror is a foreign entity, it operates as:

__ an individual,
__ a joint venture, or
__ a corporation registered for business in _____
(Country)

K.3 CERTIFICATION AS TO COMPLIANCE WITH EQUAL OPPORTUNITY OBLIGATIONS

Mayor's Order 85-85, "Compliance with Equal Opportunity Obligations in Contracts", dated June 10, 1985 and the Office of Human Rights' regulations, Chapter 11, "Equal Employment Opportunity Requirements in Contracts", promulgated August 15, 1986 (4 DCMR Chapter 11, 33 DCR 4952) are included as a part of this solicitation and require the following certification for contracts subject to the order. Failure to complete the certification may result in rejection of the offeror for a contract subject to the order. I hereby certify that I am fully aware of the content of the Mayor's Order 85-85 and the Office of Human Rights' regulations, Chapter 11, and agree to comply with them in performance of this contract.

Offeror ACS State & Local Solutions, Inc. Date May 24, 2006

Name Michael P. Huerta
Title Senior Vice President and Managing Director

Signature

Offeror __X__has ____has not participated in a previous contract or subcontract subject to the Mayor's Order 85-85. Offeror__X_has _____has not filed all required compliance reports, and representations indicating submission of required reports signed by proposed subofferors. (The above representations need not be submitted in connection with contracts or subcontracts which are exempt from the Mayor's Order.)

K.4 BUY AMERICAN CERTIFICATION

The offeror hereby certifies that each end product, except the end products listed below, is a domestic end product (See Clause 23 of the SCP, "Buy American Act"), and that components of unknown origin are considered to have been mined, produced, or manufactured outside the United States.

N/A	EXCLUDED END PRODUCTS
	COUNTRY OF ORIGIN

K.5 DISTRICT EMPLOYEES NOT TO BENEFIT CERTIFICATION

Each offeror shall check one of the following:

__X__ No person listed in Clause 13 of the SCP, "District Employees Not To Benefit" will benefit from this contract.

_____ The following person(s) listed in Clause 13 may benefit from this contract. For each person listed, attach the affidavit required by Clause13 of the SCP.

_____

_____

K.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION

(a) Each signature of the offeror is considered to be a certification by the signatory that:

1) The prices in this contract have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any offeror or competitor relating to:

   (i) those prices
   (ii) the intention to submit a contract, or
   (iii) the methods or factors used to calculate the prices in the contract.

2) The prices in this contract have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before contract opening unless otherwise required by law; and

3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit a contract for the purpose of restricting competition.

(b) Each signature on the offer is considered to be a certification by the signatory that the signatory:

1) Is the person in the offeror's organization responsible for determining the prices being offered in this contract, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or

2) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above:

Joe Clark, Regional Vice President
(insert full name of person(s) in the organization responsible for determining the prices offered in this Contract and the title of his or her position in the offeror's organization);

As an authorized agent, does certify that the principals named in subdivision (b)(2) have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and

As an agent, has not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above.

(c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

K.7 TAX CERTIFICATION

Each offeror must submit with its offer, a sworn Tax Certification Affidavit, incorporated herein as Attachment J.2.3.

EXPERIENCE QUESTIONNAIRE

ACS' completed Experience Questionnaire follows this page.

© 2006 ACS

EXPERIENCE QUESTIONNAIRE	1. CONTRACTOR NAME, ADDRESS AND TELEPHONE NUMBER
INSTRUCTIONS: See Box 11, Remarks, if extra space is needed to answer any item below. Mark "X" in appropriate boxes.	ACS State & Local Solutions, Inc. 1800 M Street NW, 8th Floor Washington, DC 20036 (202) 378-2600

2. SUBMITTED TO (Office Name and Address)	3. BUSINESS	4. How many years do you or your firm have in the line of work contemplated by this solicitation?
Office of Contracting and Procurement 441 4th St. NW, Suite 700 South Washington, DC 20001	Y Company (Y) Corporation Y Non-profit Organization Y Co-partnership Y Individual	25 Years

5. How many years experience in contracting have you or your business had as a (a) prime contractor 25 and/or (b) sub-contractor _____?

6. List below the projects your business has completed within the last five (5) years which are similar in scope and scale to this job.

CONTRACT AMOUNT	TYPE OF PROJECT	DATE COMPLETED	NAMES, ADDRESS AND TELEPHONE NO. OF OWNER/PERSON TO CONTACT FOR PROJECT INFORMATION

N/A

7. List below all of your firm's contractual commitments running concurrently with the work contemplated by this solicitation:

CONTRACT NUMBER	DOLLAR AMOUNT	NAME, ADDRESSS AND TELEPHONE NO. OF BUSINESS/GOVERNMENT AGENCY INVOLVED	AWARDED (units)	PERCENT COMPLETED	DATE CONTRACT COMPLETED
* See Attached List					

8a. Have you ever failed to complete any work awarded to you? Y Yes (Y) No
8b. Has work ever been completed by performance bond? Y Yes (Y) No
8c. If "Yes" to either item 8a or 8b specify location(s) and reason(s) why:

_____

_____

_____

9. Organization and work that will be available for this project:

a. (1) Minimum number of employees: 40 and (2) Maximum number of employees: 40

b. Are employees regularly on your payroll: (Y Yes) Y No

c. Specify equipment available for this contract: _____

d. Estimate rate of progress below (such as 2.0 acres/man/day):

(1) Minimum progress rate: N/A and (2) Maximum progress rate: N/A

10. List below the experience of the principal individuals of your business:

INDIVIDUAL'S NAME	PRESENT POSITION	YEARS OF EXPERIENCE	MAGNITUDE AND TYPE OF WORK
* See Attached List			

11. **REMARKS - SPECIFY BOX NUMBERS** (Attach sheets if extra space is needed to fully answer any of the above questions.)

CERTIFICATION	12a. CERTIFYING OFFICIAL'S NAME AND TITLE	
I certify that all of the statements made by me are complete and correct to the best of my knowledge and that any persons named as references are authorized to furnish the District with any information needed to verify my capability to perform this project.	Michael P. Huerta, Senior Vice President and Managing Director	
	12B. SIGNATURE (Sign in ink)	13. DATE
		May 24, 2006

Contract Number	Product	Region	Contract	Client Name	Address	Telephone	Fax	Award Date	Percent Complete	Date Contract Completed
0103110818	Parking Ticket Processing	Central	Cleveland	Maria Vargas	1200 Ontario Street, Justice Center Level one, Cleveland, OH 44113	216-664-4796	216-664-2736	6/1/2004	N/A	5/30/2008
0103110817	Parking Ticket Processing	Central	Columbus	Michael Mercurio	400 W. Whittier Street, Columbus, OH 43215	614-645-6302	614-645-7357	4/1/2005	N/A	3/31/2007
0103110725	Parking Ticket Processing	Central	Dallas Parking	John Brunk	1500 Morilla St. Dallas, TX 75201	214-670-4147	214-670-3800	7/1/2005	N/A	6/30/2015
0103110411	Parking Ticket Processing	Central	Denver Ticket Processing	James Anderson	201 West Colfax Ave, Dept 706, Denver, CO 80202	720-913-1743	720-913-1804	4/1/2005	N/A	4/1/2007
0103110412	Parking Ticket Processing	Central	Detroit Parking	Ronald Ruffin	1600 W. Lafayette St, Detroit, MI 48216	313-967-1601	313-967-0262	9/2/2003	N/A	9/2/2006
0103110712	Parking Ticket Processing	Central	New Orleans Ticket Processing	Victoria Saulny	1300 Perdido St., New Orleans, LA	504-658-8002	504-658-8007	6/5/1905	N/A	8/1/2008
0103110413	Parking Ticket Processing	Central	St. Louis Parking	Larry Williams	City Hall, 1200 Market Street, RM 220, St. Louis, MO 63103	314-622-3434	314-622-4246	8/1/2003	N/A	8/1/2008
0103110112	Parking Ticket Processing	Eastern	Boston Ticket Operations	Gina Fiandaca	Boston City Hall, Room # 224, Boston, MA 02201	617-635-3669	617-635-4426	7/1/2004	N/A	6/30/2007
0103110114	Parking Ticket Processing	Eastern	Cambridge Ticket Processing	Sue Clippinger	57 Inman Street, Cambridge, MA 02139	617-349-4743	617-349-4747	10/1/2003	N/A	9/30/2006
0103111036	Parking Ticket Processing	Eastern	Montgomery County Ticket Processing	Rick Selbert	101 Orchard Ridge Dr., Gaitherburg, MD	240-777-8740	240-777-8730	7/1/2002	N/A	6/30/2007
0103110825	Parking Ticket Processing	Eastern	Norwalk Parking	Frank Del Monaco	11 North Water Street, Norwalk, CT 06856	203-515-0084	230-831-9064	7/5/2004	N/A	12/31/2008
0103110812	Parking Ticket Processing	Eastern	Philadelphia Ticket Processing	Rick Dickson	3101 Market St., Phila., PA 19104	215-683-9724	215-683-9531	3/1/1983	N/A	3/31/2009
0103110124	Parking Ticket Processing	Eastern	Providence Ticket Processing	Alan Sepe	City Hall, 25 Dorrande Street, Providence, RI 02903	401-421-7740, ext 300		7/26/2004	N/A	7/25/2009
0103110116	Parking Ticket Processing	Eastern	Somerville Ticket Processing	James Kotzuba	133 Holland St., Somerville, MA 02144	617-625-6600, ext 7910		11/1/2005	N/A	10/31/2006
0103110119	Parking Ticket Processing	Eastern	Waltham Ticket Processing	Thomas Magno	Waltham City Hall, 610 Main St., Waltham, MA 02154	781-314-3251	781-314-3260	1/1/2005	N/A	12/31/2005
0103110819	Parking Ticket Processing	Eastern	Wilmington Ticket Processing	Ron Morris	800 French St., Wilmington, DE 19801	302-576-2401	302-571-4283	9/15/2005	N/A	9/30/2008
0103110318	Parking Ticket Processing	Western	Beverly Hills Ticket	Aaron Kunz	455 N. Rexford Dr. Beverly Hills, CA 90210	310-285-2452	310-858-5965	8/2/2004	N/A	6/30/2009
0103110314	Parking Ticket Processing	Western	LA County Ticket Processing	Sharon Bilbrey	470 Ramona Blvd., Los Angeles, CA	323-526-5179	323-415-1029	11/12/2002	N/A	11/12/2007
0103110312	Parking Ticket Processing	Western	LA Ticket Processing	Robert Andalon	P.O Box 514507, Los Angeles, CA 90051	213-972-5099	213-972-4910	10/2/1997	N/A	3/9/2011
0103110216	Parking Ticket Processing	Western	San Francisco Parking	Steve Bell	1 South Van Ness Ave, San Francisco, CA 94103	415-701-4665	415-701-4736	9/24/1998	N/A	9/24/2006
0103110316	Parking Ticket Processing	Western	Santa Monica Ticket Processing	Eva U'Ren	1685 Main Street, Santa Monica, CA 90401	310-458-8741	310-393-1144	7/1/2003	N/A	6/30/2008
0103110317	Parking Ticket Processing	Western	West Hollywood Ticket Processing	Oscar Delgado	8300 Santa Monica Blvd., West Hollywood, CA 90069	323-848-6374	323-848-6564	7/1/2003	N/A	6/30/2008
ACS does ncacts on a percentage of completion basis										

REPRESENTATIONS, CERTIFICATIONS, AND OTHER STATEMENTS OF OFFERORS

As required, ACS has completed the Representations, Certifications, and Other Statements of Offerors to follow.

