AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. Contract Number POKV-2006-C-0064	Page of Pages 1 | 1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
M013	See block 16C		

6. Issued By:	7. Administered By (If other than line 6)
Code OFFICE OF CONTRACTING AND PROCUREMENT IT Commodity Group 441 4TH STREET NW., SUITE 700 SOUTH WASHINGTON, DC 20001	DEPARTMENT OF MOTOR VEHICLES Richard Prunchak 96 M Street, SW Washington, DC 20001

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)		9A. Amendment of Solicitation No.
ACS State and Local Solutions, Inc 1800 M Street N W Washington, DC 20036		9B. Dated (See Item 11)
	X	10A. Modification of Contract/Order No. POKV-2006-C-0064, Ticket Processing
Code | Facility		10B. Dated (See Item 13) 3-Jan-07

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 [ ] 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 _____ 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: Standard Contract Provision 19. Changes 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 data, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.
X	C. This supplemental agreement is entered into pursuant to authority of: G.7 "Changes" clause; Software Enhancement and Upgrades
[ ]	D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return 1 copies to the issuing office.

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

The District's Ticket Processing contract POKV-2006-C-0064 is hereby modified to add CLIN 0004, System Enhancements and Upgrades for the amount of $155,200. The enhancements are outlined in the memo from DMV dated April 26, 2010 and the ACS quote for DMV Violation Processing Development Assessment dated April 4, 2010, see attached.

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	
MARK TALBOT, VICE PRESIDENT		John F. Varghese	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed 5/13/10	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 5-20-10

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT	1. Contract Number POKV-2006-C-0064	Page of Pages 1 / 1

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
M013	See block 16C		

6. Issued By: Code	7. Administered By (If other than line 6)
OFFICE OF CONTRACTING AND PROCUREMENT IT Commodity Group 441 4TH STREET NW., SUITE 700 SOUTH WASHINGTON, DC 20001	DEPARTMENT OF MOTOR VEHICLES Richard Prunchak 96 M Street, SW Washington, DC 20001

8. Name and Address of Contractor (No. Street, city, country, state and ZIP Code)		
ACS State and Local Solutions, Inc 1800 M Street N.W. Washington, DC 20036		9A. Amendment of Solicitation No.
		9B. Dated (See Item 11)
	X	10A. Modification of Contract/Order No. POKV-2006-C-0064, Ticket Processing
Code / Facility		10B. Dated (See Item 13) 3-Jan-07

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[ ] The above numbered solicitation is amended as set forth in Item 14. The hour and date specified for receipt of Offers [ ] 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 _____ 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: Standard Contract Provision 19. Changes 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 data, etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.
X	C. This supplemental agreement is entered into pursuant to authority of: G.7 "Changes" clause; Software Enhancement and Upgrades
	D. Other (Specify type of modification and authority)

E. IMPORTANT: Contractor [ ] is not, [X] is required to sign this document and return 1 copies to the issuing office.

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

The District's Ticket Processing contract POKV-2006-C-0064 is hereby modified to add CLIN 0004, System Enhancements and Upgrades for the amount of $155,200. The enhancements are outlined in the memo from DMV dated April 26, 2010 and the ACS quote for DMV Violation Processing Development Assessment dated April 4, 2010, see attached.

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 John P. Varghese	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed

