



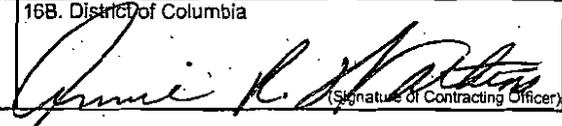
Office of Contracting and Procurement

DMV Ticket Processing

Solicitation: POKV-2006-R-0064

Contract: POFA-2006-C-0064

AMENDMENTS TO CONTRACT

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number POKV-2006-C-0064	Page of Pages 1 1
2. Amendment/Modification Number M0001	3. Effective Date 17-Jan-07	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		Code	7. Administered By (If other than line 6) DEPARTMENT OF MOTOR VEHICLES Ms. Wanda Butler 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			10A. Modification of Contract/Order No. X POKV-2006-C-0064, Ticket Processing	
Facility			10B. Dated (See Item 13) 13-Jan-06	
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS				
<input type="checkbox"/> 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.				
X 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.				
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 checked="" type="checkbox"/> is not, <input type="checkbox"/> 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 G.6 is modified to: delete "Sheila Mobley" and replace with "Annie Watkins." Delete "724-4757" and replace with "727-5252." Delete "727-0245" and replace with "724-1473."				
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 ANNIE R. WATKINS	
15B. Name of Contractor	15C. Date Signed	16B. District of Columbia		16C. Date Signed
(Signature of person authorized to sign)				1/17/07

R(a)(b)

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT			1. Contract Number POKV-2006-C-0064	Page of Pages 1 6
2. Amendment/Modification Number M002	3. Effective Date 14-Mar-07	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 Tax ID: [REDACTED]		9A. Amendment of Solicitation No.		
		9B. Dated (See Item 11)		
		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				
<input type="checkbox"/> 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 3501.2.				
<input checked="" type="checkbox"/> 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 so that the Contractor can provide collection services, lockbox services and call center services to the Department of Motor Vehicles (DMV) and to the Metropolitan Police Department (MPD) as described below: "The Contractor shall provide all resources necessary and shall perform collection, lockbox and call center services for the DMV and for the MPD for the period March 14, 2007 through April 30, 2007 for an estimated total price of \$850,176."				
2. New Sections C.6, C.6.1, C.6.2 and C.6.3 are added to the contract.				
3. The total estimated cost of this modification is \$850,176.				
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) NORMAN DONG, VICE PRESIDENT		16A. Name of Contracting Officer Annla R. Watkins, Contracting Officer		
15B. Name of Contractor [Signature]		15C. Date Signed 3/8/2007	16B. District of Columbia [Signature]	16C. Date Signed 3/9/07

R(9)(6)

NO. 1401 P. 2

DC PUBLIC SAFETY

MAR. 8. 2007 12:29PM

Continuation of Mod M002 to POKV-2006-C-0064

For DMV

COLLECTION SERVICES

The Contractor shall be compensated 34% per ticket paid, the estimated quantity being \$1,127,952 and the total estimated price is \$383,952.

LOCKBOX AND CALL CENTER SERVICES

The Contractor shall be compensated \$1.02 per ticket issued, the estimated quantity being 225,024 and the total estimated price is \$229,536.

For MPD

COLLECTION SERVICES

The Contractor shall be compensated 34% per ticket paid, the estimated quantity being \$483,312 and the total estimated price is \$164,352.

LOCKBOX AND CALL CENTER SERVICES

The Contractor shall be compensated \$1.02 per ticket issued, the estimated quantity being 70,896 and the total estimated price is \$72,336.

C.6 Lockbox, Collection, and Call Center Services

C.6.1 Process and Deposit Mail Payments

The contractor shall provide multiple post office boxes for retrieval of ticket payments and correspondence directed to the contractor's post office addresses, and a secure lockbox facility for processing of mail payments. The contractor shall capture an electronic database record of each payment and make this data available online for system users within one working day from the date of receipt, except for payments requiring special handling. The contractor shall use the District's required armored car service to deposit all payments on the workday after the payments are received, except those payments that cannot be processed as submitted. The contractor shall report monthly on the attainment of these standards. The contractor shall prepare payment documents as required by the D.C. Treasurer. The contractor shall store payment documents for the term of the contract. The contractor shall capture new addresses on returned mail (nixies) and key and image all nixie mail.

C.6.2 Delinquent Ticket Collections

The contractor shall provide a collection service for parking and moving tickets that have reached collection eligibility status. All costs of such service will be borne by contractor, including credit card merchant fees. The contractor's system shall automatically assess collection eligibility in accordance with the provisions of this section. The contractor shall make reasonable attempts to collect on outstanding tickets which are assigned, by means generally accepted within the debt collection industry. All notices and scripts must be approved by the Contracting Officer or designee.

The contractor shall process ticket payments received pursuant to its collection activities and respond to all communications addressed to the contractor's notice address or phone number.

The criteria in the attachment to this statement of work shall be used to determine eligibility for assignment to delinquent collection status.

Eligible ticket payments pursuant to delinquent ticket collections activity will be subject to a contingency fee as specified on the Price Schedule. The following ticket payments will be excluded from a contingency fee:

- (1) payments resulting from tickets not assigned for delinquent collections;
- (2) payments resulting from a vehicle immobilization, tow or dishonored check;

- (3) payments received for fines and penalties which were, or are subsequently, dismissed;
- (4) payments when the contractor did not perform collection activity, such as a direct contact attempt, such as a letter notice or phone call;
- (5) payments where the amount of fine or penalty was, or is subsequently, refunded to the respondent;
- (6) payments received from respondents whose name and address were unknown at the time the payment was received; and
- (7) payments received in excess of the amount due on any given ticket.