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Ticket Processing Key Personnel			
Key Personnel	Title	Years Exp with ACS	% Time on This Program
Lisa Sutter	Director, DC Programs	20 years	50%
[redacted]	Ticket Processing Program Manager	<1 year	100%
[redacted]	Systems Analyst	1 year	60%
[redacted]	Senior Operations Manager	<1 year	100%
[redacted]	Information Management Director	9 years	50%
[redacted]	TIMS Product Manager	23 years	40%
[redacted]	Director of Advanced Technologies	16 years	40%
[redacted]	Project Leader - Name Acquisition Services	22 years	25%
[redacted]	Systems Product Manager	15 years	40%
[redacted]	Photo Enforcement Program Mgr	14 years	As needed
[redacted]	Vice President, PSS	5 years	40%
[redacted]	Systems Administrator	1 year	100%
[redacted]	Network Administrator/Security	5 years	50%

R(9)(2)

SUMMARY OF EVALUATION OF CONTRACTOR/PROVIDER PAST PERFORMANCE

ACS has included Evaluation of Contractor/Provider Past Performance Form completed by the following ACS clients:

- City of Boston, Massachusetts
- City of San Francisco, California
- City of Philadelphia, Pennsylvania

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Office of Contracting & Procurement
Government of the District of Columbia

SUMMARY EVALUATION OF CONTRACTOR/PROVIDER PAST PERFORMANCE

(Please Read The Attached Instructions Prior To Completing This Form.)

CONTRACTOR/PROVIDER INFORMATION | **MONITORING INFORMATION**

1. CONTRACT NUMBER: 17658 (FY06)

2. Name of Contractor:
Name: ACS State & Local Solutions, Inc.
Address: 1800 M Street NW
City: Washington State: DC
Zip Code: 20036
Telephone: 202-378-2600
Facsimile: 202-378-0479
E-mail: michael.huerta@acs-inc.com
Point of Contact: Michael P. Huerta

3. Contract Administrator/COTR:
Name: [redacted]
Address: [redacted]
City: [redacted] State: MA
Zip Code: [redacted]
Telephone: [redacted]
Facsimile: [redacted]
Agency: Boston
E-mail: [redacted]

4. CLASSIFICATION *(Check boxes that apply)*
- [ ] a. Small Purchase
- [x] b. Contract Action
- [ ] c. DC Supply Schedule
- [ ] d. Delivery Order
- [ ] e. Fed Supply Schedule
- [ ] f. Intra-District
- [ ] g. MOU
- [ ] h. COOP Purchase
- [ ] i. LSDBE
- [ ] j. Subcontract

5. DATE OF AWARD: 7/1/2004

6. CONTRACTOR TAX IDENTIFICATION NUMBER: [redacted]

7. Contract Monitor:
Name: SAME AS ABOVE
Address:
Telephone:
Facsimile:
Agency:
E-mail:

8. COST ON DATE OF AWARD:

REDACTED INFORMATION

9. CAPTION / DESCRIPTION: Contract to: Parking Violation Parking Management Information Services System and Related support Services

11. CONTRACT PERIOD: *(Specify Month, Day, Year)*
From 7/1/2004 To 6/30/2007*
Subject to annual review / annual renewal investigation

12. PERIOD OF PERFORMANCE EVALUATION REVIEW: *(Specify Month, Day, Year)*
From ongoing - reports prepared / reviewed on monthly basis To

	0	1	2	3	4	5
13. Evaluate the Contractor's adherence to the specific contract requirements or Scope of Work.	☐	☐	☐	☐	☐	☒
14. Evaluate the quality of the Contractor' s delivered item or final work product, or service.	☐	☐	☐	☐	☐	☒
15. Evaluate the timeliness and adherence to interim and final delivery requirements and milestones.	☐	☐	☐	☐	☐	☒
16. Evaluate the reliability of the Contractor.	☐	☐	☐	☐	☐	☒
17. Evaluate the effectiveness of the Contractor' s service delivery and interaction.	☐	☐	☐	☐	☐	☒
18. Evaluate the accuracy, timeliness, and completeness of contractor's documentation.	☐	☐	☐	☐	☐	☒
19. Evaluate contractor's technical performance and approach to the contract.	☐	☐	☐	☐	☐	☒
20. Evaluate the ability of contractor to deliver or perform at the original price or budget.	☐	☐	☐	☐	☐	☒
21. Evaluate the effectiveness of Project Management. (Check only if applicable.)	☐	☐	☐	☐	☐	☒
Evaluate the Contractor' s compliance with Safety Standards. (Check if Applicable) *(Required for construction contracts.*	☐	☐	☐	☐	☐	☐
23. Evaluate the Contractor' s compliance with Labor Standards. *(Required for construction contracts.)*	☐	☐	☐	☐	☐	☐
24. Evaluate Contractor's facility(ies) (Check only if applicable. Note each location, if more than one).	☐	☐	☐	☐	☐	☒
25. Provide an OVERALL PERFORMANCE EVALUATION RATING and add any additional comments. *(Attach separate sheet if necessary.)*	☐	☐	☐	☐	☐	☒

26. Evaluator ?
a. Name: [redacted]
b. Signature: [redacted]
c. Date: 3/31/2006
d. Comments:

R(9)(4)

27.Contracting Officer Review ?	a. Name:	b. Signature:	c. Date	d. Comments:

DISTRIBUTION [*FOR OCP USE ONLY*]:

- ☐ a. Procurement File
- ☐ b. Agency Chief Contracting Officer
- ☐ c. Chief Procurement Officer (CPO)
- ☐ d. OCP Headquarters (Quality Assurance)
- ☐ e. Contract Administrator(COTR)
- ☐ f. Contract Monitor
- ☐ g. Agency Director
- ☐ h. Agency Program
- ☐ i. Agency Chief Financial Officer
- ☐ j. D.C. Office of Inspector General
- ☐ k. D.C. Office of Local Business Development
- ☐ l. OTHER: _____

Computer Generated *OCP Form 4001 (Front)* *(Rev. 3/2000)*

INSTRUCTIONS

GENERAL INSTRUCTIONS

1. This form shall be generated to rate the performance of any contractor, provider, or supplier of goods and services to the District of Columbia.
2. The performance shall be summarized in the comments blocks included on the front of this form by checking the appropriate rating block, and adding any additional comments.
3. If there is not enough space to provide additional comments, please provide the comments on a separate sheet and attach that sheet to the form..
4. Please complete and transmit the attached form to your Agency Chief Contracting Officer in the Office of Contracting and Procurement (OCP), no less than three (3) weeks from the date that a contract ends; or the final delivery and receipt of goods and services pursuant to a contract; or upon the specific request of a representative of the Office of Contracting and Procurement.
5. Please evaluate the performance of the contractor in each area requested checking the appropriate block on the performance evaluation form in accordance with the Rating Schedule listed below:

RATING SCHEDULE

(0)	UNSATISFACTORY	The performance was substandard, and does not meet most contractual requirements. The contractual performance contained serious compliance problems for which the contractor' s corrective actions appear or were ineffective.
(1)	POOR	The performance was simply marginal, and just barely met the contractual requirements. There are, or were, deficiencies in the overall performance that the contractor needs to address. Generally, there were several concerns with the contractor' s performance, quality and service.
(2)	SATISFACTORY	The performance acceptably meets or met the contractual requirements. The performance was timely, in compliance with the contractual requirements. Generally, there were a few minor difficulties or problems for which corrective action were undertaken by the contractor and were successful.
(3)	GOOD	The performance on this contract was more than satisfactory and exceeded some of the contractual requirements. The performance was more than timely and the quality of service above compliance with the requirement. Generally, there was good satisfaction and happiness with the contractor performance, quality, and service.
(4)	VERY GOOD	The performance met and exceeded most of the contractual requirements, to the benefit of the government, resulting in a high standard of quality, timeliness, and overall customer satisfaction.. There were minimal difficulties with this contract for which all corrective actions undertaken by the contractor were met and fully implemented by the contractor.
(5)	OUTSTANDING	The performance of the contractor *ALWAYS* exceeds the contractual requirements, and was reflected by a continued pattern of an exceptional quality goods (or service, or work product); a continued pattern of advance delivery of goods or completion of services; a continued patterned of always performing at or below budget costs; and an unusual pattern of responsiveness to customer concerns; and an exceptionally high standard of demonstrated technical excellence. There were no contractor difficulties with this contract for which corrective action was required.

6. A written, detailed narrative SHALL be provided to support and sustain all ratings of UNSATISFACTORY or OUTSTANDING. Please attach additional sheets, if needed.

SPECIFIC INSTRUCTIONS: (*All items MUST be completed*):

Block 1.	Insert the assigned, official contract number of the contract.
Block 2.	Enter the name, address, telephone and facsimile numbers, and the name of the point of contact of the contractor.
Block 3.	Enter the name, address, and telephone, facsimile and e-mail numbers of the Contract Administrator (CA) / Contracting Officer Technical Representative (COTR).
Block 4.	Enter the appropriate classification information on the contract, or purchase order. Check all that apply.
Block 5.	Enter the contract date of award.
Block 6.	Enter the contractor' s federal tax identification number that is listed in or on the contract document.
Block 7.	Enter a brief statement proving a caption or description of the nature of the contract.
Block 8.	Enter the name, address, and telephone and fax numbers of the Contract Monitor, or person completing this evaluation, if other than the CA/COTR.
Block 9.	Enter the initial, or agreed upon, price of the contract as listed in the contract or purchase order, exclusive of all modifications.
Block 10.	Enter the final cost of the contract, or what has been, or will be paid to the contractor, inclusive of all approved cost modifications.
Block 11.	Enter the actual stated contract period of the contract that is listed on the front of the contract document.
Block 12.	Enter the specific period for which the performance evaluation is being completed if the specific period is less the total period of the contract.

Block 13.	This item is intended to determine whether the contractor met, or is meeting, the specific requirements outlines in the scope of work that is listed in the contract.
Block 14.	This item is intended to determine the quality of the contractor goods, service, or work performance.
Block 15.	This item is intended to obtain an indication of the timeliness of performance. Ask the question: Did the contractor deliver or perform on time?
Block 16.	This item is intended to assess whether the customer believes the contractor is reliable enough to be used again by the District.
Block 17.	This item is intended evaluate how well the contractor interacted with the District. Was the contractor responsive, flexible, cooperative, and professional.
Block 18.	This item is intended to assess the contractor' s consistency in submitting the complete documents for payment, and other administrative documents including compliance on obtaining adequate liability insurance coverage where that requirement is applicable.
Block 19.	This item is intended to ascertain whether the vendor demonstrated originality and resourcefulness in handling issues addressed in a more traditional manner.
Block 20.	This item is intended to evaluate the contractor complied with the stated, or negotiated, contract cost.
Block 21.	This item addresses the extent, effectiveness, and overall management capability of the contractor. *(Primarily in service, consulting and construction contracts.)*
Block 22.	This item addresses the extent to which the contractor met compliance requirements for a safe work site. *(Primarily applicable in construction contracts).*
Block 23.	This item addresses the extent to which the contractor met compliance requirements for labor standards and laws.
Block 24.	This item is intended to evaluate whether the facilities that are provided by the contractor to the District met requirements, including whether the facilities were clean, and safe; and met all District housing and building code requirements, or had a Certificate of Occupancy, where applicable.
Block 25.	Provide an OVERALL PERFORMANCE RATING assessing on the contractor' s performance. The rating must be consistent with the prior ratings.
Block 26.	The Evaluator completing this performance evaluation shall sign and enter the date of signature.
Block 27.	The Contracting Officer shall review, and shall sign and enter the date of signature.