D.C. DMV Violation Processing Development Assessment

4/4/2010

Subject:	Assessing fees for courtesy tows
Requested by:	Wanda Butler
Requirements:	**Option 1, Separate ticket for the tow fee**: ▪ Issue NOI for ticket separate from NOI for $100 fee ▪ Create a new P code for the $100 fee so an NOI can be issued ▪ Any time a ticket with this P code is updated to eTIMS, the system will automatically link it to the previous ticket on the same plate as long as the ticket is within 3 hours of the tow fee ticket ▪ New P code tickets will not be boot eligible, will not receive default $5 penalty, will not have any penalty, will not be deemed liable ▪ New P code tickets will be eligible for secondary collections and noticing and will be sent to Destiny for holds ▪ When the ticket is selected for a walk-in hearing, eTIMS will automatically schedule the connected fee ticket as part of the case number ▪ When the case is selected for adjudication, the fee ticket will be part of the hearing ▪ If a violation ticket with a connected courtesy fee ticket is selected for adjudication without being scheduled for a walk-in hearing, eTIMS will select the fee ticket and import it into the hearing ▪ If a violation ticket with a connected courtesy fee ticket is indexed in workflow, the case will automatically include the fee ticket
Assumptions:	
Fee* (based on assumptions):	**Option 1:** **$7,600** 76 hours total*
Includes:	**Option 1**: ▪ 24 hours database and processing changes (to perform the marking for matching the tickets) ▪ 24 hours eTIMS changes for adjudication and walk-in hearing scheduling ▪ 16 hours changes to workflow ▪ 12 hours testing and documentation

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

GOVERNMENT OF THE DISTRICT OF COLUMBIA
DEPARTMENT OF MOTOR VEHICLES

April 26, 2010

John Varghese
Contracting Officer
Office of Contracting and Procurement
441 4th St NW, 7th floor
Washington, DC

Dear Mr. Varghese:

The Department of Motor Vehicles is requesting scope changes to Contract #POKV-2006-C-0064 (Ticket Processing Services). The changes are system software enhancements necessitated by operational needs, and apply to the following sections of the contract. Below the description of each section is the title of the applicable quote from the Contractor (ACS), shown in red.

C.3.12.5	Accept digital images, from the MPD Red Light and Photo Radar Ticket. Cite-web Updates.
C.3.12.1	Capture and process information gathered with remote devices, such as handheld devices and mobile data units. Miscellaneous Pocket PEO Changes.
C.3.7.6	To facilitate the presence of traffic enforcement officers, maintain and communicate a schedule of hearings for the traffic enforcement officers. Redesign Court Packet Printing by District.
C.3.7.3.4	Provide the capability for a Plaintiff to make a request for adjudication online (this section was previously de-scoped). Online Adjudication.
C.3.7.8.2	Automatically schedule the hearing based on the availability of the officer(s) who issued the tickets(s).
C.3.7.8.5	Enable the Plaintiff to reschedule a hearing one time, seventy-two hours in advance. Restrict Calendar Reschedules.

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.. Open Hearing Badge Table to Users.
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.3.7.9.1	Generate Notice When: Automatically Cancel Hearings if Ticket is Paid.
C.3.7.8.2	Automatically schedule the hearing based on the availability of the officer(s) who issued the ticket(s). Change Pay by Web and IVR Error Messages for Hearing Scheduling When No Calendar is Present.
C.3.11.8.2	Enable the assignment of separate Treatment Schedules for fleet tickets. Make Photo Tickets Hearing Ineligible for Multi-Owners.
C.3.5.7.4	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. Add Disclaimer Text to Pay by Web Payment Screen.
C.3.5.10.1.2	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. Changes to IPP Logic to Allow a Second Plan During a 12-Month Period.
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 image of the ticket, images of previously mailed notices, and images of correspondence previously sent by the Customer. Programming Changes to PIN-Based Customer Account Functionality.
C.3.7.6.1	Maintain availability schedule for traffic enforcement officers. Retain the Court Calendar Key in a Database for Future Re-Use.
C.3.3	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. DESTINY Web Services.

