

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number POKV-2006-C-0064	Page of Pages 1 26	
2. Amendment/Modification Number M005		3. Effective Date See block 16C	4. Requisition/Purchase Request No.	5. Solicitation Caption	
6. Issued By: OFFICE OF CONTRACTING AND PROCUREMENT Group V 441 4TH STREET NW., SUITE 700 SOUTH WASHINGTON, DC 20001			7. Administered By (If other than line 6) DEPARTMENT OF MOTOR VEHICLES Ms Libby Clapp 301 C Street, N.W. 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.		
Tax ID: ██████████			9B. Dated (See Item 11)		
Code: _____ Facility: _____			10A. Modification of Contract/Order No. POKV-2006-C-0064, Ticket Processing		
			10B. Dated (See Item 13) 13-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 <input type="checkbox"/> is extended, <input type="checkbox"/> 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: Standard Contract Provision 15. CHANGES					
D. Other (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not, <input checked="" type="checkbox"/> is required to sign this document and return <u>2</u> copies to the issuing office.					
14. Description of amendment/modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)					
1. The contract is modified to change the scope of work to reflect a negotiated agreement between the District and the Contractor as detailed in the Contracting Officer's request for proposal dated August 19, 2008; and the Contractor's proposal in response dated August 27, 2008. Both documents are incorporated into and made a part of the Contract, the District having considered and accepted the Contractor's proposal as responsive to the Contracting Officer's request for proposal.					
2. The total estimated reduction in cost to the District after discussions is \$637,450.					
3. All other terms and conditions remain unchanged.					
see continuation sheets					
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) Mark Telmer			16A. Name of Contracting Officer Annie Watkins, Contracting Officer		
15B. Name of Contractor 		15C. Date Signed 9/12/08	16B. District of Columbia		16C. Date Signed 9/15/08
(Signature of person authorized to sign)			(Signature of Contracting Officer) 		

R(a)(6)



August 27, 2008

Annie R. Watkins
Contracting Officer
District of Columbia
Office of Contracting and Procurement
301 C St., NW
Washington, DC 20001

ACS proposed scope change for the DC ticket processing contract #POKV-2007-C-0064

Dear Ms. Watkins:

Although implementation of the eTIMS® system under Contract #POKV-2007-C-0064 (hereinafter referred to as the "Contract") was initially scheduled to take 90 days, capabilities were only partially operational between January 12, 2007, the beginning of the contract, and September 2007. This first nine months of the contract implementation was deemed Phase I. Phase II was to complete all remaining portions of the contract by January 12, 2008, one year from contract award. In November 2007 and again in January 2008, review of the project plan indicated that some of the capabilities would not be completed by January 12, 2008 and some could not be delivered at all as the architecture or some other component would require significant changes to accommodate the contract requirement.

In an attempt to resolve outstanding issues related to Contract performance which have been raised during course of the Contract to date, ACS makes the proposed offer contained in this letter conditioned upon both ACS and DMV waiving and releasing whatever claims the parties may have in relation to the performance of the contract to date. This proposed offer is made as a good faith offer of settlement by ACS and without any admission of wrongdoing or non-performance under the Contract. Should DMV accept the settlement offer contained herein, the parties shall execute a simple agreement for that purpose reflecting the terms contained herein.

The DMV has been paying full price for ticket processing since January 12, 2007; however, full capabilities are not yet operational. ACS recognizes the DMV's position requesting some form of compensation to reflect the delays in having a fully complete system. To compensate DMV for: (1) the delay in functionality; (2) additional contract staffing required to support the specification, testing, and implementation process; and (3) the intensive demands on Adjudications management and staff for the additional 13 months of development, testing, training, and implementation, ACS will provide an invoice credit of \$279,000 to the DMV in the first invoice upon acceptance of this offer and formal execution of any necessary contract amendments reflecting that acceptance.