Office of Contracting & Procurement
Government of the District of Columbia

SUMMARY EVALUATION OF CONTRACTOR/PROVIDER PAST PERFORMANCE

(Please Read The Attached Instructions Prior To Completing This Form.)

CONTRACTOR/PROVIDER INFORMATION | **MONITOR/ADMIN INFORMATION**

1. CONTRACT NUMBER: Not Applicable

2. Name of Contractor:
Name: ACS State & Local Solutions, Inc.
Address: 1800 M Street NW
City: Washington State: DC
Zip Code: 20036
Telephone: 202-378-2600
Facsimile: 202-378-0479
E-mail: michael.huerta@acs-inc.com
Point of Contact: Michael P. Huerta

3. Contract Administrator/COTR:
Name: [redacted]
Address: [redacted]
City: [redacted]
Zip Code: [redacted]
Telephone: [redacted]
Facsimile: [redacted]
Agency: [redacted]
E-mail: [redacted]

4. CLASSIFICATION *(Check boxes that apply)*
- ☐ a. Small Purchase
- ☒ b. Contract Action
- ☐ c. DC Supply Schedule
- ☐ d. Delivery Order
- ☐ e. Fed Supply Schedule
- ☐ f. Intra-District
- ☐ g. MOU
- ☐ h. COOP Purchase
- ☐ i. LSDBE
- ☐ j. Subcontract

5. DATE OF AWARD: ~~[illegible]~~ 9/98

6. CONTRACTOR TAX IDENTIFICATION NUMBER:

7. Contract Monitor:
Name:
Address: SAME AS
Telephone: Above
Facsimile:
Agency:
E-mail:

8. COST ON DATE OF AWARD:
REDACTED INFORMATION

9. CAPTION / DESCRIPTION: Parking Citation Processing and Special Collections

11. CONTRACT PERIOD: *(Specify Month, Day, Year)* From ~~[illegible]~~ 9/24/98 To 9/23/06

12. PERIOD OF PERFORMANCE EVALUATION REVIEW: *(Specify Month, Day, Year)* From 9/24/98 To 4/5/06

13. Evaluate the Contractor's adherence to the specific contract requirements or Scope of Work.	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐
14. Evaluate the quality of the Contractor's delivered item or final work product, or service.	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐
15. Evaluate the timeliness and adherance to interim and final delivery requirements and milestones.	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐
16. Evaluate the reliability of the Contractor.	0. ☐	1. ☐	2. ☐	3. ☐	4. ☐	5. ☒
17. Evaluate the effectiveness of the Contractor's service delivery and interaction.	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐
18. Evaluate the accuracy, timeliness, and completeness of contractor's documentation.	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐
19. Evaluate contractor's technical performance and approach to the contract.	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐
20. Evaluate the ability of contractor to deliver or perform at the original price or budget.	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐
21. Evaluate the effectiveness of Project Management. *(Check only if applicable.)*	0. ☐	1. ☐	2. ☐	3. ☐	4. ☐	5. ☒
Evaluate the Contractor's compliance with Safety Standards. (Check if Applicable) *(Required for construction contracts.)*	0. ☐	1. ☐	2. ☐	3. ☐	4. ☐	5. ☐
23. Evaluate the Contractor's compliance with Labor Standards. *(Required for construction contracts.)*	0. ☐	1. ☐	2. ☐	3. ☐	4. ☐	5. ☐
24. Evaluate Contractor's facility(ies) (Check only if applicable. Note each location, if more than one).	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐
25. Provide an OVERALL PERFORMANCE EVALUATION RATING and add any additional comments. *(Attach separate sheet if necessary.)*	0. ☐	1. ☐	2. ☐	3. ☐	4. ☒	5. ☐

26. Evaluator ?
a. Name: [redacted]
b. Signature: [redacted]
c. Date 4/5/06
d. Comments:

R(a)(4)

27.Contracting Officer Review ?	a. Name: [redacted]	b. Signature: [redacted]	c. Date 4/5/06	d. Comments: very successful contract for us.

DISTRIBUTION [FOR OCP USE ONLY]:

- ☐ a. Procurement File
- ☐ b. Agency Chief Contracting Officer
- ☐ c. Chief Procurement Officer (CPO)
- ☐ d. OCP Headquarters (Quality Assurance)
- ☐ e. Contract Administrator/COTR)
- ☐ f. Contract Monitor
- ☐ g. Agency Director
- ☐ h. Agency Program
- ☐ i. Agency Chief Financial Officer
- ☐ j. D.C. Office of Inspector General
- ☐ k. D.C. Office of Local Business Development
- ☐ l. OTHER: _____

Computer Generated *OCP Form 4001 (Front)* *(Rev. 3/2000)*

INSTRUCTIONS

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RATING SCHEDULE

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(2)	SATISFACTORY	The performance acceptably meets or met the contractual requirements. The performance was timely, in compliance with the contractual requirements. Generally, there were a few minor difficulties or problems for which corrective action were undertaken by the contractor and were successful.
(3)	GOOD	The performance on this contract was more than satisfactory and exceeded some of the contractual requirements. The performance was more than timely and the quality of service above compliance with the requirement. Generally, there was good satisfaction and happiness with the contractor performance, quality, and service.
(4)	VERY GOOD	The performance met and exceeded most of the contractual requirements, to the benefit of the government, resulting in a high standard of quality, timeliness, and overall customer satisfaction. There were minimal difficulties with this contract for which all corrective actions undertaken by the contractor were met and fully implemented by the contractor.
(5)	OUTSTANDING	The performance of the contractor *ALWAYS* exceeds the contractual requirements, and was reflected by a continued pattern of an exceptional quality goods (or service, or work product); a continued pattern of advance delivery of goods or completion of services; a continued patterned of always performing at or below budget costs; and an unusual pattern of responsiveness to customer concerns; and an exceptionally high standard of demonstrated technical excellence. There were no contractor difficulties with this contract for which corrective action was required.

6. A written, detailed narrative SHALL be provided to support and sustain all ratings of UNSATISFACTORY or OUTSTANDING. Please attach additional sheets, if needed.

SPECIFIC INSTRUCTIONS: *(All items MUST be completed)*:

Block 1.	Insert the assigned, official contract number of the contract.
Block 2.	Enter the name, address, telephone and facsimile numbers, and the name of the point of contact of the contractor.
Block 3.	Enter the name, address, and telephone, facsimile and e-mail numbers of the Contract Administrator (CA) / Contracting Officer Technical Representative (COTR).
Block 4.	Enter the appropriate classification information on the contract, or purchase order. Check all that apply.
Block 5.	Enter the contract date of award.
Block 6.	Enter the contractor' s federal tax identification number that is listed in or on the contract document.
Block 7.	Enter a brief statement proving a caption or description of the nature of the contract.
Block 8.	Enter the name, address, and telephone and fax numbers of the Contract Monitor, or person completing this evaluation, if other than the CA/COTR.
Block 9.	Enter the initial, or agreed upon, price of the contract as listed in the contract or purchase order, exclusive of all modifications.
Block 10.	Enter the final cost of the contract, or what has been, or will be paid to the contractor, inclusive of all approved cost modifications.
Block 11.	Enter the actual stated contract period of the contract that is listed on the front of the contract document.
Block 12.	Enter the specific period for which the performance evaluation is being completed if the specific period is less the total period of the contract.

R(a)(4)

Block 13.	This item is intended to determine whether the contractor met, or is meeting, the specific requirements outlines in the scope of work that is listed in the contract.
Block 14.	This item is intended to determine the quality of the contractor goods, service, or work performance.
Block 15.	This item is intended to obtain an indication of the timeliness of performance. Ask the question: Did the contractor deliver or perform on time?
Block 16.	This item is intended to assess whether the customer believes the contractor is reliable enough to be used again by the District.
Block 17.	This item is intended evaluate how well the contractor interacted with the District. Was the contractor responsive, flexible, cooperative, and professional.
Block 18.	This item is intended to assess the contractor' s consistency in submitting the complete documents for payment, and other administrative documents including compliance on obtaining adequate liability insurance coverage where that requirement is applicable.
Block 19.	This item is intended to ascertain whether the vendor demonstrated originality and resourcefulness in handling issues addressed in a more traditional manner.
Block 20.	This item is intended to evaluate the contractor complied with the stated, or negotiated, contract cost.
Block 21.	This item addresses the extent, effectiveness, and overall management capability of the contractor. *(Primarily in service, consulting and construction contracts.)*
Block 22.	This item addresses the extent to which the contractor met compliance requirements for a safe work site. *(Primarily applicable in construction contracts).*
Block 23.	This item addresses the extent to which the contractor met compliance requirements for labor standards and laws.
Block 24.	This item is intended to evaluate whether the facilities that are provided by the contractor to the District met requirements, including whether the facilities were clean, and safe; and met all District housing and building code requirements, or had a Certificate of Occupancy, where applicable.
Block 25.	Provide an OVERALL PERFORMANCE RATING assessing on the contractor' s performance. The rating must be consistent with the prior ratings.
Block 26.	The Evaluator completing this performance evaluation shall sign and enter the date of signature.
Block 27.	The Contracting Officer shall review, and shall sign and enter the date of signature.

Office of Contracting & Procurement
Government of the District of Columbia

SUMMARY EVALUATION OF CONTRACTOR/PROVIDER PAST PERFORMANCE

(Please Read The Attached Instructions Prior To Completing This Form.)

CONTRACTOR/PROVIDER INFORMATION | **CONTRACT INFORMATION**

1. CONTRACT NUMBER:

2. Name of Contractor:
Name: ACS State & Local Solutions, Inc.
Address: 1800 M Street NW
City: Washington State: DC
Zip Code: 20036
Telephone: 202-378-2600
Facsimile: 202-378-0479
E-mail: michael.huerta@acs-inc.com
Point of Contact: Michael P. Huerta

3. Contract Administrator/COTR:
Name: [redacted]
Address: [redacted]
City: [redacted] State: [redacted]
Zip Code: [redacted]
Telephone: [redacted]
Facsimile: [redacted]
Agency: [redacted]
E-mail: [redacted]

4. CLASSIFICATION *(Check boxes that apply)*
- ☐ a. Small Purchase
- ☐ b. Contract Action
- ☐ c. DC Supply Schedule
- ☐ d. Delivery Order
- ☐ e. Fed Supply Schedule
- ☐ f. Intra-District
- ☐ g. MOU
- ☐ h. COOP Purchase
- ☐ i. LSDBE
- ☐ j. Subcontract