Attached are the following quotes from ACS:

Description	ACS Quote
Cite-web updates.	$25,800
Miscellaneous Pocket PEO changes.	$41,000
Redesign court packet printing by District.	$5,200
Online adjudication.	$25,600
Restrict calendar reschedules.	$8,800
Open (the) hearing badge table to users.	$8,800
Automatically cancel hearings if ticket is paid.	$3,600
Change Pay by Web and IVR error messages for hearing scheduling when no calendar is present.	$3,300
(Make) Photo tickets hearing ineligible for Multi-Owners.	$2,000
Add disclaimer text to Pay by Web payment screen.	$2,900
Changes to IPP logic to allow a second plan during a 12-month period.	$2,800
Programming changes to PIN-based customer account functionality	$5,000
Retain the court calendar key in a database for future re-use	$8,800
DESTINY web services.	$4,000
Total	$147,600

These changes have been reviewed, analyzed, and approved as appropriate and necessary to the continued operation of the ticket processing program.

In order that the enhancements can be completed by the end of June, 2010, including the coordination of resources to perform the work by ACS, it will be necessary to receive expedited processing and approval of the contract modification.

If you need additional information for this request, please let us know.

Richard Prunchak
Primary COTR
Department of Motor Vehicles

Raja Bandla
Secondary COTR
Department of Motor Vehicles

Attachments

A xerox Company

D.C. DMV Violation Processing Development Assessment

4/9/2010

Subject: Miscellaneous Citeweb changes

Requested by: Lisa Sutter

Requirements:

1. Adding citations for emergency vehicles that are different than the current citation forms.

2. Adding additional violation codes and a generic notice.

3. Double fines for work zone and school zone.

4. Have CiteWeb send a file of the tags that need a name and address for photo enforcement tickets to MPD instead of it going through MOVERS and registry.

5. Change logic for new incoming events with the photo radar account number so they are put into the fixed pole database.

6. Take all existing events in the photo radar database and split anything from 600 Florida Ave into fixed pole. Everything else goes into mobile digital.

7. Ability to change officer tables locally from Citeweb.

8. Review reports and make changes to ensure adequate tracking for issued and rejected events from transfer from ATS to transfer to eTIMS

Assumptions:

1. Adding citations for emergency vehicles that are different than the current citation forms. The old notices were not revised when language was changed so they would need to be updated and the data elements validated. TT can add an option in Citeweb for emergency vehicle. We will work with Toucan to make sure they add everything they need as well. These will get mailed like regular citations. These follow the normal lifecycle. They get a notice 2 (if they are not part of a fleet).

2. Adding additional violation codes and a generic notice so MPD can issue a different violation instead of a typical red light violation. There will be only 1 citation per event. There will be a table for the new violations that will tell Citeweb whether to mail a citation or a correspondence letter. These will continue to come as R violations so it doesn't affect the IVR, web or reports. These will go to a new queue for review with the ability to forward these to the red light queue if the reviewer thinks it belongs there by using a reject reason. Citeweb will switch the ticket number. Lisa will provide the list of vio codes and descriptions. Tom will add a Citeweb violation code update table for Lisa to update herself. Anything added to Citeweb will not be ported to eTIMS. Lisa can modify description and make it inactive but not delete. We take amount due from eTIMS violation code table. Same life cycle as other R tickets.

3. Double fines for work zone and school zone. The fines would then be passed to eTIMS double. If there are no other pieces to this, this would be 40 hours of development. Add indicator in Citeweb to mark if it is a school zone or work zone. This will double the fine on the citation and sent to eTIMS. Use the same logic that is used in PocketPEO so the double fine doesn't reverse during update. Lisa will have ability to add locations in Citeweb.