Previously assigned tickets will be reassigned for purposes of delinquent ticket collections, provided that no assignment will predate May, 1999. No collection notice will be mailed more than one year from a prior notice to the same respondent.

C.6.3 Response to Incoming Communications

The contractor shall provide a communications program for handling correspondence and telephone inquiries directed to the contractor's return address or notice telephone number. The contractor shall open envelopes, separate payments from correspondence, log and track each item of correspondence, read and sort by correspondence type for scanning and electronic routing to designated workflow queues, make scanned images available for on-line viewing within three business days and respond in writing or form letter where additional information is required. The contractor shall provide and train customer service representatives to respond to phone inquiries and ensure that calls are answered properly and timely. For special authorized large-volume letter generation projects requested by the COTR, DMV during the course of this contract, the postage and mailing (printing and stuffing and pre-sorting for zip code) expenses will be a reimbursable expense.

Delinquent Collections Assignment Criteria Attachment
POKV-2006-C-0064

1. Identified parking tickets issued to any District of Columbia registered vehicle shall be assigned 45 days after the expiration date of the vehicle registration in effect at the time of ticket issuance (the contractor shall obtain expiration dates from the DMV DESTINY system);
2. Identified parking tickets issued to any vehicle registered to jurisdictions other than the District of Columbia shall be assigned 35 days after the mail date of the second processing notice;
3. Identified parking tickets for which the first and second notices have been mailed, with posting of returned mail with no forwarding address, shall be assigned immediately after the second returned notice;
4. Unidentified parking tickets issued to vehicles registered in the District of Columbia, Maryland or Virginia shall be assigned following the third unsuccessful attempt to obtain a name and address from the state DMV, provided that each attempt shall be at least 30 days apart;
5. Unidentified parking tickets issued to vehicles registered in other states shall be assigned immediately following the first unsuccessful attempt to obtain a name and address from the state DMV or make/match failure;
6. Moving tickets issued to residents of the District of Columbia shall be assigned 60 days after the mail date of the second notice (Order of Judgment) or dunning notice;
7. Moving tickets issued to residents of jurisdictions other than the District that participate in the Non-resident Violator Compact shall be assigned 120 days after the mailing of a notice of non-compliance to the home jurisdiction;
8. Moving tickets issued to residents of jurisdictions other than the District that do not participate in the Non-resident Violator Compact shall be assigned 45 days after the mailing of the second processing notice (Order of Judgment);
9. Moving tickets for which the first and second notices have been mailed, with posting of returned mail and no forwarding address, shall be assigned immediately after the second returned notice;
10. A "nixie," or returned mail with no forwarding address, shall not be assignable until after mailing of the first two notices (parking or moving) to the address cited by the issuing officer or the DMV of the home jurisdiction, in order to establish the attempt to provide service and due process;

11. Tickets fitting into the following categories shall not be assigned:

- (a) tickets reflecting a suspend status;
- (b) tickets that are dismissed or are not outstanding;
- (c) vehicles registered to government agencies and diplomats; and
- (d) vehicles registered in the District of Columbia fleet and rental adjudication programs; and

12. All tickets assigned shall be for the term of the contract. No ticket assignment shall extend beyond the termination date of the contract.

AMENDMENT OF SOLICITATION/MODIFICATION OF CONTRACT

1. Contract Number: **POKV-2006-C-0064** Page of Pages: **1** of **2**

2. Amendment/Modification Number: **M003** 3. Effective Date: **1-May-07** 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** Code 7. Administered By (If other than line 6): **DEPARTMENT OF MOTOR VEHICLES Ms Libby Capp 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 20028**

9A. Amendment of Solicitation No. 9B. Dated (See Item 11) 10A. Modification of Contract/Order No. **POKV-2006-C-0064, Ticket Processing** 10B. Dated (See Item 11) **19-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 10, 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 based pursuant to Standard Contract Provision 14, 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 56, Section 3801.2.
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 is not, is required to sign this document and return **2** 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 allow for the continuation of collection services, lockbox services and call center service required by the Department of Motor Vehicles (DMV) and to the Metropolitan Police Department (MPD) as described below: "The Contractor shall provide all resources necessary and shall perform collection, lockbox and call center services for the DMV and for the MPO for the period May 1, 2007 through June 30, 2007 for an estimated total price of \$1,079,309."
- 2. The total estimated cost of this modification is \$1,079,309.
- 3. All other terms and conditions remain unchanged.

See continuation sheet
Except as provided herein, all terms and conditions of this document referenced in item 8(A) or 10(A) remain unchanged and in full force and effect

15A. Name and Title of Signer (Type or print): **NORMAN DONG, VICE PRESIDENT** 15B. Name of Contractor: **[Signature]** 15C. Date Signed: **4/5/07** 15A. Name of Contracting Officer: **Anna R. Watkins, Contracting Officer** 15B. District of Columbia: **[Signature]** 15C. Date Signed: **4/5/07**

R(19)(6)

Continuation of Mod M003 to POKV-2006-C-0064

For DMV

COLLECTION SERVICES

The Contractor shall be compensated 34% per ticket paid, the estimated quantity being \$1,433,464 and the total estimated price is \$486,929.

LOCKBOX AND CALL CENTER SERVICES

The Contractor shall be compensated \$1.02 per ticket issued, the estimated quantity being 286,000 and the total estimated price is \$291,684.

For MPD

COLLECTION SERVICES

The Contractor shall be compensated 34% per ticket paid, the estimated quantity being \$614,229 and the total estimated price is \$208,812.

LOCKBOX AND CALL CENTER SERVICES

The Contractor shall be compensated \$1.02 per ticket issued, the estimated quantity being 90,104 and the total estimated price is \$91,884.