5. DATE OF AWARD:
April 1, 2000

6. CONTRACTOR TAX IDENTIFICATION NUMBER:

7. Contract Monitor:
Name:
Address:
Telephone:
Facsimile:
Agency:
E-mail:

8. COST ON DATE OF AWARD:

9. CAPTION / DESCRIPTION:

10. FINAL CONTRACT COST:

11. CONTRACT PERIOD: *(Specify Month, Day, Year)*
From April 1, 2006 To MArch 31, 2009

12. PERIOD OF PERFORMANCE EVALUATION REVIEW: *(Specify Month, Day, Year)*
From 1983 To 2006

	0.	1.	2.	3.	4.	5.
13. Evaluate the Contractor's adherence to the specific contract requirements or Scope of Work.	☐	☐	☐	☐	☒	☐
14. Evaluate the quality of the Contractor' s delivered item or final work product, or service.	☐	☐	☐	☐	☒	☐
15. Evaluate the timeliness and adherence to interim and final delivery requirements and milestones.	☐	☐	☐	☒	☐	☐
16. Evaluate the reliability of the Contractor.	☐	☐	☐	☐	☒	☐
17. Evaluate the effectiveness of the Contractor' s service delivery and interaction.	☐	☐	☐	☐	☒	☐
18. Evaluate the accuracy, timeliness, and completeness of contractor's documentation.	☐	☐	☐	☐	☒	☐
19. Evaluate contractor's technical performance and approach to the contract.	☐	☐	☐	☐	☒	☐
20. Evaluate the ability of contractor to deliver or perform at the original price or budget.	☐	☐	☐	☐	☐	☒
21. Evaluate the effectiveness of Project Management. *(Check only if applicable.)*	☐	☐	☐	☐	☐	☒
Evaluate the Contractor' s compliance with Safety Standards. (Check if Applicable) *(Required for construction contracts.*	☐	☐	☐	☐	☐	☐
23. Evaluate the Contractor' s compliance with Labor Standards. *(Required for construction contracts.)*	☐	☐	☐	☐	☐	☐
24. Evaluate Contractor's facility(ies) (Check only if applicable. Note each location, if more than one).	☐	☐	☐	☐	☒	☐
25. Provide an OVERALL PERFORMANCE EVALUATION RATING and add any additional comments. *(Attach separate sheet if necessary.)*	☐	☐	☐	☐	☒	☐

26. Evaluator
a. Name: [redacted]
b. Signature: [redacted]
c. Date: April 20, 2006
d. Comments:

R(a)(4)

27.Contracting Officer Review ?	a. Name:	b. Signature:	c. Date	d. Comments:

DISTRIBUTION [*FOR OCP USE ONLY*]:

- ☐ a. Procurement File
- ☐ b. Agency Chief Contracting Officer
- ☐ c. Chief Procurement Officer (CPO)
- ☐ d. OCP Headquarters (Quality Assurance)
- ☐ e. Contract Administrator/COTR)
- ☐ f. Contract Monitor
- ☐ g. Agency Director
- ☐ h. Agency Program
- ☐ i. Agency Chief Financial Officer
- ☐ j. D.C. Office of Inspector General
- ☐ k. D.C. Office of Local Business Development
- ☐ l. OTHER: _____

Computer Generated *OCP Form 4001 (Front)* *(Rev. 3/2000)*

INSTRUCTIONS

GENERAL INSTRUCTIONS

1. This form shall be generated to rate the performance of any contractor, provider, or supplier of goods and services to the District of Columbia.
2. The performance shall be summarized in the comments blocks included on the front of this form by checking the appropriate rating block, and adding any additional comments.
3. If there is not enough space to provide additional comments, please provide the comments on a separate sheet and attach that sheet to the form..
4. Please complete and transmit the attached form to your Agency Chief Contracting Officer in the Office of Contracting and Procurement (OCP), no less than three (3) weeks from the date that a contract ends; or the final delivery and receipt of goods and services pursuant to a contract; or upon the specific request of a representative of the Office of Contracting and Procurement.
5. Please evaluate the performance of the contractor in each area requested checking the appropriate block on the performance evaluation form in accordance with the Rating Schedule listed below:

RATING SCHEDULE

(0)	UNSATISFACTORY	The performance was substandard, and does not meet most contractual requirements. The contractual performance contained serious compliance problems for which the contractor' s corrective actions appear or were ineffective.
(1)	POOR	The performance was simply marginal, and just barely met the contractual requirements. There are, or were, deficiencies in the overall performance that the contractor needs to address. Generally, there were several concerns with the contractor' s performance, quality and service.
(2)	SATISFACTORY	The performance acceptably meets or met the contractual requirements. The performance was timely, in compliance with the contractual requirements. Generally, there were a few minor difficulties or problems for which corrective action were undertaken by the contractor and were successful.
(3)	GOOD	The performance on this contract was more than satisfactory and exceeded some of the contractual requirements. The performance was more than timely and the quality of service above compliance with the requirement. Generally, there was good satisfaction and happiness with the contractor performance, quality, and service.
(4)	VERY GOOD	The performance met and exceeded most of the contractual requirements, to the benefit of the government, resulting in a high standard of quality, timeliness, and overall customer satisfaction.. There were minimal difficulties with this contract for which all corrective actions undertaken by the contractor were met and fully implemented by the contractor.
(5)	OUTSTANDING	The performance of the contractor *ALWAYS* exceeds the contractual requirements, and was reflected by a continued pattern of an exceptional quality goods (or service, or work product); a continued pattern of advance delivery of goods or completion of services; a continued patterned of always performing at or below budget costs; and an unusual pattern of responsiveness to customer concerns; and an exceptionally high standard of demonstrated technical excellence. There were no contractor difficulties with this contract for which corrective action was required.

6. A written, detailed narrative **SHALL** be provided to support and sustain all ratings of **UNSATISFACTORY** or **OUTSTANDING**. Please attach additional sheets, if needed.

SPECIFIC INSTRUCTIONS: *(All items MUST be completed)*:

Block 1.	Insert the assigned, official contract number of the contract.
Block 2.	Enter the name, address, telephone and facsimile numbers, and the name of the point of contact of the contractor.
Block 3.	Enter the name, address, and telephone, facsimile and e-mail numbers of the Contract Administrator (CA) / Contracting Officer Technical Representative (COTR).
Block 4.	Enter the appropriate classification information on the contract, or purchase order. Check all that apply.
Block 5.	Enter the contract date of award.
Block 6.	Enter the contractor' s federal tax identification number that is listed in or on the contract document.
Block 7.	Enter a brief statement proving a caption or description of the nature of the contract.
Block 8.	Enter the name, address, and telephone and fax numbers of the Contract Monitor, or person completing this evaluation, if other than the CA/COTR.
Block 9.	Enter the initial, or agreed upon, price of the contract as listed in the contract or purchase order, exclusive of all modifications.
Block 10.	Enter the final cost of the contract, or what has been, or will be paid to the contractor, inclusive of all approved cost modifications.
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LSDBE CERTIFICATION PACKAGE

ACS State & Local Solutions, Inc. is not a certified local, small, or disadvantaged business enterprise and, therefore, has not filled out an LSDBE form. However, ACS State & Local Solutions, Inc. will be using LSDBE subcontractor(s) and have enclosed the LSDBE certification letters for those subcontractor(s).

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LSDBE/SUBCONTRACTOR INFORMATION

ACS offers a team that includes local, small, and disadvantaged companies whose total participation exceeds the District's 20 percent LSDBE subcontracting set-aside requirement.

Features and Innovations

- Strong team with six LSDBEs–all with considerable DC government experience
- LSDBE participation will exceed the District's 20 percent requirement

Consistent with the District's LSDBE goals, and in keeping with our own commitment to fostering local business participation, ACS has assembled a team that includes six local, small, and/or disadvantaged subcontractors, each of which has an outstanding track record working with or in the District. Four of the six companies—Dynamic Concepts, Inc., Kidd International, Toucan Printing and Promotion Products, Inc., and Insured Couriers—are already providing services to the District as subcontractors to ACS on the current parking ticket processing contract.

As part of our own internal Small Business Program, ACS works to build relationships with local companies in each of the jurisdictions where we do business in anticipation of identifying opportunities where we might team. For example, earlier this year, we conducted an "open house" at our offices in DC to educate existing and potential LSDBE partners about ACS' subcontracting practices and upcoming opportunities. Outreach efforts like this ensure that we are able to identify high quality LSDBE subcontractors when opportunities arise. For this proposal, we have added a new subcontractor to our team—BEALE, Inc., who is a proposed subcontractor to ACS on the Parking Meter Asset Management Services re-bid as well, and Vantix, Inc. who provides the software that supports the District's automobile towing, impound, and auction programs.

LSDBE certifications for four of our five subcontracting partners may be found at the end of the proposal section; Insured Couriers has submitted their request for certification to the DSLDB.

ACS acknowledges that it is our responsibility as prime contractor to submit a subcontracting plan and is prepared to submit a notarized statement detailing our subcontracting plan within five days of the contracting officer's request. We also understand that the District reserves the right to require changes to and supplementation of the plan up until the time of award. Further, we recognize that once the plan is approved, changes may occur only with the written approval of the contracting officer and the Director of the Department of Small and Local Business Development.

ACS has proposed a strong team comprised of proven, highly-regarded LSDBE subcontractors. The table below lists those LSDBE subcontractors, along with their respective roles, certification designations, and contract percentages. Additional information about the management of the subcontractors can be found in Proposal Section 1.2, Management Plan.

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ACS' LSDBE Subcontractors			
Company	**Role**	**Certifications**	**Percent of Total Contract Value**
Dynamic Concepts, Inc.	Data entry of manual tickets	LBE, SBE, DBE, RBO, DZE	5.8 %
Kidd International	Imaging of correspondence and adjudication documents	LBE, SBE, ROB	5.8 %
Toucan Printing and Promotion Products, Inc.	Notice production; mail house services	LBE, SBE	10.9 %
Vantix, Inc.	3rd party verification	LBE, SBE, DBE, ROB	1.0 %
BEALE, Inc.	Business Objects programming	LBE, SBE, DBE, DZE	0.8 %
Insured Couriers	Courier services	LBE, SBE, DBE	0.35 %
Total			**24.65 percent**

Although ACS' proposed team already exceeds the District's 20 percent set-aside requirement, we will continue our practice of working with the DSLDB and business and trade organizations such as the DC Chamber of Commerce and the Greater Washington Board of Trade to continue identifying qualified LSDBEs and to provide additional subcontracting opportunities as they occur

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GOVERNMENT OF THE DISTRICT OF COLUMBIA

DEPARTMENT OF SMALL AND LOCAL BUSINESS DEVELOPMENT

2/24/2006

Pedro Alfonso
Dynamic Concepts
1730 17th Street, NE
Washington, DC 20002

RE: LZRX 0420075117

Dear Mr. Alfonso:

The District of Columbia Small & Local Business Opportunity Commission (SLBOC) during its meeting on 02/16/2006, approved your application for Certification and registered your business enterprise in the Small, Local, and Disadvantaged Business Enterprise Program as established by the Small, Local, and Disadvantaged Business Development and Assistance Act of 2005, effective October 20, 2005 (D.C. Law 16-33; 52 DCR 7503), as amended. The business enterprise is duly registered by the Commission as a:

Goods and Equipment
General Services (Telecommunications, Mailing Services)
Business Service (Computer Management Services)
Local Business Enterprise
Development Zone Enterprise
Resident Business Owner
Longtime Resident Business

IMPORTANT NOTICE:

D.C. LAW 16-33 MANDATES THE FOLLOWING REQUIREMENTS FOR CERTIFIED BUSINESSES:

1. This Certification of Registration, pursuant to D.C. Law 16-33 Subpart 3 will expire two (2) years from the effective date of approval. Your application for re-certification must be submitted 90 days prior to your expiration date. There will be no other notification.

2. Bidding in accordance with this law shall be limited to the above industry classification(s), and this letter must be attached to the front of the contractor's sealed bid.

3. All certified businesses must comply with all provisions of D.C. Law 16-33.

4. Pursuant to Section 2363 of D.C. Law 16-33, the Commission may revoke or suspend the certificate of registration of a business enterprise that is engaged in fraud or deceit in obtaining registration; furnished substantially inaccurate or incomplete ownership or financial information; acted in gross negligence, incompetence, financial irresponsibility or misconduct in the practice or trade or profession.

5. If there are any changes in your company or corporation, that may affect your eligibility, you must notify the Department of Small & Local Business Development Office within 30 days.