4. Have CiteWeb send MPD a file of the tags that need a name and address for photo enforcement tickets instead of it going through MOVERS and registry. This is similar to the process for other jurisdictions, such as Delaware and Baltimore, which process the

	file through their version of NLETS. 5. Change logic for new incoming events with the photo radar account number so they are put into the fixed pole database. This is for the Fixed Site at 600 Florida Ave NE that is currently posted into WDCPR. Put them into WDCFP 6. Take all existing events in the photo radar (WDCPR) database and split anything from 600 Florida Ave into fixed pole (WDCFP). Everything else goes into mobile digital (WDCMD). 7. Ability to change and input officer and location data into the tables from Citeweb. 8. Review and revise CiteWeb reports to ensure end-to-end validation is possible using violation date, reject date, issuance date. Allow tracking of events that are older than 10 days so they can be prioritized. 50 hours to be used as directed by Lisa.
Fee* (based on assumptions):	1) 20 hours development, 8 hours QA, testing, turnover 2) 50 hours development, 16 hours QA, testing, turnover (does not include changes to IVR, webpages, or any reports—this assumes a solution can be made where the violation type is still R) 3) 40 hours development for Citeweb, 4 hours development for eTIMS updating, 4 hours QA, testing turnover 4) 16 hours development for Citeweb, 4 hours QA, turnover 5) 5 hours total 6) 24 hours development, 1 hour QA 7) 12 hours development, 4 hours QA, documentation, testing, turnover 8) 50 hours of changes to reports in Citeweb **$25,800** **258 hours total***
Includes:	• Final spec documents • Design • Development • Testing • QA • Documentation • Training • Turnover

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

ACS

A xerox Company

D.C. DMV Violation Processing Development Assessment

4/9/2010

Subject: Miscellaneous PocketPEO changes

Requested by: Lisa Sutter

Requirements: See below

Assumptions:

1. Allow issuance of multi-tier violation codes	128 hours
2. Add functionality to allow capture of DC trip permit bar code data	48 hours
3. Add capability to retroactively issue tickets in special circumstances	16 hours
4. Add word-wrap to the violation code description dropdown box	16 hours
5. Develop secure ftp process for automated updating of hack face file	52 hours
6. Need additional identifying information on Stolen Alert email	22 hours
7. Arrange for the stolen wanted system to query NCIC file for zeroes, convert to letter O to allow for hits on tags with O in the plate or state.	128 hours

Fee* (based on assumptions): **$41,000**

410 hours total*

Includes:

- Design, build, test, turnover, documentation.

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

4/4/2010

Subject:	Assessing fees for courtesy tows
Requested by:	Wanda Butler
Requirements:	**Option 1, Separate ticket for the tow fee**: ▪ Issue NOI for ticket separate from NOI for $100 fee ▪ Create a new P code for the $100 fee so an NOI can be issued ▪ Any time a ticket with this P code is updated to eTIMS, the system will automatically link it to the previous ticket on the same plate as long as the ticket is within 3 hours of the tow fee ticket ▪ New P code tickets will not be boot eligible, will not receive default $5 penalty, will not have any penalty, will not be deemed liable ▪ New P code tickets will be eligible for secondary collections and noticing and will be sent to Destiny for holds ▪ When the ticket is selected for a walk-in hearing, eTIMS will automatically schedule the connected fee ticket as part of the case number ▪ When the case is selected for adjudication, the fee ticket will be part of the hearing ▪ If a violation ticket with a connected courtesy fee ticket is selected for adjudication without being scheduled for a walk-in hearing, eTIMS will select the fee ticket and import it into the hearing ▪ If a violation ticket with a connected courtesy fee ticket is indexed in workflow, the case will automatically include the fee ticket
Assumptions:	
Fee* (based on assumptions):	**Option 1:** **$7,600** 76 hours total*
Includes:	**Option 1**: ▪ 24 hours database and processing changes (to perform the marking for matching the tickets) ▪ 24 hours eTIMS changes for adjudication and walk-in hearing scheduling ▪ 16 hours changes to workflow ▪ 12 hours testing and documentation

*Final fee may change based on complete specifications.

ACS

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D.C. DMV Violation Processing Development Assessment

4/9/2010

Subject:	Redesign court packet printing by District
Requested by:	Lisa Sutter
Requirements:	Redesign court packet printing to support printing from each district.
Assumptions:	Redesign the printing of tickets, images, and internal comments for use in hearings so that each District can run the print job for their District at that District only. Create one District called "ALL" so 301 C Street could print all if desired.
Fee* (based on assumptions):	**52 hours total*** **$5,200**
Includes:	Design, build, testing, turnover, documentation.