Government Solutions
1800 M Street, NW • Washington, DC 20036
202.775.0460 (fax)

ACS is committed to delivering the remaining agreed upon functionality required by the DMV as outlined in Attachment B. The remaining 42 items on this list are grouped as follows:

- Group 1 – These 10 items had programming and testing completed in May and were moved into production by May 31 and approved shortly thereafter.
- Group 2 – These 8 items relate to most of the outstanding features for Adjudication and were scheduled for completion by June 17. ACS staggered the deliverables to help DMV schedule testing.
- Group 3 – These 5 items relate to the outstanding features around fleets/rentals and were scheduled for completion by June 30.
- Group 4 – These 6 items, including the documentation for the system, were scheduled for completion by August 30.
- Group 5 – These 10 items represented functionality that required further input from DMV with regards to specifications. ACS worked closely with DMV to create the appropriate scope documents, develop and test the applications, and turn over to production by August 30.

If ACS did not complete all the remaining project tasks identified in Attachment B by August 30, with the exception of the Business Objects Reports and the handheld software for the Parking Enforcement Officers which will be delivered at a mutually agreed to timeline, ACS would provide the DMV with an additional credit totaling \$35,000 per month for every month that any of the capabilities to be delivered is still not operational at the beginning of the month. This credit will be issued provided that delays are solely attributable to ACS. This credit will be in effect until the end of the base contract period in January 2009 or until the capabilities are completed, whichever is sooner.

In recent months, ACS and the Department of Motor Vehicles (DMV) have reviewed the scope of the current ticket processing contract and have identified capabilities that have yet to be implemented. Based on the opinion that it would not be possible to deliver all the remaining capabilities, DMV identified the lower priority capabilities that could be removed (Attachment A) with a corresponding value of \$358,450. By decreasing the scope of the Contract in this manner, it was anticipated that the remaining capabilities would be delivered by April 30, 2008 with the exception of four items requiring additional time. While progress has been made in completing many of the open tasks over the past year, ACS acknowledges that the April 30, 2008 milestone has passed and some capabilities are still not operational.

During the past year, ACS has also performed and delivered some work that was outside the scope of services for this contract (Attachment C). ACS requests that DMV, through the parameters of its process identified in Section G.8.2 and G.8.3 in the contract, process for review and approval one item of \$20,000 for the enhanced interface with the collections vendor. In addition, review is also requested of six smaller items totaling \$52,933 that ACS considers outside the scope of services. A separate letter will be sent addressing these six items in more detail and citing why we believe these items are out of scope.

In exchange for this go-forward decrease in scope, and taking into consideration the out of scope work already performed, ACS is offering to provide invoice credits totaling \$338,450. The breakdown is as follows:

Scope Decrease	\$358,450
Charge for enhanced interface	<u>(\$20,000)</u>
Total	\$338,450
 Provided as a monthly credit (5 months)	 \$67,690

The DMV will receive invoice credits of \$67,690 per month for the five month period, September 2008 through January 2009. ACS will continue to calculate the monthly invoice amount to the DMV based on the current per-ticket price under the contract, and reduce the net amount due by the \$67,690 per month.

The price shown for each capability in Attachment A is the amount it would cost ACS to implement this item. Although these items are currently waived (i.e., DMV is given credit for ACS not having to do these items), if DMV should decide a capability or function is to be implemented after all, the cost to DMV is the cost shown in Attachment A, with the exception of the regression testing, one logon, and fleet management items, which DMV recognizes could not be implemented this late in the development process. For example, if DMV decides to implement payment processing, including automatic check debiting, ACS will provide equipment for the 15 workstations required in the contract and pay the processing fee for \$24,250, the amount shown in Attachment A of the spreadsheet.

In summary, the retroactive and future concessions offered total \$637,450, offset by change order work totaling \$20,000 and potentially another \$52,933. We believe that this reflects a fair and reasonable approach given the issues that both ACS and the DMV have encountered during the course of this project. Finally, with this proposed compensation, we would expect that the current project plan reflects the remainder of our obligation for new system enhancements under this contract, and that this compensation would settle any outstanding claims that the DMV may make for work performed to date.

If you have any additional questions please do not hesitate to contact me.