CERTIFICATION NUMBER: LZRX 0420075117

DATE OF APPROVAL: 02/16/2006

DATE OF EXPIRATION: 02/16/2008

Sincerely,

Darrin L. Glymph

Darrin Glymph, Esq.
Chair

GOVERNMENT OF THE DISTRICT OF COLUMBIA
SMALL AND LOCAL BUSINESS OPPORTUNITY COMMISSION

November 18, 2005

Kidd International Home Care Services
Michael Kidd
6858 Eastern Avenue, NW
Washington, DC 20012

RE: LSR 11200714542

Dear Mr. Kidd:

The District of Columbia Local Business Opportunity Commission (LBOC) during its meeting on 11/08/2005, approved your application for Re-certification and registered your business enterprise in the Local, Small, and Disadvantaged Business Enterprise Program as promulgated by D.C. Act 12-268, the "Equal Opportunity for Local, Small and Disadvantaged Business Enterprises Act of 1998". The business enterprise is duly registered by the Commission as a:

Goods and Equipment
General Services (Data Processing Services and Software)
Business Services (Nursing Services, Case Management, Human Services, Counseling, Computer Management Services, Consulting Services)
Local Business Enterprise
Small Business Enterprise
Resident Business Owner

IMPORTANT NOTICE:

D.C. ACT 12-268 MANDATES THE FOLLOWING REQUIREMENTS FOR CERTIFIED BUSINESSES:

This Certificate of Registration, pursuant to D.C. Act 12-288, section 5(c) will expire two (2) years from the effective date of approval. Your application for a re-certification must be submitted 180 days prior to your expiration date. There will be no other notification.

1. Your application for re-certification must be submitted 180 days prior to your expiration date. There will be no other notification.

2. Bidding in accordance with this act shall be limited to the above industry classification(s), and this letter must be attached to the front of the contractor's sealed.

3. All certified businesses must comply with Section 4(c) and/or 5 (d) of D.C. Act 12-268, which states in part:

(c) "The prime contractor shall perform at least fifty (50%) percent of the contracting effort, excluding the cost of materials, goods and supplies, with its own organization and resources..., fifty (50%) percent of the subcontracting effort excluding the cost of materials, goods and supplies shall be with certified local, disadvantaged, or small business enterprises."

(d) "For construction contracts of up to 1 million dollars ($1,000,000), the prime contractor shall perform at least fifty (50%) percent of the on-site work with its own organization and resources..., fifty (50%) percent of the subcontracting effect excluding cost of materials, goods and supplies shall be with certified local or disadvantaged business enterprises."

4. If there are any changes in your company or corporation, that may affect your eligibility, you must notify the Local Business Development Office within 30 days.

CERTIFICATION NUMBER:LSR 11200714542

DATE OF APPROVAL:11/08/2005

DATE OF EXPIRATION:11/08/2007

Sincerely,

Darrin L. Glymph, Esq.
Chair

single point of failure" in personnel as well as technology and to that end we are bolstering our existing DC-experienced team with new members possessing a depth of relevant technical experience to ensure that the District will always have a complete support team for this critical program.

Understanding of District's Statement of Work

Our comprehensive, integrated approach allows for customized ticket processing which supports public safety and quality of life issues throughout the District's eight wards.

The District has one of the most sophisticated ticket processing systems in the country. Very few jurisdictions process both parking and moving tickets in a civil adjudication setting and even fewer also support red light and speeding photo enforcement. None that we are aware of except the District support all four, very different types of tickets in one umbrella system. The District issued over two million parking, moving, and photo enforcement citations last year and collected over $100 million in revenue. This volume dwarfs almost every other program.

Living in a large city means parking problems. There are never as many spaces as there are potential users and inevitably conflicts occur. Citizens want to be able to park near their homes at night and everyone wants to be able to visit the many areas of interest like the Smithsonian, to shop, to attend sporting events, and to experience the District's vital nightlife. Businesses want turnover at meters near their stores and to have spaces for their delivery trucks. Tickets result when demand exceeds supply. Sanctions occur when tickets are not answered in a timely manner.

Photo enforcement tickets are closer to public safety moving violations. If a person runs a red light or speeds recklessly through the District, they are risking life and limb, of themselves and innocent bystanders. The District has led the nation in applying this technology to consistently ticket offenders and thereby reduce the number of violations dramatically.

It is incumbent upon the District agencies such as the Department of Public Works and the Metropolitan Police Department (and approximately 30 other agencies) to issue good tickets and it is the responsibility of the Department of Motor Vehicles Adjudication Services to provide swift, convenient adjudication and payment options. The ticket processing vendor should fully support these objectives and ensure that the tickets are accurately processed and that citizens are able to quickly and easily take care of their tickets.

Our experience with the District's program will help us leverage our efforts during the implementation period to start up the new technology and services. The managers at DMV will not have to spend valuable implementation time going over the basic business rules and can instead focus on revising operations and organization to improve customer service delivery.

1.2.1.1 Process Requirements

Our solution is designed to provide a fast, secure environment that benefits both users and customers with increased functionality.

Features and Innovations

- Users and customers can access all components of our fully-web based system
- Redundancies built into our solution maximize uptime for 24/7 Internet and IVR access improving customer service

Our ticket processing solutions are designed to reflect the realities of life in 2006 and beyond. Everyone is on the Internet. In the next few years, this program will be able to provide a virtual DMV for people to carry out their business, whether to pay or adjudicate their tickets, get information about the programs, or to provide valuable input to make the programs work better. It will provide a truly interactive experience that will reduce the number of on-site staff required to perform these services while enhancing the customer's perception of the DMV.

In the sections of our proposal below, we detail our specific solutions that will ensure that the system is robust and redundant to provide a 24/7 environment for provision of services to the public, while maintaining a secure, auditable platform to protect the District's data and the privacy of its customers.

District employees who use the system to perform their work require a fast, stable platform that allows them to accurately service as many customers as possible. We understand that in this proposal, the District uses the term "user" to refer to District employees, regardless of their location, and uses the term "customer" to denote citizens and visitors to the District who use DMV services.

1.2.1.1.1 User Interface

Our newest eTIMS^{SM} application is fully Web-enabled, allowing the greatest flexibility to the DMV for deployment of its resources and the highest level of customer service.

Features and Innovations

- Full Internet capabilities for all functionalities for users and customers
- Look and feel of the dc.gov Websites

The DMV in the District of Columbia is much more than just the place you visit once every two years to renew your tags. It offers many more services to the public, such as residential parking and handicapped parking permits, resolution of Clean Hands stops, and most important to this solicitation, adjudication and payment for parking, moving, and photo enforcement tickets. The DMV therefore has interactions with more non-District citizens than probably any other DMV in the country.

The District wants to take advantage of the ease of use and flexibility that web-enabled systems offer for their programs. That is a natural evolution that is occurring in everyday life and that

growing numbers of people are accustomed to. [redacted]

With all of the increased web-based functionality, the Internet will be the primary interface for most customer interactions with the DMV.

From the perspective of the DMV user, defined as District personnel that access the system, this fully web-enabled system would allow them to take advantage of:

- Telecommuting
- Flex scheduling to enable a broader range of hearing availability times
- Oversight and productivity analysis in real time
- Routine and ad hoc reporting on program and system metrics
- Stringent security controls to protect the District's data and citizens' privacy
- Managing staff and other resources more effectively
- Adding or updating scheduling dates for issuing officers to maximize closure rates
- Interpreter scheduling
- Online availability of MPD accident record images, associated with the issued ticket

ACS has developed and grown our core ticket processing system over the past twenty one years to constantly take advantage of technological advances. Moving eTIMS^{SM} to a full Internet platform is a logical step in this evolution. The District's DMV will benefit from having a program that meets not only its current business needs but one that will continue to incorporate emerging tools and functionalities as they are developed.

1.2.1.1.2 Online Information Requests

Our enhanced web browser provides unmatched functionality and ease of use when making online requests for visitors to the District's ticket processing Website.

Features and Innovations

- Hyperlinks provide fast additional information to citizen without presenting a cluttered screen
- Organized layout makes it easy to locate critical information when making requests

The public is becoming increasing sophisticated in using the Internet to carry our its daily business, including handling matters related to parking, moving, and photo enforcement tickets.

The website provided to support the ticket processing program should be one of the easiest to use and one of the most complete sites that a citizen should encounter for online information requests. Every transaction that is provided for this procurement will be available on the Internet via eTIMS^{SM}. From home, the library, work, a WiFi spot drinking a latte, while the citizen is surfing the Internet, paying bills, doing research, or listening to music, some of the functions they will also be able to do include:

- Make inquiries to check the status of tickets on their vehicle or DLN
- Review not only the ticket data and transactional information but also all associated images (see Appendix A for an example of the thumbnail layout of presented images), viewing copies of notices, incoming and outgoing correspondence, and hearing records
- Review incorporated informational materials about District parking and moving legislation
- See diagrams and information regarding the operation of the photo enforcement systems
- Request adjudication or appeal of a previous disposition
- Interact with a hearing examiner and an issuing officer in an online hearing
- Pay tickets and fees associated with this program
- Set up an installment payment plan
- Hear voice recordings and view images associated with their citations
- Schedule a hearing that requires that the issuing officer be present according to officer's availability
- Conduct online hearings with an interface with the hearing examiner
- View information incorporated from other programs, such as abandoned auto auctions, on one site.
- Provide information to the District, such as meter outages, suggestions for photo enforcement locations, or inconsistent signage

We will establish the functionality that will let the citizen set up an account with secured, PIN-driven access. When setting up the account, the customer enters contact and associated tag or DLN information. When the citizen asks for written confirmation of their request for general information or personal information related to their specific tickets, the system will send notification to the citizen at their email address from their account. They can also ask that the notification be sent to their address of record. If they have moved and the address on the website is not current, the website will allow them to provide updated information and ask that it be migrated to Destiny if the citizen has a District license or tag, when the regulations are updated to allow notification by methods other than in person.

All notices will be mailed the day after they become eligible for the specific notice type. These notices will be saved as .pdf images that will be available on the Internet associated with the tickets on the notice. These notices will be accessible via all of the usual access paths already available in eTIMS^{SM}, such as ticket number, driver or owner name, VIN, tag number or license number, case number, and fleet number or name.

ACS is committed to providing the best possible customer service experience for citizens and visitors of the District when they need to obtain information, handle transactions related to their parking, moving, or photo enforcement tickets, adjudicate or pay their citations, or view stored information and images.

1.2.1.1.3 Secure Access

ACS has already developed and will continue to provide overlapping, fully audible, and highly restrictive system controls and security to protect the integrity of the District's database.

Features and Innovations

- Multi-layered security features ensure confidentiality of all citation and related data
- Paper-less submission of user requests
- Advanced network security keeps all systems secure
- Proven system to accurately process handwritten citations from multiple agencies

Information in the citation database must be secure from unauthorized alteration, use, or viewing. Protection from accidental or intentional corruption, destruction, or disclosure of data must be provided. The list of potential threats includes hackers, viruses, and malicious or inexperienced users. At the same time, this strict security must be flexible enough to allow for individual levels of access, inquiry, and update.

Certain users must have the ability to view certain data but not have the ability to alter it in any way. Other users must not have the ability to see certain data elements at all, while some users must be able to view and update the very same data. The system must be monitored even when no one is present at any of the facilities.