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

4/4/2010

A C S®

Subject: Online Adjudication Scheduling Option 3

Requested by: Wanda Butler

Requirements: Provide ability for violators to submit adjudication online.

Assumptions:

Online Adjudication
Option 3 based
This option is designed to allow customers to submit mail adjudication requests without setting up a ticket access account initially. This method would not require any modifications to the Ticket Access System. The customer could use the application to file a mail adjudication request or submit a motion to vacate default judgment. The individual would access the DMV web page, enter the ticket number and complete a mail adjudication form or a motion form. The agency will save some money on postage because the acknowledgement letter would not be sent.

Customer can choose between the two forms, contest a ticket or motion to vacate.

The system will determine whether the ticket is eligible for a hearing based on existing business rules. New rules are required for MTV. The customer can then scan in evidence that will be queued to the appropriate queues based on ticket type: photo enforcement, parking, broken meter and moving. There will be no pre screening of defenses. The hearing examiners still will have the option to continue the ticket for more evidence. If the ticket has not been submitted by the issuing officer, the customer would receive the same message currently displayed for hearing requests.

We would like to send an acknowledgment of the mail adjudication request using the e-mail account provided by the customer. The e-mail address should be retained in the database for future use.

The text of the message or e-mail alert would be a mail adjudication request has been received however, the decision letter will be sent by US mail to ensure that the vehicle owner is notified of the decision. You can elect to open a Ticket Access Service account so that you will be notified of the decision via e-mail and alerts on any new tickets issued to the vehicle.

Fee* (based on assumptions): **Option 3 with email acknowledgment: 256 hours $25,600***

Includes:

- Total screens approximately 2 (new filtering page, plus new hearing template) (assuming each screen involves JSP, action and message) 3 days per screen – 48 hrs
- File upload option (involving mostly backend development) and Image update service (update the imaging database with uploaded files after virus check) (no pre-sort on input, all hearing requests go to Q100 for parking, Q310 for moving, Q950 for photo, and Q___ for MTV) – 120 hrs
- Sending email acknowledgement that the hearing request has been received, include a link to open a PIN account, retain email address in

	eTIMS® record – 8 hours ▪ All hearing results mailed through USPS as happens today – 0 hours ▪ Integration testing (putting together all components developed into final system and testing) – 40 hours ▪ QA and testing – 40 hours

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

4/4/2010

A C S®

Subject: Restrict hearing calendar function to single reschedule per issuing office and single reschedule per violator

Requested by: Libby Clapp

Requirements:

eTIMS maintains a total reschedule count that is checked by the online, and web interfaces.

Create two new numeric fields on the ticket record: tick-resched-reason cnt1 and tick-resched-reason-cnt2. The first counter for DC would be for the plaintiff rescheduling and the second one would be for the officer rescheduling. As per the instructions from the DMV, these counters would not change if either the DMV or the agency ordered a reschedule since there are no limits on rescheduling tickets for these reasons but the total reschedule count would increase. By creating two new fields, these data elements can be ported and used by the BO data warehouse.

These counters would increase:

1. If from online or pay by web, we will assume it is from the plaintiff and increase the first counter
2. if from the Calendar Maintenance function for an individual officer, we will increase the second counter
3. if from the Calendar Maintenance function for either an entire agency or the DMV, we will not increase either counter.

If an issuing officer or a violator tries to reschedule a hearing that has already been rescheduled by use of the officer's CAD or by the violator, a message will appear that says "This ticket was rescheduled for a hearing and is not eligible for further changes." Rescheduling by the agency, i.e. MPD or DMV, do not count as reschedules by the officer.