Sincerely,



Mark J. Talbot
Senior Vice President
ACS Public Safety Solutions

Attachment A: Items to be Descoped

Task		Assigned Value	Notes/Comments
ACS Plan #	DMV List #	Description	
n/a	28	IPP account setup on the Internet	\$0 Per letter agreement.
n/a	n/a	Internet Adjudication: on-line chat	\$16,000 Per letter agreement.
n/a	n/a	SOAR Interface	\$30,000 Per letter agreement.
n/a	n/a	Graphic depiction of meter status in eTIMS	\$20,000 Per letter agreement.
n/a	n/a	Consolidated noticing on single entity	\$5,000 Per letter agreement.
n/a	n/a	Full Regression Testing automated capability	\$100,000 Per letter agreement.
n/a	n/a	E-check transactions on IVR (banks don't allow)	\$800 Per letter agreement.
n/a	n/a	way file storage in eTIMS	\$32,000 Per letter agreement.
n/a	n/a	Towing vendor Interface (CAD)	\$15,000 Per letter agreement.
n/a	n/a	Payment processing - 15 Telecheck units for in-person credit card and check payments with associated hardware and check fees.	\$24,250 Per letter agreement.
n/a	34	One logon for all systems (Incl ReportWeb and scanning)	\$25,000 Per letter agreement.
n/a	n/a	WebEX training for appeal board members	\$400 Per letter agreement.
n/a	n/a	Not performing third party verification and audit for first five quarters of contract	\$70,000 Per letter agreement.
n/a	29	National fleet management.	\$20,000 Per letter agreement.
			\$358,450

Attachment B: Items to complete

Status	Task		Group	Due Date	Contract Reference
	ACS Plan #	DMV List #			
100%	3.6	1	1	31-May	C.3.2.7 Treatment Schedule
100%	n/a	2	1	31-May	C.4.2.1 Manual Processing
100%	n/a	10	1	31-May	C.3.5.10 INSTALLMENT PAYMENT PLAN The pending status need was identified in a 9/26 process flow presented to DMV by ACS (see Jeff Frank email dated 9/26). 11 full weeks of programming just for this one feature seems excessive and was not mentioned then as a scope change or as needing almost three months to fulfill.
100%	3.1	14	1	31-May	C.3.2.6.5.6 - Maintain Reference Information: legal references.
100%	n/a	22	1	31-May	To be provided
100%	n/a	23	1	31-May	Lost functionality from last contract

100%	n/a	30	Support cashiering at 95 M in future if needed	1	31-May	To be provided
100%	3.2	36	Web-based eTIMS User ID form	1	31-May	ACS PROPOSAL 1.2.1.1.3 Secure Access - 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.
100%	n/a	37	Auxiliary Report for non-I/P use	1	31-May	C.3.5.10 INSTALLMENT PAYMENT PLAN and Group Processing - Developed as part of I/P and Group Processing initially to provide a consolidated view of multiple accounts on one report for the citizens
100%	3.3	38	Redundancy testing	1	31-May	C.2.7
100%	n/a	11	Eligibility rules for Intake for walk-in adjudication	2	June 17	C.3.7 Adjudication
100%	4.1	12	Fee adjudication	2	June 17	C.3.7 Adjudication
100%	4.2	16	Check on the web payment screen	2	June 17	C.3.5.5.1 (C.3.5.5 PAYMENT VALIDATION)
Waiting for DMV response to Glenn's email from 8/27. This should be complete.	4.4	20	Appeals	2	June 17	C.3.7.12 - C.3.7.15.1 APPEALS (C.3.7 ADJUDICATION)

100%	3.4	21	Bankruptcy workflow	2	June 17	To be provided
100%	4.7	26	Web-based hearing scheduling	2	June 17	C.3.2.3.1.6 (C.3.2.3.1 ONLINE INFORMATION REQUESTS) Allow Customers to schedule a hearing from a list of available dates and times.
100%	2.6	32	BO for outgoing correspondence letters	2	June 17	To be provided
100%	4.5	33	Changes to boot and tow for auctioned and scrapped vehicles	2	June 17	C.3.3.1.7 DPW AIMS SYSTEM INTERFACE
100%	4.3	3	Redesign cashiering for group processing	3	30-Jun	C.3.7 Adjudication
100%	Not on plan (this is break/fix)	6	Spanish-language IVR changes	3	30-Jun	C.3.5.7.6 Phone Payment (IVR)
100%	4.6	7	ACS performing work associated with fleets as well as rentals	3	30-Jun	C.3.11.2.1 (C.3.11 FLEET PROGRAM)
Jeff to train Hearing Examiners	4.6	13	Fleet and rental web-based adjudication	3	30-Jun	C.3.11 FLEET PROGRAM
100%	4.6	17	Fleet and rental web-based system, excluding adjudication	3	30-Jun	C.3.11 FLEET PROGRAM

Sign-off		43	IPP Interface to Destiny	3	30-Jun	
Lisa needs to test the revisions from Cindy's demo. Emails need to be verified as working correctly.	2.9	6	Email notification of tickets and status	4	30-Aug	To be provided
Lisa needs to test the revisions from Cindy's demo. Emails need to be verified as working correctly.	2.9	25	Web-based user PIN-access account	4	30-Aug	C.3.2.3.1 ONLINE INFORMATION REQUESTS 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....
Sign-off	5.2	40	New IVR	4	30-Aug	
Brian to submit draft 9/2. continued work on deliverable.	5.4	41	Final Documentation	4	30-Aug	
Need to update documentation and demo to Lisa	5.3	42	Automatica scanning of corr barcodes in workflow	4	30-Aug	

Sign-off	5.1	9a	Group processing for payments across entities	4	30-Aug	C.3.7.11.1 (C.3.7 ADJUDICATION) - Enable a Plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in a single Case Folder.
Need to resolve 30 vs. 50 issue for total tickets on a group hearing.	5.1	9b	Group processing for adjudication across entities	4	30-Aug	C.3.7.11.1 (C.3.7 ADJUDICATION) - Enable a Plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in a single Case Folder.
100%	2.8	4	BO for wireless capture and presentation of HH data	5	TBD	C.3.12 Remote Devices
Jeff to demo to DMV	2.1	8	Include images on outgoing correspondence (DMV to provide text of letters)	5	TBD	To be provided
Lisa has posted a file on the ftp site. Email tested. Lisa wants to test in field.	2.3	15	Load stolen vehicle file to HHS	5	TBD	C.3.2.5.24 Wanted Vehicles. Accept a file daily from DMV listing stolen and Wanted Vehicles and download to the DPW SFTP Server for the Handbalds and MDTs
Sign-off	2.2	18	Business Objects for standard reports	5	TBD	C.3.2.7.8.1 - Provide the DMV standard Adjudication reports as part of the delivered system
100%	2.2	19	BO for web-based users	5	TBD	C.3.2.7.8.3 - Provide the DMV the capability to generate and view reports online via web browser.
100%	2.7	24	Interpreter scheduling notification and reporting	5	TBD	C.3.7.7 INTERPRETER SCHEDULE

Waiting for Todd to update MDT software	2.3	27	LPRS interface to MDT	5	TBD	C.3.3.2 DPWLPRS INTERFACE
Sign-off	2.2	31	BO for Management Dashboards	5	TBD	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.
Sign-off	2.4	35	Third party audit	5	TBD	C.4.2.3.5 (C.4.2 MAIL IN TICKET PAYMENTS) - "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." ACS COMMENT - This price covers the quarterly audits not done in base year of contract. Will be provided in 2008 as requested by DMV at no additional cost.
Agreed on enhancements due 9/12 for testing week of 9/15. Roll out begins 9/22.	2.5	39	PocketPEO	5	TBD	

Attachment C: Items out of scope

Description	Value Assigned	Notes/Comments
Load secondary collections data into eTMS@	\$20,000	Requested by Libby Clapp
Create a pending plan status with associated business rules and additional processes for IPP. The District needs this because Treasury only takes the down payment money instead of the DMV staff.	\$10,000	Requested by Wanda Butler
Develop an intake process for Scheduled Hearings. Create an online docket for officer and violator checkin. Capture the Omatic number. Permit assigning to an officer.	\$28,133	Requested by Cassandra Claytor
Customize the hearing view with District specific business logic to provide cusomter service staff with appeal eligibility status.	\$6,000	Requested by Wanda Butler
Creation of the Missing Deployment Log report.	\$4,000	Requested by JoAnne Beasley
Creation of the handshake report for deployment logs and events.	\$4,000	Requested by JoAnne Beasley
Modify approval module to report if the officer is UNKNOWN.	\$800	Requested by JoAnne Beasley
	\$72,933	

GOVERNMENT OF THE DISTRICT OF COLUMBIA
Office of Contracting and Procurement



Contracting Officer

August 19, 2008

Mark Talbot
ACS, Inc.
1800 M Street NW
Suite 700
Washington, DC 20036

Via email: mark.talbot@acs-inc.com

Subject: Contract POKV-2006-C-0064: "Ticket Processing and Related Services"

Dear Mr. Talbot:

The Contracting Officer's Technical Representative (COTR) has requested a change to the subject contract's scope of work based upon meetings held and initial discussions with ACS as described below.

Although implementation of the eTIMS® system under the contract was initially scheduled to take 90 days, capabilities were only partially operational between January 12, 2007, the beginning of the contract, and September 2007. This first nine months of the contract implementation was deemed Phase I. Phase II was to complete all remaining portions of the contract by January 12, 2008, one year from contract award. In November 2007 and again in January 2008, review of the project plan indicated that some of the capabilities would not be completed by January 12, 2008 and some could not be delivered at all because the architecture or some other component as implemented would require significant changes to accommodate the contract requirement.

The Department of Motor Vehicles (DMV) has been paying full price for ticket processing since January 12, 2007; however, full capabilities are not yet operational. In an attempt to resolve outstanding issues related to contract performance that have been raised during course of the contract to date, DMV recommends negotiation of a scope change and a modification to the contract. The scope change would address not only the functionality/capabilities that will not be provided as proposed but also the impact on DMV of: (1) the delay in functionality; (2) additional contract staffing required to support the specification, testing, and implementation process; and (3) the intensive demands on Adjudications management and staff for the additional 13 months of development, testing, training.

In recent months, ACS and the DMV have reviewed the scope of the current ticket processing contract and have identified capabilities that have yet to be implemented. Based on the opinion that it would not be possible to deliver all the remaining capabilities, DMV identified the lower priority capabilities that could be removed. By decreasing the scope of the contract in this manner, it was anticipated that the

remaining capabilities would be delivered by April 30, 2008 with the exception of four items requiring additional time. While progress has been made in completing many of the open tasks over the past year, ACS acknowledges that the April 30, 2008 milestone has passed and some capabilities are still not operational.

Therefore, the contract scope and price will be modified to reflect the following functionality and capabilities that will not be delivered as shown in the table below. ACS shall provide a cost for each of the items in the table that reflects what it would have cost them to implement these requirements. If at any time in the remaining contract period(s) DMV decides these capabilities are required, a scope change will be made that reflects the restoration of the capability for the amount in ACS' defined cost.

Modifications:

Description	Contract/Proposal Reference
1. IPP Account Setup on the Internet	C.3.5.10 INSTALLMENT PLANS; ACS PROPOSAL - 1.2.1.4 Payment Processing
2. Internet Adjudication OnLine Chat	C.3.7 ADJUDICATION; C.3.7.1
3. SOAR Interface	C.3.5.4 PAYMENT TRANSACTION SUMMARY FOR FINANCE
4. Graphic Depiction of Meter Status in eTIMS	C.3.7.3.7 (C.3.7 ADJUDICATION); ACS PROPOSAL (1.2.1.6 ADJUDICATION)
5. Consolidated Noticing on Single Entity	C.3.4.4.2 (C.3.4 NOTIFICATIONS)
6. Full Regression Testing Automated Capability	Exhibit 1: ROLES AND RESPONSIBILITIES
7. ECheck Transactions on IVR Because Will Be Done on Web	C.3.5.5.1 (C.3.5 PAYMENT VALIDATION)
8. WAV File Storage in eTIMS	C.3.7.1.5 (C.3.7 ADJUDICATION)
9. Towing Vendor Interface (CAD)	C.3.3.1 (C.3.3 INTERFACES)
10. Payment Processing	C.3.5.5 (C.3.5 PAYMENT VALIDATION); ACS PROPOSAL (1.2.1.4 PAYMENT PROCESSING)
11. WebEx for Appeal Board Members' Meetings	ACS PROPOSAL (1.2.1.6 ADJUDICATION)
12. Third Party Verification and Audit Quarterly	C.4.2.3.5 (C.4.2 MAIL IN TICKET PAYMENTS)
13. National Fleet Management	ACS PROPOSAL (1.2.1.10 FLEET MANAGEMENT PROGRAM)

Table 1. Functionality/Capabilities To Be Removed From Scope

A more detailed description of the capability/functionality is provided in Attachment A. Attachment A is also provided as a vehicle for ACS to communicate back to us their estimated cost. Again, it should be noted that the price estimate requested of ACS is the amount it would cost ACS to implement this item.

Although these items are currently waived (i.e., DMV is given credit for ACS not having to do these items), if DMV should decide a capability or function is to be implemented after all, the cost to DMV is the cost estimated by ACS, with the exception of the regression testing, one logon, and fleet management items, which DMV recognizes could not be implemented this late in the development process.

For the remaining deliverables in the contract, ACS agrees to implement each task by the project schedule identified in Table 2. Implementation Completion Deliverables and Schedule.

TABLE 2		
Description	Group	Contract Reference
Web-based eTIMS User ID form	1	ACS PROPOSAL 1.2.1.1.3 SECURE ACCESS
Redundancy testing	1	C.2.7 BACKGROUND
Support cashiering at 95 M in future if needed	1	C.2.7 BACKGROUND
Legal references for violation codes	1	C.3.2.6.5.6 - MAINTAIN REFERENCE INFORMATION
Table Maintenance for DMV users	1	C.3.2.7 TREATMENT SCHEDULE
Overheight photo enforcement if MPD decides to proceed with this	1	C.3.4 NOTIFICATIONS; ACS PROPOSAL 1.2.1.3 NOTIFICATIONS
IPP Installment Payment Processing	1	C.3.5.10 INSTALLMENT PAYMENT PLAN
Reinstate meter checks for outages	1	C.3.7.3.7 AJUDICATION REQUESTS
Auxiliary Report for non-IPP use	1	C.3.7.4 CASE FOLDER
Refunds	1	C.4.2.1 MANUAL PROCESSING
Web-based hearing scheduling	2	C.3.2.3.1.6 ONLINE INFORMATION REQUESTS
Changes to boot and tow for auctioned and scrapped vehicles	2	C.3.3.1.7 DPW AIMS SYSTEM INTERFACE
e-check on the web payment screen	2	C.3.5.5.1 PAYMENT VALIDATION
Eligibility rules for intake for walk-in adjudication	2	C.3.7 ADJUDICATION
Fee adjudication	2	C.3.7 ADJUDICATION
Appeals	2	C.3.7.12 - C.3.7.15.1 APPEALS
Bankruptcy workflow	2	C.4.2.6 CORRESPONDENCE
BO for outgoing correspondence letters	2	C.5.5.3.MAILING - In lieu of automation of this function, ACS will commit to provide DMV with a 3-business-day turnaround on requests for changes to correspondence letters
Fleet and rental web-based adjudication	3	C.3.11 FLEET PROGRAM

TABLE 2

Description	Group	Contract Reference
Fleet and rental web-based system, excluding adjudication	3	C.3.11 FLEET PROGRAM
ACS performing work associated with fleets as well as rentals	3	C.3.11.2.1 FLEET PROGRAM
Spanish-language IVR changes	3	C.3.5.7.6 PHONE PAYMENTS (IVR)
Redesign cashiering for group processing	3	C.3.7 ADJUDICATION
Web-based user PIN-access account	4	C.3.2.3.1 ONLINE INFORMATION REQUESTS
Automatic scanning of correspondence barcodes in workflow	4	C.3.2.8.1 TRACKING CORRESPONDENCE; ACS PROPOSAL 1.2.1.1.5 TICKET ISSUANCE
Email and phone notification of tickets and status	4	C.3.4.6.5 TRACKING CORRESPONDENCE; ACS PROPOSAL 1.2.1.1.2 TRACKING INFORMATION REQUESTS
New IVR	4	C.3.5.7.6 PHONE PAYMENTS (IVR)
Group processing for payments and adjudication across entities	4	C.3.7.11.1 ADJUDICATION
Documentation on capabilities delivered to date	4	F.2 DELIVERABLES
BO for wireless capture and presentation of HH data	5	C.3.12 REMOTE DEVICES
PocketPEO	5	C.3.12 REMOTE DEVICES
Load stolen vehicle file to MDT's and handhelds and transmit hits to MPD	5	C.3.2.5.4 WANTED VEHICLES
Include images on outgoing correspondence (DMV to provide text of letters)	5	C.3.2.6.8 IMAGING; ACS PROPOSAL 1.2.1.1.5 TICKET ISSUANCE
BO for Management Dashboards	5	C.3.2.7.8 REPORTS
Business Objects for standard reports	5	C.3.2.7.8.1 REPORTS
BO for web-based users	5	C.3.2.7.8.3 REPORTS
LPRS interface	5	C.3.3.2 DPW LPRS INTERFACE
Interpreter scheduling notification and reporting	5	C.3.7.7 INTERPRETER SCHEDULE
Third party audit	5	C.4.2.3.5 MAIL IN TICKET PAYMENTS

Table 2. Implementation Completion Deliverables and Schedule

Tasks in the table are identified by a group number. The group numbers represent the cluster of tasks that will be implemented within a certain timeframe as defined below:

- Group 1 – These 10 items have had programming and testing completed in recent days, were moved into production by May 31 and approved shortly thereafter.
- Group 2 – These 8 items relate to most of the outstanding features for Adjudication and were scheduled for completion by June 17. ACS will make efforts to stagger the deliverables to help DMV schedule testing.
- Group 3 – These 5 items relate to the outstanding features around fleets/rentals and were scheduled for completion by June 30.
- Group 4 – These 6 items, including the documentation for the system, are scheduled for completion by August 22.
- Group 5 – These 10 items each require a little more extensive work than the other items, and represent some which require further input from DMV with regards to specifications. Assuming continued cooperation from DMV in providing timely feedback, ACS will complete these items by August 30. One of these items will be resolved through the stated agreement to furnish responsive changes for the remainder of the contract.

An additional contract modification would address the impact to DMV if ACS does not meet the current schedule. If ACS does not complete all the remaining project tasks by the proposed timeframe (Table 2. Implementation Completion Deliverables and Schedule), ACS will provide the DMV with an additional credit totaling \$35,000 per month for every month that any of the 42 capabilities to be delivered is still not operational at the beginning of the month, provided that delays are solely attributable to ACS, until the end of the base contract period in January 2009 or until the capabilities are completed

A new capability/functionality is also included in this proposed contract modification. ACS is requested to enhance the interface between ACS and the collections vendor. For that effort ACS has provided a quote of \$20,000.

In exchange for this go-forward decrease in scope, ACS will provide a cost for the items in Table 1. A credit will be given for the enhanced interface with the collections system for \$20,000. Additionally, a cost will be given by ACS for the impact on DMV for (1) the delay in functionality; (2) additional contract staffing required to support the specification, testing, and implementation process; and (3) the intensive demands on Adjudications management and staff for the additional 13 months of development, testing, training.

Based on the amounts ACS estimated it would cost had they implemented each of the items in the modification table minus the new capability/functionality estimated at \$20,000, ACS will credit DMV accordingly per month on each invoice for the six month period, July 2008 through December 2008. ACS will continue to calculate the monthly invoice amount to the DMV based on the current per-ticket price under the contract but will reduce the net amount based on the per-month calculation for the capability/functionality described herein.

ACS is requested to provide the Contracting Officer a proposal that identifies all the issues, conditions, adjustments and credits which will come due to the District once the contract is modified as needed to implement the change in scope. The proposal due date is 2:00 p.m. August 27, 2008.

If you have any questions, please contact, Ken Morrow, at 724-3959.

Sincerely,

Annie R. Watkins

Annie R. Watkins

Contracting Officer

Office of Contracting and Procurement

Attachment A

Attachment A

		Task	Group
ACS Plan #	DMV List #	Description	
n/a	28	IPP account setup on the Internet	Removed
n/a	n/a	Internet Adjudication: on-line chat	Removed
n/a	n/a	SOAR Interface	Removed
n/a	n/a	Graphic depiction of meter status in eTIMS	Removed
n/a	n/a	Consolidated noticing on single entity	Removed
n/a	n/a	Full Regression Testing automated capability	Removed
n/a	n/a	E-check transactions on IVR because will be done on web	Removed
n/a	n/a	.wav file storage in eTIMS	Removed
n/a	n/a	Towing vendor interface (CAD)	Removed
n/a	n/a	Payment processing - 15 Telecheck units for in-person credit card and check payments with associated hardware and per check fee	Removed

n/a	34	One logon for all systems (incl ReportWeb and scanning)	Removed
n/a	n/a	WebEx for Appeal Board members' meetings	Removed
n/a	n/a	Not performing third party verification and audit for first five quarters of contract	Removed
n/a	29	National Fleet Management	Removed

Attachment B (as of 06-10-08)

		Task	Group	Completion Date	
ACS Plan #	DMV List #	Description			
36	1	Table Maintenance for DMV users	1	May 31	In productive meeting to example, d the data th need to sho be changed
n/a	2	Refunds	1	May 31	In productive
n/a	10	IPP Installment Payment Processing	1	May 31	In productive

3.1	14	Legal references for violation codes	1	May 31	In producti
n/a	22	Overheight photo enforcement if MPD decides to proceed with this	1	May 31	In producti DMV durin
n/a	23	Reinstate meter checks for outages	1	May 31	In producti
n/a	30	Support cashiering at 95 M in future if needed	1	May 31	In producti DMV durin
3.2	36	Web-based eTIMS User ID form	1	May 31	In producti 5/23; what internet-en- address ch using Repc
n/a	37	Auxillary Report for non-IPP use	1	May 31	In producti whether a l in producti

3.3	38	Redundancy testing	1	May 31	Completed
3.4	21	Bankruptcy workflow	2	June 17	In production testing.; rev
n/a	11	Eligibility rules for intake for walk-in adjudication	2	June 17	Ready for I on change
4.1	12	Fee adjudication	2	June 17	Ready for test
2.6	32	BO for outgoing correspondence letters	2	June 17	In lieu of a business-d where ACS requests ca time.
4.2	16	e-check on the web payment screen	2	June 17	Target date certified; w and tested

4.4	20	Appeals	2	June 17	In DMV tes training wit
4.7	26	Web-based hearing scheduling	2	June 17	Target date begin testir
4.5	33	Changes to boot and tow for auctioned and scrapped vehicles	2	June 17	Target date 5/30; DMV
4.3	3	Redesign cashiering for group processing	3	June 30	Target date testing; der
4.6	7	ACS performing work associated with fleets as well as rentals	3	June 30	Will occur a DMV sched
4.6	13	Fleet and rental web-based adjudication	3	June 30	Target date scheduled

4.6	17	Fleet and rental web-based system, excluding adjudication	3	June 30	Target date scheduled
TBD	6	Spanish-language IVR changes	3	June 30	Fix in current Spanish-sp some testing reviewing t
5.1	9	Group processing for payments and adjudication across entities	4	August 22	Target date
5.2	40	New IVR	4	August 22	Target date
5.4	41	Documentation on capabilities delivered to date	4	August 22	Target date
5.3	42	Automatic scanning of corr barcodes in workflow	4	August 22	Target date

2.9	5	Email and phone notification of tickets and status	4	August 22	Require sa Account wi
2.9	25	Web-based user PIN-access account	4	August 22	Target date additional r sample lay
2.1	8	Include images on outgoing correspondence (DMV to provide text of letters)	5	August 30	ACS will m selected by incoming r completion
2.2	18	Business Objects for standard reports	5	August 30	There are 6 reports that the top 25 i completion ongoing su cost, assur
2.2	19	BO for web-based users	5	August 30	
2.2	31	BO for Management Dashboards	5	August 30	ACS will w 6/30. These hearings, o Assuming i will be com

2.3	15	Load stolen vehicle file to MDT's and handhelds and transmit hits to MPD	5	August 30	ACS will re that will be handhelds vehicle is o and/or the handheld u PocketPEC handheld a entered is (MPD for de specificatio following fir specificatio
2.3	27	LPRS interface	5	August 30	ACS will pr download t will contain data, as we connection enforceme! Any LPRS completion interface st
2.4	35	Third party audit	5	August 30	Assuming a 6/16, ACS contract ag through the
2.5	39	PocketPEO	5	August 30	ACS will pr writing equ approved t turnaround
2.7	24	Interpreter scheduling notification and reporting	5	August 30	ACS will ec require ASI specificatio
2.8	4	BO for wireless capture and presentation of HH data	5	August 30	ACS acknc contract wf be develop