Security is not a product but rather a process and we are committed to providing the highest level of secure access with the minimum amount of paperwork. Additionally, eTIMS^{SM} provides the users with the easiest log-ons, since all of the systems are fully integrated and only require one log-on by the user at the beginning of their shift. For off-line processing, separate system logons will be available if needed. During normal processing, a user will log on to eTIMS^{SM} and all other systems, such as cashiering, adjudication, imaging, and appeals. Subject to user ID security access levels, all systems will be fully accessible.

ACS provides a double layer of systems security. The first level, which is controlled by Computer Associates' TOP SECRET security software, limits access to our systems environment and, within the environment, to specific data and applications functions. The second level, controlled by ACS' eTIMS^{SM} software, also defines access to the system. This high level of security protects the integrity of the District's database ensuring that all transactions—payments, dispositions, suspends, etc.,—are performed by only authorized users.

In order to gain access to eTIMS^{SM}, an individual must obtain his or her own valid ID and password. Without exception, an access request form is submitted to the local security administrator by that individual's manager (if an ACS employee) or by the District's Contract Monitor or the employee's manager (if a District employee). We are web-enabling the access form and will set up supervisory accounts that have established signature authorization levels. We will set these up with PINs to allow form submission without actually having to submit the

paper form. We have further simplified the process by creating several main security profiles, which are described in the table below.

District of Columbia eTIMS[SM] Security Profiles		
Name of Profile	**Type of User**	**Selected Features**
Inquiry Only	• Senior administrators • Auditors	Allows access for viewing data only
95 M St Call Center	• Customer service staff at the DMV call center at 95 M Street	Add ticket and inquiry
Hearing Examiner	• Hearing Examiners who perform in-person or mail adjudication	Ability to process dispositions but not disposition override
Cashier	• DMV cashiers at 301 C Street	Payments and adjustments
Legal Instruments Examiner	• Front line DMV staff at 301 C Street • At a point in the near future, these staff will also perform cashiering	Hearing scheduling, suspends, add ticket
Supervisor	• Supervisors who are in charge of the front line staff at 301 C Street	Suspends, dispositions, override capability
Boot and Tow Update	• DPW impoundment and seizure staff	Update of boot and tow data
Other	• This category is used for specialized profiles	Special combinations of update functions

Taking the several hundred people who have access to the ticket processing system and categorizing them into these main groups makes it much easier to add new users and validate security profiles. All requests are verified by [redacted], our local Security Administrator, who assigns a log-on ID and builds an associated record for the individual.

The ID record created authorizes access to specific data and functions required for an individual to perform his or her particular job. These features can be program, data transaction, system, data file, and even terminal-specific. Each authorized user is required to create a password which is used to establish audit trails and to prevent system access through someone else's security profile.

While the TOP SECRET package structures the overall security, eTIMS[SM] software actually defines access to the system. Every user that has access to eTIMS[SM] through TOP SECRET must be added to eTIMS[SM] security as well. Our Security Administrator builds a table profile for each authorized user. This "person table" defines the systems and functions that will appear on an individual's screen when they log on to the system, thus defining their access.

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Within each system, there are also individual features that are protected. Specific access must be granted for those features. For example, within the cashiering system, the "person table" profile for cashiers prevents them from performing adjustments. Adjustments can only be processed by the cashiering supervisor. Our software security enforces these functional checks and balances.

We have created special types of access that are unique to the District. One is the ability to override a disposition. Hearing Examiners can enter any disposition on a record as a result of adjudication, but can only post an override of a disposition for a select few types, such as the deemed liable disposition that is automatically posted if a respondent fails to answer their ticket in the manner allowed, and continuance dispositions.

A user can only log onto one workstation at a time unless they have special "administrator" security level access. This access is severely restricted and does not include any DMV employees. If a workstation is left unattended, it is programmed to automatically log off of eTIMS^{SM}. If a user tries to log on while already logged into another workstation, he or she will see a message stating that they are already logged on to eTIMS^{SM} and must log off before access will be allowed.

ACS will generate security update reports for the District on a periodic basis, but at least as often as the quarterly third-party audits. We already produce certain oversight reports, such as a report that validates that the User ID used to log onto the system matches the Hearing Examiner ID used to enter a disposition.

Another eTIMS^{SM} security feature is the generation of audit trails for all online updates. These records report the user ID and the time of each system update. Sensitive transactions such as suspends and adjustments, in addition to being limited to certain personnel, can also be tracked and monitored. All transactions are kept in a separate file for a prescribed period of time for monitoring and review.

We take these comprehensive physical and logical security actions to protect the District's data from unauthorized access and manipulation. Our system is indicative of how seriously we treat confidentially and security issues. The use of ACS' overlapping security procedures ensures that only authorized users gain access to the citation database. In today's complex, networked environment, the importance of securing resources without impeding user productivity cannot be overemphasized. Furthermore, this must be accomplished with a minimum of administrative overhead.

To complement the double layer of application security described earlier in this section, ACS implements other types of security technologies that create layers of security, ultimately protecting the information in the citation database. These are described in detail in Proposal Section 1.4.11, Security, which covers our adherence to the District of Columbia's Security Standards.

Blind Double-Keyed Batch Data Entry System Minimizes Errors

Utilizing strict audit controls, we double key every field of every ticket and will key mail payments from correspondence and drop box online to ensure the highest level of accuracy.

The physical counting of citations is important for maintaining accurate records and controlling individual citations as they proceed through each step of the data update process. When the citations are received, our staff handles each citation as if it were money. We use a top of the line currency counter to ensure accurate counts are reflected. The recount numbers verify the specific number of handwritten citations submitted to data entry, and the number of tickets keyed and submitted to the eTIMS^{SM} Batch Control system is reconciled to the number of records updated.

Each day, ACS receives citations from many different agencies. Altogether, there are dozens of issuing agencies in the District, including the Metropolitan Police, the US Park Police, the US Capitol Police, the Metro Police, the National Zoo Police, and many others. They issue parking, moving, void, warning, and personal service tickets for any number of hundreds of parking and moving violations. There are many potential areas for errors. Virtually all of the fields on the ticket must be completed with freeform text, with only several check boxes available for specific fields.

While some fields can be edited for content, the violation code for example, some fields on the ticket do not lend themselves to stringent edits. These are the fields that are the most critical, the tag number and the DLN. Our solution is to keypunch every single field of every single ticket in a batch twice, by two different operators. The system then validates the entries and presents a supervisor with the ability to resolve any discrepancies online. Only then is the batch closed and available for update to eTIMS. This is described in more detail in Proposal Section 1.2.2, Back-Office Support Services.

All of our payments that we process from the drop boxes and our correspondence P.O. Boxes will be entered online directly into eTIMS to ensure 100 percent accuracy and same day update.

1.2.1.1.4 Booting and Towing

ACS will continue to fully support the District's immobilization and impoundment programs with a goal of maximizing the number of enforcement actions against scofflaws. Booting and Towing will Benefit from LPRS and Business Objects.

Features and Innovations

- Flexible, table-driven boot and tow eligibility logic
- Wanted vehicle functionality provides a powerful tool for law enforcement

The eTIMS^{SM} booting and towing system is described in detail in Proposal Section 1.2.1.9, Booting and Towing. Our current system provides the following key elements of a successful enforcement program:

- Search by tag number, ticket number or VIN to determine boot or tow eligibility
- Entry of boot and tow, relocation, and release information
- Display inventory of towed vehicles and booted vehicles on the street
- Direct interface with Mobile Data Computers (MDC) Panasonic Toughbook laptops
- Upload of current scofflaw and wanted vehicle data to handheld ticket writing devices
- Historical boot and tow vehicle data
- Automatic assessment of associated fees
- Comprehensive security with many clearance levels
- A complete audit trail for all activities performed by a user
- Full integration with the eTIMS^{SM} ticket database

The District has fairly restrictive boot eligibility rules. Exhibit 1.2.1.1-1 shows a flowchart of the logic currently in place. eTIMS^{SM} allows this logic to change dynamically. For example, last year a test was done to determine the results of certain modifications to the boot eligible logic. By removing the requirement that there be a ticket issued to the plate within the last year and changing the number of eligible tickets from three to two, the size of the boot file went from 40,000 records to over 400,000 records.

District Boot Eligibility Criteria

Ticket-Level Criteria

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When a ticket writer or boot crew enters a tag number into their mobile device, the software compares the tag number to the stored boot eligible file. If there is a hit, the unit signals a wireless communication to the eTIMS^{SM} database for real-time confirmation that the vehicle is eligible at that moment. If the person paid their tickets online right before the request, the return will come back as a "no hit". If, however, the person still owes money to the District for unpaid violations, the status is returned as boot eligible and the ticket writer will radio for a boot crew or the boot crew can apply the immobilization unit. By using our new Verizon Broadband wireless communication network, the District will realize fast, reliable identification of boot eligible vehicles, resulting in higher capture rates and a decrease in the overall boot eligible population.

Towing eligibility is generally based on violations of specific regulations, such as rush hour or parking abreast, or safety violations like blocking an alley or a fire hydrant. Towing is also activated when a booted vehicle has remained on the street more than 72 hours, to prevent vandalism. Given the number of eligible towing vehicles, sweeps can occur to remove all illegally parked vehicles all along a rush hour corridor, such as Pennsylvania Avenue or Connecticut Avenue. This serves a deterrent effect for the scofflaws who routinely park on these commuter routes during rush hour.

Another major reason for towing vehicles is that they register as "heavy hitters" when a query is done of the eTIMS^{SM} database. This means that they owe more than a certain dollar value in tickets or have an escaped boot fee (currently $300) open on the vehicle. By impounding these vehicles, the owner must completely satisfy his or her obligation to the District for the outstanding tickets and fees, or risk having the vehicle seized and sold at auction.

ACS will work with the District to implement real-time interfaces to the District's CAD system and AIMS for abandoned auto towing and impoundment. When a ticket writer, boot or tow crew enters a tag number or VIN on their mobile devices, they will automatically receive a hit if the vehicle is tow eligible based on the District's criteria.

A new feature that is currently being implemented is the download of wanted vehicle information into the handheld ticket writing devices, boot MDCs, and ROSA MDCs. The data will be incorporated into the downloaded boot book file with a different indicator showing that the vehicle is of police interest. The daily file will be populated from DMV or MPD records and will contain stolen and wanted vehicles, including some nationally wanted vehicles. If a tag or VIN is entered and it is on the list stored on the device, a unique message will appear (currently "of police interest"). It can also be hidden if desired so the user is not alerted.

One of the primary reasons for implementing this program is to avoid issuing tickets to stolen vehicles. It is not good customer relations to continue to issue tickets to a stolen vehicle and not impound it so it can be recovered. By having this information in the hands of hundreds of ticket writers, booters, and tow crews each day, the police will be able to recover more stolen vehicles. The system can be programmed to either display the alert so the ticket writer knows not to issue the ticket, or to void the ticket issued in the background if the alert is not provided. Either way, the citizen will not end up receiving a notice for a ticket issued to their stolen vehicle.

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If the ticket writer is alerted to the stolen vehicle, they can contact their supervisor to notify the police, who will triage the relative urgency of the vehicle in question and deploy officers to retrieve the vehicle or to attempt to apprehend the driver of the vehicle. To further protect the ticket writer, when wireless handheld devices are purchased by the District, the software can be modified to send the sighting information to the UCC without the ticket writer's knowledge. Either way, the unit will capture the sighting information about the vehicle, and the location, date and time it was seen will be kept as part of the data in the system. Reports on stolen or wanted vehicles can be run to determine patterns and to identify potential culprits.

ACS is proud to have implemented this important safety program for the District of Columbia. It should result in fewer stolen vehicles in the District. We will provide studies of this program at year one and year two to determine the effectiveness of this initiative so it can be expanded as needed.