Assumptions:

Fee* (based on assumptions):

$100

88 hours total*

Total cost $8,800

Includes:

- Design
- Programming
- QA
- Testing
- Documentation

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

4/9/2010

Subject:	Hearing Badge Table Updates
Requested by:	Lisa Sutter
Requirements:	Modify Hearing Badge Table for access by issuing agency and provide enhanced search features
Assumptions:	1. Provide search functionality on entries in the CAD field (whatever is entered), badge (across agencies for the MPD agencies only), and name with a wild card, just like name search in eTIMS. 24 hours from database, change dictionary for descriptors, table changes occur off-hours, JAVA changes. 16 hours to limit search results to match authorized agency views (based on #2 below). 2 hours QA testing.Restrict access to the Hearing Badge table so that, for all MPD agencies and USSS, USPP, USCP, DPW, DDOT, DCTC, and Metro Transit Police, each Issuing Agency can do the queries in item #1, add and modify entries from any location for that Issuing Agency only, or for all MPD agencies as one group (MPD IDs only). Create one District called "ALL" so 301 C Street could update or search all if desired. (change person table to store option 16 hours; change table maintenance program for display 24 hours; 6 hours QA/testing).
Fee* (based on assumptions):	**88 hours total*** **$8,800**
Includes:	Design, build, testing, turnover, documentation.

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

4/4/2010

Subject:	Automatically cancel hearings if ticket is paid
Requested by:	Wanda Butler
Requirements:	Sweep the database weekly and if a ticket is scheduled for a hearing and is subsequently paid, cancel the hearing and release the calendar slot. Send letter __ to the customer informing them that payment is an admission of liability and they cannot have a hearing.
Assumptions:	This is for every type of ticket (moving, parking, photo, sweeper).
Fee* (based on assumptions):	**36 hours total***
Includes:	• Specs • Development • Testing • QA • Turnover