1.2.1.1.5 Ticket Issuance

ACS currently issues more photo enforcement citations than any other vendor in the nation and has successfully issued hundreds of thousands of tickets in the District.

Features and Innovations

- Currently meet every RFP requirement for photo enforcement processing
- Oversight capability using Business Objects to track productivity and to facilitate management
- Alternative sources for owner information for overheight violations will ensure compliance

Due to the sensitive nature of traffic safety enforcement programs, it is not only imperative that the cameras take clear and convincing photographs, but also that the violation processing center operations be timely and sensitive to the needs of the District and the public. Our program provides the District with our extensive experience in automated traffic safety enforcement to ensure accurate and timely processing of the violations. As the District's photo enforcement partner since 1999, only ACS is familiar with the specific processing needs of Washington, DC.

The initial step in the process is transmission of the data and images from the photo enforcement cameras to the initial review portion of the program. We have a blended solution that takes the best technology and ensures 100 percent redundancy to ensure that every violation captured is transferred correctly and in the timeliest manner possible. Our solution is discussed in detail in Proposal Section 1.2.1.11, Remote Devices.

To ensure security, these images are received from the cameras and are then sent digitally encrypted to our Data Center in Tarrytown, New York using secure connections. These images are stored on the storage area network (SAN) in the Data Center and are fully backed up and recoverable.

We store these images as .jpg images to minimize storage space and communications throughput issues. Although the OCTO standard requests the use of .tiff image file format, we would prefer to continue to use the .jpg format. Since we are required to meet stringent response time measurements, given the nature of the number of images that are going to be incorporated into every aspect of this program, with multiple images associated with every parking, moving, and photo enforcement ticket, using .tiff format, which creates a file much larger than .jpg, would severely restrict our ability to meet the response time requirements. Any vendor who simply responds to this requirement with a simple "we will" statement has a limited understanding of the issues involved in this metric. We can certainly provide .tiff format, but we believe that the program could be severely hampered if we did so.

ACS' CiteWeb database, based on the Microsoft SQL database management system, tracks and stores all camera event data and allows for a complete accounting and verification of all program data. To prevent slow database performance, citation images are stored on the Hitachi Data Systems 9960 SAN in our Tarrytown Data Center with image index pointers maintained on the SQL database. Whether a citation is issued or not, our system captures all incidents that cause the camera to activate, including each incident's final disposition. Our processing system stores initial violation information, as well as MPD and ancillary transactional data.

Once the data and images are accepted as violations by the photo enforcement vendor and they are sent to the ticket processing vendor, the police officers can review the information in the MPD pre-approval module. The officer(s) perform a "blind verify" whereby they type in the tag number as they read it from the image. If their entry matches the tag number originally captured in the initial review, the data is displayed for verification. If the tag number is different, they can either correct their error or type in the correct tag number. This reduces the time necessary to process the citation.

The system is dynamic; multiple officers can review simultaneously. Once the officer clicks on the ACCEPT button, the images and data for the next event appear automatically. Once the data is displayed, each violation is either validated or it is given a specific reject code to identify the reason that it cannot be processed. These rejects are also subject to supervisory MPD review for accuracy and are incorporated into our online reporting on non-issued events. Exhibit 1.2.1.1-2 depicts the approval screens used by officers.

All activity in the police review, including data and images for approved and rejected citations, is stringently controlled and captured for audit and review. All documents related to the issuance of these citations are maintained in a secure, controlled environment, with tested chain of custody transmittal documentation. Once the violations are approved by the MPD, we will obtain the name and address of the registered owner of the vehicle and the tickets will be mailed within the 72 hour requirement.

CiteWeb Approval Screen for Police Officers

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Currently, we have relationships with all 51 state DMVs, more states than any other vendor in the photo enforcement industry. In 2005, we processed over 12.5 million name and address requests for more than 70 clients throughout the country. Many of these interfaces occur in real-time since we either have access to the entire file or have an on-line interface. For those that have more manual interfaces, we have alternative resources to ensure acquisition of the name and address prior to mailing. [redacted]

When the District begins photo enforced over-height enforcement, we already have the system set up to produce these tickets. These are moving tickets that are issued to the vehicle owner.

The tickets do not capture the tag number, but rather the USDOT number on the side of the vehicle. Obtaining names and addresses for these vehicles is not done through normal DMV

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channels. ACS has already obtained the entire Motor Carrier participant file and receives regular updates to ensure that the ticket is mailed to the current address of the owner.

On behalf of the District's Automated Traffic Safety Enforcement program, ACS mails over 75,000 red light violation citations annually generating over $5.2 million for the District. ACS prints red light citations that include three color digitized images including the:

- Vehicle prior to touching first line of cross walk, at least one of the governing traffic signal heads with red indication illuminated
- Same vehicle continuing through intersection
- Vehicle's registration plate, clearly visible to average naked eye

On behalf of the District's Automated Traffic Safety Enforcement program, ACS mails nearly 500,000 mobile and fixed radar speed violation citations annually generating over nearly $29 million for Washington, DC. ACS prints mobile radar citations that include two color digitized images including the:

- Vehicle in violation
- Enhanced image of vehicle's tag

ACS prints fixed radar citations that include three color digitized images including:

- Vehicle in violation
- Distance of travel in accordance with established interval settings
- Enhanced image of vehicle's tag

Samples of all of our citations mailed for the District are shown at the end of this section, demonstrating both film and digital quality in day time and night time environments. All of our notices include language already approved by Adjudication Services; the date and time of the violation, the location of the intersection, the amount of the civil penalty imposed, a legend for reading the embedded violation data, the date by which the civil monetary penalty shall be paid, method of payment, bar code, and a stub at the bottom that can be torn off and returned for payment or adjudication. The notices are mailed first class mail, with an enclosed return envelope, to the registered owner of the vehicle identified in the image of the violation.

As the sample notices show, our notices include much more information for the citizens than the basic information requested. Our approach is to ensure that the notices enable the citizen to have enough information to reduce adjudication requests. One of the innovations that we developed for the District is the posting of a PIN on each notice so the citizens can go to a secure website to see the images and data for their violation.

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To facilitate audits and oversight of this portion of the contract, we will include a CD, in a protective case, with our monthly invoice that contains all of the citations mailed, including all of the data on the notices and the actual .pdf files of the outgoing citations. Additionally, we currently provide full adjudication support with all provided logs, documents, images, and other documents that are required by D.C. regulations to ensure that the evidence is presented at each hearing.

ROSA Program Enhanced by LPRS Interface

We have provided the ROSA program software, communications and equipment for the District since the program began a few years ago. The intent of the program is to identify and ticket vehicles that are being domiciled in the District for more than thirty days without being registered with the DMV.

To achieve this goal, we have installed MDT's in ten DPW vehicles. When the vehicles are parked at DPW, a wireless download to the Panasonic Toughbooks automatically communicates with a local repository server to transmit the latest file of sighted, warned, and cited vehicles.

Using wireless Verizon Broadband communications, the units patrol the District and capture non-D.C. license plates. If the ticket is on the database, it is evaluated for the current point in the enforcement cycle and the system prompts for issuance of a warning or live ticket. These are generated in the mobile unit. Upon return to DPW, the wireless interface automatically uploads all transactions to the repository server for transmission to eTIMS^{SM}. The data can be tracked using tag number, VIN, and DLN (as provided by the DMV) on eTIMS^{SM} once it is uploaded.

We anticipate during the life of the contract that this program will change to use real-time wireless communication in the field instead of batch upload and download and, as covered in more detail in Proposal Section 1.2.1.2, System Interfaces, also interface wirelessly with other District agencies such as MPD to obtain wanted vehicle and other important information.

Each ticket number incorporates the unit number and a unique sequence number to assign a unique ticket number to each warning and live ticket issued. As a validation of this step, all tickets updated each night will be validated against the ticket processing database. While the current ticket numbering scheme for parking and minor moving tickets is nine numerics using a MOD-7 check digit logic scheme, we already support alphanumeric ticket numbering for our photo enforcement tickets. Considering the dearth of ticket ranges remaining for strictly numeric tickets, moving to alphanumeric ticket numbers is timely.

We are currently working with DPW to fully integrate the ROSA and booting programs into their LPRS program. They are currently working with several vendors to determine the best units for their applications. We anticipate that the LPRS will replace the manual keying of the tags that the crews enter into the ROSA MDT. The vehicles will then be able to drive faster and still capture and validate tags, allowing the units to cover larger swaths of the District each night.

We also have made maintenance easier by incorporating both booting and ROSA software on one unit, so they are swappable at any time from one type of vehicle to another.

Whether the units in question are ROSA or booting vehicles using LPRS or upgraded handheld ticket writing units, images will be able to be captured at the time of violation. These images will be uploaded into eTIMS^{SM} along with the data on the transmitted record, either via a batch download now or in real-time during the contract period. These images will be visible in our imaging viewer along with all other images associated with the ticket. Having images available for viewing by the citizen over the Internet will dramatically reduce the adjudication rate, having them available for review by the supervisors will improve ticket writing, and having them available for hearing examiners to review during adjudication will reduce dismissal rates.

Oversight is Facilitated by our Management Dashboard

All transaction types can be reviewed by supervisors in eTIMS^{SM}. In batch mode, such as through correspondence workflow processing, certain parameters can be set to route certain dispositions, such as voids, or other transactions to a supervisory queue for review prior to final update. If desired, certain percentages of some queues can also be routed for supervisor review. We currently provide this functionality in our photo enforcement production environment, both for supervisors and clients, and for the District's ticket processing imaging workflow.

This is a key audit function to ascertain the accuracy of staff and hearing examiner activity and to detect potential fraud or other integrity issues. For live transactions, if there are certain types of transactions that the District requires consistent real-time oversight for, we will work with District DMV management during the implementation phase to require a supervisor's password to complete the transaction by an authorized supervisor. All approval activity will be recorded online in eTIMS^{SM}, along with the original transaction data, including the date, time and user ID associated with the transaction.

As described in detail in Proposal Section 1.2.1.1.7, Reporting, we will use Business Objects (BO) to develop a Management Dashboard that will provide productivity and auditing functionality on the supervisors' desktops. This program will be a dynamic system managed by our dedicated database administrator (DBA), who will design the specific data elements tracked and recorded with DMV management.

The Chief Hearing Examiner will be able to monitor the type of activity being performed by each Hearing Examiner in near real-time. As soon as a transaction is entered on eTIMS^{SM}, it will be ported to the BO universe (database) and the Management Dashboard on the Chief Hearing Examiner's desktop would update the number of cases worked, the type of cases worked, the number worked per hour, the numbers of citizens remaining to be seen in person, the number of remaining items in the workflow queues.

The system can be set up to flag activity that is outside of recognized trends, for example if a Hearing Examiner is entering dispositions outside of their allotted hearing times or if the

percentage of dismissed tickets exceeds the amount expected. These can be automatically routed for supervisory review. Additionally, specific transactions can be manually flagged for review.

Since we will be communicating with Destiny and other District agencies in near real-time as well, data will be available for this analysis in BO that previously was difficult to integrate. For example, activity on a D.C. plate in the ticket processing system that is listed as "lost" in Destiny could trigger a review of the transaction in time to confront the citizen and the staff member while it is happening. This should tend to discourage any fraudulent activity.

We truly believe that this new platform and infrastructure provides unparalleled opportunities to use the vast amount of information related to ticket processing to continually improve the program and the District's customer service delivery.

Infraction Types, Disposition Codes, and Transaction Identifiers are Table-Driven

eTIMS^{SM} uses table values for infraction types, dispositions, suspends, correspondence, payments and other financial transactions. Infractions are currently grouped by parking, moving, and photo enforcement. These will reside on one database, of course, but some may have different treatment schedules and will also have different GL codes associated with payment transactions.

We will expand our current tables to incorporate additional information, such as the legal reference for violation codes. The violation code table already includes the infraction type, a description and the responsibility type. Moving tickets are driver responsibility and are tied to the DLN and parking and photo enforcement tickets are owner responsibility and are tied to the vehicle tag number. It also includes the fine amount, penalty amount and the deemed liable penalty amount. If this changes during the course of the contract, allowing for additional fines for non-payment prior to collections, for example, our tables are already set up to accommodate up to five penalty amounts.

Fees associated with impoundment and immobilization, hearings, appeals, bounced checks, and others are also table driven. Seizure data is incorporated into the tag record and is all available for review online.

Our disposition code table already contains a listing of the existing codes with a description and the processing rule for the disposition. For example, if a disposition code with a processing rule of full reduction is entered, the entry of the disposition code will automatically close the disputed ticket. This will eliminate the requirement for the person entering the disposition having to manually reduce the fine and penalties or enter the actual reduction amount. The entry of a permanent suspend code will cause a ticket to be closed forever and reduce the amount due to zero. The entry of a temporary suspend code will cause the ticket to be temporarily suspended for the suspend period that is designated in the table.

We will expand this table to include the legal reference and to associate the disposition code with a finding of liable, dismissed, continuance, administrative dismissal, void, and other categories worked out with DMV management. This will facilitate ad hoc reporting. The legal reference text that is included in the Hearing Records will also be table-driven with update by authorized users online.

Financial transaction identifiers are also incorporated into our table-driven treatment schedule system. Payments, adjustments of various types, payment methods such as cash, payment sources to identify whether the payment originated at DMV, and descriptions are all currently included in our tables. We will expand the financial transaction tables to include the legal reference information and GL codes as provided by the District.

These codes and their associated data will be viewable at any time using BO to view complete tables, or through pop-up boxes in detailed eTIMS^{SM} screens. When you put the cursor over a code on a screen in eTIMS^{SM}, the full description and other key data is displayed automatically. This minimizes the number of times a review of the table is necessary.

eTIMS^{SM} Imaging Viewer Simplifies Research and Analysis

Since 1992, when we ran a 24/6 imaging operation to scan and index over four million hand written tickets to establish the beginning of a comprehensive imaging database for the District, to our latest offerings which incorporate thumbnail viewing panels and the ability to integrate images into outgoing correspondence and on the Internet, ACS has seen virtually every form of imaging technology on the market. We believe our current offering provides the ease-of-use and speed necessary to ensure that images enhance the DMV's ability to service its customers.

We will continue to image all hand-written tickets and will also be able to present images of hand held tickets for viewing by citizens or DMV staff. Photo enforcement tickets will also be viewable online as their associated images are now. All mailed notices and correspondence will be imaged. All incoming correspondence is currently imaged. All in-person and mail payments will be imaged. Hearing records and evidence presented at hearings by the respondent will continue to be imaged.

The ability to electronically interpret ticket numbers is an important part of ACS' digital imaging solution. This ability allows images to be linked to the appropriate eTIMS^{SM} record without keying the ticket number to establish a link. Since manually keying information is labor intensive and subject to entry errors, ACS currently uses Optical Character Recognition (OCR) but we propose that barcode technology also be used. The tickets are currently printed with a barcode and all outgoing notices and correspondence could also be printed with a bar code to ensure the highest rate of accuracy.

Our imaging system has the capability to scan correspondence front and back and digitize each piece of paper including envelopes, typed, machine printed or handwritten text of various sizes, weights, color, etc., as well as photographs or drawings. It incorporates optimum efficiencies

and a process of quality assurance to insure that all documents are successfully captured and accounted for. For example, we match all the hand written ticket numbers updated in a batch to those imaged and research and resolve any that don't match exactly. This ensures 100 percent accuracy for ticket images.

Validation Rules Provide Additional Quality Assurance

eTIMS^{SM} contains many more validation rules than the few mentioned in this section of the RFP. Since the ticket number is unique, we automatically reject tickets with duplicate ticket numbers. This can occur due to a variety of reasons, but the system doesn't care what caused the duplication.

We have already developed a system, in conjunction with the contract monitor for DMV, to apply a trailing D to any legitimate duplicate ticket that is presented for update to the ticket processing system. This allows any payments that come in on those tickets to be applied or any adjudication requests to be honored. This does not occur frequently, however, and the MOD-7 check digit logic built into the parking and moving tickets and the MOD-10 check digit logic in the photo enforcement tickets usually provides adequate defense against data entry errors. Double keying these fields also cuts down on potential errors.

Upon update of a ticket to the database, and again prior to mailing any notice or correspondence, the supplied address is run through Group 1 software and against the U.S.P.S. address validation database, which normalizes the address and ensures that it is a valid address. This is necessary because hand written tickets often do not contain complete addresses, particularly for moving and personal service (parking tickets issued directly to a driver, which contain name and address data that must be captured) tickets. The address is standardized to the U.S.P.S. format and the envelopes are pre-encoded for lower postage.

We will work with the DMV to ensure that the issuance of photo enforcement tickets and the management of ticket data uploaded to eTIMS^{SM} is as complete and accurate as possible. Our solution is fully web-enabled and will allow DMV managers to spend their time thinking about ways to improve customer service through increased data management and trend and variance analysis capabilities.

1.2.1.1.6 Treatment Schedule

eTIMS^{SM} user-driven online modification of treatment schedules will facilitate rapid response to the DMV's dynamic environment.

Features and Innovations

- New form-driven, online treatment modification system will greatly facilitate the DMV's service delivery
- Agency's current treatment schedule is already incorporated into our software, vastly reducing DMV management time to implement and begin using feature

Within the eTIMS^{SM} system, highly sophisticated computer logic tables and software have been developed that control the processing and scheduling of events for the District's DMV. For each ticket, the information relating to the ticket is evaluated to determine what events need to be performed or what the next activity to be undertaken will be.

With our upgrade to a fully web-based eTIMS^{SM}, we are adding the functionality for authorized District personnel to be able to perform the following functions online and be assured that the treatment schedule will be modified and performed according to the program and legal requirements defined by the District.

They will be able to assign treatment schedule by infraction type so that moving, parking, and photo enforcement tickets are able to have different schedules for registration hold notification for parkers and photo enforcement tickets and state DMV permit suspension for moving tickets. Treatment schedules for fleet tickets can be different from other tickets, based on enrollment in the fleet program for fleet, rental and government vehicles.
The program will support the ability to determine the treatment schedule for fees and notices mailed based on the application of penalties, such as sending a different notice if a ticket has a penalty or does not, or is partially paid. Authorized users will be able to validate or change the District holiday calendar days each year so that penalties will not apply, notices will not be mailed, and other changes to the treatment schedule can be entered so that they either occur or do not occur on business days.

This can be extended to emergency closure days, such as those that can occur every year, such as closures due to excessive snow or heat, or for extraordinary events such as building infrastructure malfunctions, local or national emergencies, or other unexpected actions. These modifications can be made from home by authorized personnel, avoiding the necessity to come to the buildings to alert the public. Penalties will be automatically delayed, respondents with scheduled hearings (and the officers and interpreters) will be automatically notified (via email, text message, or auto phone message from our IVR) if they have previously provided their email address or phone number when they scheduled the hearing.

The system will allow the user to create and maintain evaluation rules to determine if certain actions should or should not take place, otherwise sometimes known as Boolean logic (e.g., a penalty will be applied if 1) the ticket is not suspended AND 2) the current date is issue date plus

thirty one days but NOT if 3) the ticket is on a tag that is in the fleet program. There are many examples of this in the ticket processing system; virtually no events occur in a vacuum. We will work with DMV managers to evaluate which changes to the treatment schedule will have the online forms developed. Of course, most complex changes will take programming and testing before it is put into production.

Evaluation rules will take into account the date and time of various actions and evaluate them against the current date and time, such as the issue date, penalty application date, notice dates, suspension date, point application date, tow date for storage fee calculation, and hearing date and the tow eligibility based on a booting action that took place 72 hours prior to the current time, for example.

The residential parking permit status for a vehicle should also be included in the evaluation criteria, to easily determine if a vehicle is in violation of RPP regulations. This should be included in the information that the handheld ticket writing units and MDT's use to evaluate if a violation has occurred. Especially when using an LPRS, automated validation of the tags observed against this data will dramatically reduce the time necessary to scan tags in a neighborhood and increase the accuracy of ticketing and the productivity of the booting and ROSA crews.

Certain actions in the treatment schedule differ based on the state of the tag or license. For example, not all states participate in the Interstate Compact Agreement, whereby moving violations are shared to ensure that drivers' licenses are suspended for moving violations in participating states. District tags and licenses get updated name and address records in the Destiny file.

When the ROSA crews are patrolling from 11:00 p.m. to the early hours of the morning for unregistered vehicles, our software evaluates the state of registration, if the vehicle is on the exemption list due to a previous ticket within the prior thirty days or an exception granted by the DMV, and prior warning violations.

To determine if a vehicle is boot eligible, the system must evaluate not only each ticket individually for aging, suspend status, and payments but must also determine if the tag has accumulated enough of these tickets (currently three, two fully unpaid). Towing status is sometimes a function of the booting status and the number of days it has been in that status and is sometimes based on the violation (safety related or rush hour, for example).

As noted above, fleet participation status determines many of the other treatment schedules, such as penalties, noticing, seizure status, and reporting.

The handheld and MDT units will also be able at some point to incorporate many features that will make it easier to ensure the accuracy of ticketing. GPS, RFID, and bar code technology will enable evaluation of registered vehicle information, DLN data, and meter information including the timing zone, meter number, and location. Residential designation based on the location captured will determine the accuracy of parking enforcement of RPP regulations.

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Virtually all events in the treatment schedule are date-dependant. Scheduling single or recurring activities such as officer hearing dates will be very easy with our new treatment scheduling system. The program will be form-driven, with simplified data entry validation of the values entered. We will work with DMV management and supervisors to ensure that this new function meets all of the DMV's operational and customer service delivery needed.

1.2.1.1.7 Reporting

ACS will provide a dedicated on-site Database Administrator (DBA) who is an expert using Business Objects to help DMV's management organize their staff, data, and resources as efficiently and effectively as possible.

Features and Innovations

- New Database Administrator will be a dedicated resource for DMV Business Objects report generation
- Business Objects will be used to produce trend and variance analysis reporting
- Workload balancing and productivity analysis will be at managers' fingertips with our new Management Dashboard

Business Objects is a web-enabled product that allows users to track, understand, and manage the information stored within various databases. With this powerful tool, as the District is already aware as a sophisticated user, District staff can quickly schedule or customize existing reports. ACS currently uses Business Objects in support of various programs.

Our current list of clients that use Business Object includes:

- Colorado Medicaid
- Connecticut RetroDUR
- Department of Labor
- Florida Medicaid
- Hawaii Medicaid
- Indiana Clinical (PDL program)
- Massachusetts Medicaid
- Mississippi Medicaid
- Montana Medicaid
- Nebraska Medicaid
- New Mexico Medicaid
- Ohio Bureau of Workmen's Comp
- Washington Medicaid
- Wyoming Medicaid
- (Ohio Medicaid, North Carolina Medicaid, current implementation)

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