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

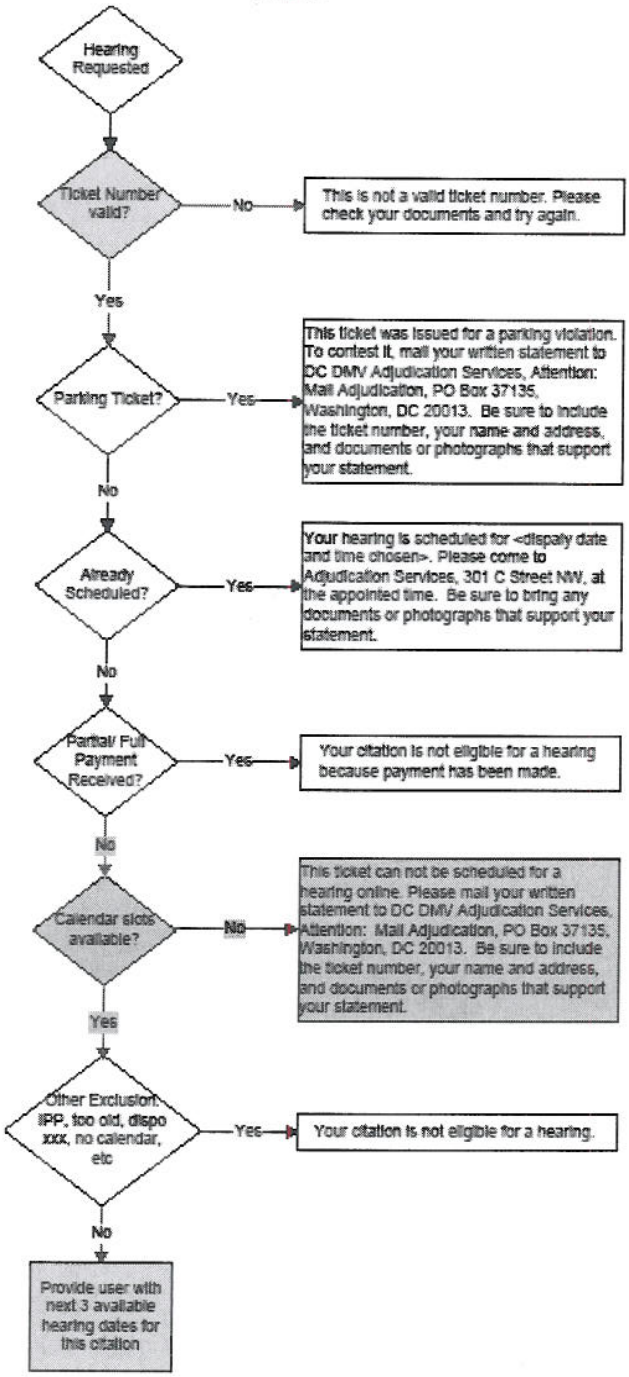
4/9/2010

Subject:	Change Pay By Web and IVR error messages for hearing scheduling when no calendar is present
Requested by:	Cassandra Claytor
Requirements:	Change error messages on hearing schedule screen or IVR to inform customer that a ticket they are scheduling a hearing on cannot be scheduled online. Instruct the customer to appear in person or in writing to schedule a hearing.
Assumptions:	See flow chart below with new message.
Fee* (based on assumptions):	22 hours for the IVR piece. This includes changing the tree, new prompts, new recordings, and accepting a new error code from eTIMS. 4 hours for eTIMS to create the new error code for IVR. 4 hours for eTIMS to create the new error code for web. 1 hour to create the new web error message and document the turnover. 2 hours to QA and update documentation. **33 hours total* @ $100 per hour** **$3,300 Total***
Includes:	• Creation of new error code to present to the IVR or web application when no calendar is available for the issuing officer • Creation of new error message informing customer to appear in person or write for a hearing • Recording of new messages for IVR

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

Hearing Request on the Internet
4/2010



ACS

A xerox Company

D.C. DMV Violation Processing Development Assessment

4/4/2010

Subject:	Make Photo Tickets Hearing Ineligible for Multi-owners
Requested by:	Wanda Butler
Requirements:	Change multi-owner system so that when the user tries to schedule a hearing photo tickets are not eligible. When selecting the hearing option, the check boxes will appear only before parking tickets, not photo.
Assumptions:	
Fee* (based on assumptions):	**20 hours total***
Includes:	• Design, development, testing, turnover, local QA

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

04/4/2010

Subject:	Add Disclaimer text to Pay By Web payment screen
Requested by:	Richard Prunchak
Requirements:	1) Change payment screen by adding disclaimer text. 2) Add new error messages explaining why a payment was rejected (no match of CVV2, incorrect zip code, bad card number, etc). 3) Limit Submit button from being able to select multiple times and charge user multiple times.
Assumptions:	2) Error message should read "Your transaction was not completed because [insert error reason]. Your credit or debit card was not charged for this transaction. Please make the necessary correction and then select the Submit button again."
Fee* (based on assumptions):	1) 5 hours. This includes changing the screen, formatting screen and testing changes. 2) 24 hours. 3) Already works that way. **29 hours total* @ $100 per hour** **$2,900 Total***
Includes:	• Addition of new disclaimer text provided by DMV • Formatting of new text • Testing (QA) Changes

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

From: Prunchak, Richard (DMV)
Sent: Thursday, February 26, 2009 3:22 PM
To: 'Jordan, Brian'; 'Frank, Jeff'

D.C. DMV Violation Processing Development Assessment

4/4/2010

Subject:	Changes to IPP logic to allow a second plan during a 12 month period
Requested by:	Darnell Fountain
Requirements:	Allow a second IPP plan in a calendar year if the first plan is completed successfully.
Assumptions:	Change IPP plan creation rules to look for past plans. If any past plan exists in the current calendar year that has been successfully completed, allow a second plan. If two successfully completed plans exist in the current calendar year, customer is not eligible for another plan. Update customer status on detail screen to specify plan number to distinguish between first and subsequent plans, i.e. IPP2 or IPP2X.
Fee* (based on assumptions):	**16 hour eTIMS changes to revise rules** **8 hours to add new plan types (IPP2 and IPP2X)** **4 hours QA/testing** **28 hours total*** **$2,800**
Includes:	• Revising eTIMS rules for creation of IPP plan • Setting up system to archive existing successful plan to allow for new plan • Testing • Turnover to production

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

11/07/2008
Updated 6/11/2009
Updated 4/4/2010

Subject: Programming changes to PIN-based customer account functionality

Requested by: Richard Prunchak

Requirements:

1) Change login page to reflect that the log-in should advise users their email address should be used for username.
2) Provide password parameters up front and not after a failed attempt.
3) Change text on Ticket Access Service Add Plate/Driver's License page as follows:

Ticket Access Service – Add Plates/Driver's License

Please select the state and provide the plate or driver's license number you would like to add.
You can have one license and up to four plates linked to your account.
For DC plates and licenses be sure you have the following information available.

- Ticket Number **(either a currently open or a closed ticket),** along with at least two of the following items.
- Ticket Issue Date.
- Date of Birth (must match registration or license).
- First 5 digits of the zip code (must match registration or license).

For non-DC plates and licenses the following information is required.

- Ticket Number **(either a currently open or a closed ticket).**
- Ticket Issue Date.
- Name (must match registration or license).
- City (must match registration or license).
- First 5 digits of the zip code (must match registration or license).

4) Add new notify type for "Notify me when hearing decisions are made."

Assumptions: Edits based on DMV request received on 10/01/08 and update received 6/11/09.

Fee* (based on assumptions):

1, 2, 3) 10 hours total* X $100 per hour

4) 40 hours

50 hours $5,000

Includes:

- Development time for programming changes
- Testing application

- Turnover to production

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

D.C. DMV Violation Processing Development Assessment

4/4/2010

Subject:	Retain the court calendar key in a database for future re-use
Requested by:	Darnell Fountain
Requirements:	When an officer's court calendar key is entered, remove any prior keys and store the current key in a database. This key will be available for future use to extend calendar slots without the need to re-enter each officer's key.
Assumptions:	Create a database to store the keys. Entry of a new key will delete any existing keys for that officer and replace it with the new key. This will allow for the retrieval of keys on one-by-one basis.
Fee* (based on assumptions):	60 hours for eTIMS work including creation of new database, and routines to move the key to the database, overwriting existing keys as appropriate. 20 hours to change calendar update routines to recognize the key. 8 hours QA and test. **88 hours total***
Includes:	• Design of required changes • Creation of new database to store keys • Development of routine to move keys to database • Creation of update routines to create journals and history of updates • Testing and QA by programmers and local operations staff • Turnover to produciton

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved:

ACS

A xerox Company

D.C. DMV Violation Processing Development Assessment

4/20/2010

Subject:	Destiny Web Services
Requested by:	Binoy Shankarath
Requirements:	DMV wishes to place on their website a feature to allow customers to reinstate online their driving privileges that were previously suspended or revoked. To accomplish this will require a real-time inquiry from the DMV website to the ACS ticket system to obtain data on outstanding tickets once the customer enters his or her driver license number.
Assumptions:	--Want to inquire on single key (DLN) and get all outstanding tickets for that person (across entities). DESTINY will provide Driver License Number or ID Card, Last Name, First Name, DOB to ACS. ACS will return Ticket #, Issue Date, Amount due for outstanding tickets only for inquiries matching DLN OR matching name and address.
Fee* (based on assumptions):	**$4,000** **40 hours total***
Includes:	• Design, development, testing, documentation, turnover.

*Final fee may change based on complete specifications.

Approval to Proceed with Spec Development:
DMV Signature:
Date approved: