



# **Office of Contracting and Procurement**

## **TICKET PROCESSING**

**Solicitation: POKV-2006-R-0064**

**Contract: POFA-2006-C-0064**

## **CONTRACT**

5. Issued By Code

Office of Contracting and Procurement  
Group V  
441 4th Street, NW, Suite 700 South  
Washington, DC 20001

6. Administered By (if other than line 5)

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

ACS State and Local Solutions, Inc  
1800 M Street, NW  
Washington, DC 20036  
Tax ID: XXXXXXXXXX

8. Delivery  
 FOB Origin  Other (See Schedule Section F)

9. Discount for prompt payment

10. Submit Invoices to the Address shown in  Item G.2.1  
(2 copies unless otherwise specified)

11. Ship to/Mark For Code Facility

Department of Motor Vehicles  
301 C Street, NW  
Washington, DC 20001

12. Payment will be made by Code

Department of Motor Vehicles  
Accounts Payable Section  
301 C Street, NW  
Washington, DC 20001

13. Reserved for future use

14. Accounting and Appropriation Data

15A. Item	15B. Supplies/Services	15C. Qty	15D. Unit	15E. Unit Price	15F. Amount
1	Ticket Processing and Related Services	1	Lot		\$12,494,312.00
Total Amount of Contract					

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Contracting Officer will Complete Item 17 or 18 as Applicable

17  CONTRACTOR'S NEGOTIATED AGREEMENT (Contractor is required to sign this document and return 3 copies to issuing office.) Contractor agrees to furnish and deliver all items or perform all the services set forth or otherwise identified above and on any continuation sheets for the consideration stated herein. The rights and obligations of the parties to this contract shall be subject to and governed by the following documents: (a) this award/contract, (b) the solicitation, any, and (c) such provisions, representations, certifications, and specifications, as are attached or incorporated by reference herein. Attachments are listed herein.)

18  AWARD (Contractor is not required to sign this document.) Your offer on Solicitation Number \_\_\_\_\_ including the additions or changes made by you which additions or changes are set forth in full above, is hereby accepted as to the items listed above and on any continuation sheets. This award consummates the contract which consists of the following documents: (a) the Government's solicitation and your offer, and (b) this award/contract. No further contractual document is necessary.

9A. Name and Title of Signer (Type or print)  
*NORMAN DONG VICE PRESIDENT*

20A. Name of Contracting Officer  
*ANNIE R. WATKINS*

9B. Name of Contractor  
*[Signature]*  
(Signature of person authorized to sign)

19C. Date Signed  
*12/27/06*

20B. District of Columbia  
*[Signature]*  
(Signature of Contracting Officer)

20C. Date Signed  
*1/3/07*

R(a)(6)

**SECTION B - SUPPLIES OR SERVICE AND PRICE**

**B.1** The Government of the District of Columbia, through the Office of Contracting and Procurement, on behalf of the Department of Motor Vehicles (DMV) (the District) hereby secures the services of the Contractor to provide ticket processing and related services.

**B.2** This is a requirements contract with a two (2) year base period and a one (1) year option period with payment based on (firm) fixed prices and with a cost reimbursement component for approved expenses associated with the contract, as set forth in Section B.4 of the Contract.

**B.3 PRICE SCHEDULE – REQUIREMENTS**

**B.3.1 BASE TERM – Two (2) Years**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Price Per Unit</b>	<b>Estimated Quantity Per Month</b>	<b>Total Estimated Price</b>
CLIN 0001	Tickets Processed (updated to the database) Reference C.3.1	\$2.22 per ticket	First 100,000	\$5,322,503.00
0001AA	Void and Warning Tickets Reference C.3.4.1, C.4.2.4.1.3	\$2.00 per ticket	9200	\$441,600.00
CLIN 0002	Tickets Processed (updated to the database) Reference C.3.1	\$2.09 per ticket	100,001 through infinity	\$4,433,193.00
CLIN 0003	Reimbursable Ceiling			\$2,297,016.00
<b>Grand Total for B.3.1</b>				<b>\$12,494,312.00</b>

**OPTION YEAR ONE**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Price Per Unit</b>	<b>Estimated Quantity Per Month</b>	<b>Total Estimated Price</b>
<b>CLIN 0001</b>	<b>Tickets Processed (updated to the database) Reference C.3.1</b>	<b>\$2.22 per ticket</b>	<b>First 100,000</b>	<b>\$2,661,251.00</b>
<b>0001AA</b>	<b>Void and Warning Tickets Reference C.3.4.1, C.4.2.4.1.3</b>	<b>\$2.00 per ticket</b>	<b>9200</b>	<b>\$220,800.00</b>
<b>CLIN 0002</b>	<b>Tickets Processed (updated to the database) Reference C.3.1</b>	<b>\$2.09 per ticket</b>	<b>100,001 through infinity</b>	<b>\$2,216,597.00</b>
<b>CLIN 0003</b>	<b>Reimbursable Ceiling</b>			<b>\$1,148,508.00</b>
<b>Grand Total for B.3.1</b>				<b>\$6,247,156.00</b>

**B.4 Cost Reimbursable Component**

The District shall reimburse the Contractor for the following direct costs:

1. Postage for mailing notices, excluding collection notices (not to exceed \$700,000 per year);
2. Fees charged by state motor vehicle agencies for names and addresses of out-of-state violators, excluding fees to obtain names and addresses relative to any ticket assigned to the Contractor for delinquent collections (not to exceed \$136,500 per year);
3. Costs for radio communications airtime to support mobile data computer interface with the ticket system, including MDTs computer interface used by Boot Crews, ROSA and other DPW equipment and not provided or supported elsewhere in this contract (not to exceed \$15,000 per year);
4. Supplemental workstations, scanners, check verifiers, and printers requested in writing by the Contracting Officer's Technical Representative (not to exceed \$45,000 per year);
5. Network and communication costs necessary to service and support

additional DMV sites (other than the core service centers at 301 C Street and the M Street service center, and the APEX offices at 441 4<sup>th</sup> Street) or to enable existing sites to become full-service, if requested in writing by the Contracting Officer's Technical Representative (not to exceed \$20,000 per year);

6. Network cabling for workstation connectivity at existing or additional sites, if requested in writing by the Contracting Officer's Technical Representative (not to exceed \$20,000 per year);
7. Procurement of automated ticket stock (not to exceed \$75,000 per year);
8. Credit Card transactions (not to exceed \$100,008 per year); and
9. Travel expenses (not to exceed \$37,000 per year).

B.4.1 Total cost reimbursement ceiling for the allowable costs identified in this section shall not exceed \$1,148,508.00 per year. The cost for performing the allowable services or procurements shall not exceed the cost reimbursement ceiling. The Contractor shall notify the Contracting Officer's Technical Representative, in writing, whenever it has reason to believe that the total cost for reimbursable expenditures will be greater than the ceiling.

B.4.2 The District is not obligated to reimburse the Contractor for costs incurred in excess of the cost reimbursement ceiling and the Contractor is not obligated to continue performance of services or procurements subject to cost reimbursement that are in excess of the contract reimbursement ceiling until the Contracting Officer notifies the Contractor, in writing, that the estimated cost has been increased and provides a revised cost reimbursement ceiling.

B.4.3 If any cost reimbursement ceiling is increased, any costs the Contractor incurs before the increase that are in excess of the previous cost reimbursement ceiling shall be allowable to the same extent as if incurred afterward, unless the Contracting Officer issues a termination or other notice directing that the increase is solely to cover termination or other specified expenses.

B.4.4 A change order shall not be considered an authorization to exceed the applicable cost reimbursement ceiling unless the change order specifically increases the cost reimbursement ceiling.

B.4.5 At any time or times before final payment and two years thereafter, the Contracting Officer may have the Contractor's invoices or vouchers and statements of cost audited. Any payment may be reduced by amounts found by the Contracting Officer not to constitute allowable costs as adjusted for prior overpayments and underpayments.

## **SECTION C – DESCRIPTION/SPECIFICATIONS/WORK STATEMENT**

### **C. Specifications**

#### **C.1 Scope**

The Government of the District of Columbia, through the Office of Contracting and Procurement, on behalf of the Department of Motor Vehicles (DMV) (the District) hereby secures the services of the Contractor to provide ticket processing and related services for a base period two (2) years from Date of Award with a one (1) year option period.

This is a requirements contract for a two-year base period with payment based on (firm) fixed prices as set forth in Section B.3 of the Contract and with a cost reimbursement component for approved expenses associated with the contract, as set forth in Section B.4 of the Contract.

#### **C.1.1**

##### **Applicable Documents**

Exhibit 1 – Technical Addendum

Exhibit 2 – Definitions

Exhibit 3 – List of Functions of Ticket Processing Services

#### **C.2 Background**

C.2.1. The Department of Motor Vehicle (DMV), in conjunction with Metropolitan Police Department (MPD), Department of Public Works (DPW), Department of Transportation (DDOT), and the Office of Finance and Treasury (OFT) is working to improve the business processes, customer service, and financial transactions related to ticket processing, adjudication, automated enforcement, and Boot, tow, and meter operations.

C.2.2. The Contractor shall implement, within thirty (30) days after contract award, ticket processing support services for the Department of Motor Vehicles (DMV), Metropolitan Police Department (MPD) and Department of Public Works (DPW). This Contract addresses the functionality needs of the ticket processing services, including the ticket System, back office processes, mailing and noticing. A future, separate contract will address functionality needs for lockbox and collection services.

C.2.3. Enforcement officers in DPW, MPD, and Law Enforcement officers from 26 other agencies issue tickets in the District of Columbia. Approximately 80% of parking tickets are entered by any of the above officers into hand-held devices. The remaining tickets are manually written and will require data entry.

- C.2.4 The District has a need to provide improved and efficient customer service to Customers in the District for the processing of moving (including Red Light and Photo Enforcement) and parking tickets and for the delivery of adjudication services. This goal includes the implementation of a new ticket processing service and reporting enhancements.
- C.2.5 The District will improve enforcement activities and processing, using an existing interface between DPW, MPD and DMV, for improved identification of Wanted Vehicles, Boot and Tow Eligible Vehicles, and a reduction in improper ticketing. The ticket processing service shall:
- Allow Users to view all ticket types, data and associated images, including parking, moving, photo radar, and photo speeding tickets.
  - Produce one Notice to Customers that includes all outstanding ticket types and activity.
  - Allow Customers to make one full or only a partial payment for one or more ticket types.
- C.2.6 The ticket processing Database including all Images and Data Elements is the property of the District of Columbia. To further improve enforcement activities and processing, authorized DMV Application Users shall have access to the Database through routine reports as well as an ad hoc reporting capability. For special project purposes, DMV Application Users can access all Database Fields, Database Records, images (including electronic Word documents, audio files, and scanned document images), a Data Dictionary, and the Data Schema.
- C.2.7 In addition to the ticket processing Application System, the Contractor shall provide the District hardware and software required to run the ticket processing Application, including but not limited to desktop computers, laptop computers, servers, communication lines, switches, routers, wiring, printers, check readers, barcode readers and scanners along with maintenance. Within the three core DMV sites (301 C Street, 95 M Street SW, and APEX at 441 4<sup>th</sup> St), the Contractor is responsible for moves, adds, and changes. All infrastructure related to this System is the responsibility of the Contractor, including telecommunications, processing, dataset, web and imaging servers, and switches. For maximum availability, the Contractor shall ensure there is no single point of failure within the infrastructure and shall provide the District System servers with full redundancy and fail over capability.
- C.2.8 The Contractor shall provide initial training as well as refresher training at least quarterly for all DMV Adjudication services Users. The

Contractor shall provide a full, online User manual with keyword search capability to the DMV; the User manual shall be updated prior to implementation changes for training purposes.

C.2.9 The Contractor shall have a full-time on-site employee at Adjudication services headquarters, currently 301 C Street, N.W. with technical knowledge and skills to resolve System issues, assist in researching error, and supplement training. This Contractor's on-site employee shall be on site during business hours, Monday through Friday, 8:00 a.m. – 5:00 p.m. except during District holidays. A backup person will be on site when the prime support person is absent, to ensure full time coverage. This Contractor's on-site employee, who cannot be the project manager, must have adequate technical skills and be acceptable to the DMV management.

C.2.10 The Contractor shall provide District help desk support for all Systems and equipment required for the service. Help desk services shall be available from 7:30 a.m. to 5:30 p.m. daily, except during District holidays, and during overtime periods upon advance notice by the Chief Hearing Examiner.

#### C.2.11 Sections of the Contract

C.2.11.1 The statement of work (SOW) described below supports ticket processing, adjudication, enforcement, and payment processing.

C.2.11.2 The SOW is divided into three major sections, Ticket Processing Services, Back-office Support Services, and Mailing Service.

C.2.11.3 Ticket Processing Services (Reference. C.3.1)  
The Contractor shall automatically process parking and moving violations (including photo/radar enforcement), including but is not limited to Imaging, Treatment, Adjudication, payment of tickets, and generation of Notices. The ticket service shall incorporate current technologies: web-based Application; web services; XML and SFTP, which provides web service interfaces with the DPW Handhelds and MDT/Cs and other DPW systems.

C.2.11.4 Back-office Support Services (Reference. C.4)  
The Contractor shall process handwritten tickets, mail-in payments, Correspondence, e-mail responses, problem research and mail adjudication activity. Payments include all DMV activities related to tickets (e.g., Fines, penalties, impoundment Fees, Boot and tow Fees). The Contractor shall incorporate document imaging and management in back-office processing.

### C.2.11.5

#### Mailing Service (Reference C.5)

The Contractor shall perform high-volume letter generation activity including printing, folding, stuffing, and mailing of Notices for all ticket and ticket related Notice processing needs based on an electronic file produced nightly and electronically sent to the Contractor. (Note- A second purpose of this electronic file is to provide an electronic document that can be linked to the appropriate Ticket record. Thus, when reviewing a Ticket record, all notices sent to the customer are images accessible to the DMV User.

### C.2.11.6

The Contractor shall produce the following list of deliverables, validate the accuracy, and manage the processes for the DMV (See Section F.2) in support of all sections and shall be responsible for management of these deliverables.

- Develop the Project Plan and Schedule.
- Develop a detailed Application Process.
- Provide a list of final Documentation.
- Develop and implement the Stress Test Plan.
- Develop and implement the Integration Plan.
- Develop and implement the Software Test Plan including interfaces and full regression testing.
- Develop and implement the User Acceptance Test Plan.
- Develop before and after Business Process and Flow Model.
- Develop and implement User Training Plan.
- Populate Business Objects for reporting.
- Develop and implement Business Continuity Plan.
- Develop and implement Database Conversion Plan.
- Develop and manage the Training Schedule.
- Develop Application User Manual.
- Develop User Training Material and Training Manual.
- Develop Project Review Package.
- Produce System Documentation provided through the Web Services server.
- Produce Operations and Maintenance Guide.

## C.3

### Ticket Processing Service

### C.3.1

#### Background

#### C.3.1.1

To serve the public, the District of Columbia government keeps traffic flowing safely by issuing Infractions for civil traffic and parking violations. DPW, MPD, and other authorized agencies issue these Infractions. The DMV has the responsibility to collect the Fines, penalties, and Fees associated with the tickets, and to support ticket

adjudication.

C.3.1.2 These agencies need a tool to assist in the ticketing process, to Capture and manage the ticket information, to support the payment and the notification functions, and to control the Treatment.

C.3.1.3 The Ticket Processing Service Application is the focus of this Contract. In addition to managing the ticket process and the Treatment Process, the Application provides services for the DMV such as imaging, adjudication scheduling, appeals scheduling, Booting management, impound management, and Wanted Vehicle detection. Separate but related functions are back-office activities for imaging and Correspondence management, and mailing services.

### C.3.2 REQUIREMENTS

C.3.2.1 The functions in this section pertain to the ticket processing service and the capabilities of that Application. Throughout the document, the word "User" refers to a District (i.e., DMV, MPD, DPW, et al.) employee who interacts directly with the application. The term "Customer" refers to individuals or organizations that interact with the DMV, with the exception of vendors supporting the process. The Contractor shall provide the DMV an Application with the following capabilities. For clarity, the phrase "The Contractor shall" is omitted from each item; for the entire document, consider that phrase implied for each item.

C.3.2.2 **User Interface, Online Information Requests, and Security.** The Contractor shall:

C.3.2.2.1 **User Interface:** Provide the DMV a Web Interface which is independent of access location for Users that need to access and manipulate ticket information.

C.3.2.2.2.1 Supply a Browser Interface for all User interactions with the Application which allows access to ticket information, i.e. violation data, customer data, vehicle data, hearing data, fine and payment data, notice data, correspondence data, and captured images.

C.3.2.3.1 **Online Information Requests**

C.3.2.3.1.1 Allow Customers to enter requests via the Internet for ticket adjudication information and provide printer friendly options, to include but not be limited to image of the ticket, images of previously mailed notices, and images of correspondence previously sent by the Customer.

C.3.2.3.1.2 Provide the DMV security of Web access by assigning a PIN code and

restricting access to Customers who have entered a previously registered PIN for customers wanting to see their full account history. Customers will still be able to use the Web to pay Tickets without needed to register for a PIN.

- C.3.2.3.1.3 Provide for Customer access by multiple keywords, i.e. Ticket Number, Tag Number, Driver Name or VIN.
- C.3.2.3.1.4 Send delivery address as defined by the Delivery Type, i.e. mailing address, e-mail address, to the Notification module (Reference. C.3.8).
- C.3.2.3.1.5 Allow Customers to query on the current status of a ticket.
- C.3.2.3.1.6 Allow Customers to schedule a hearing from a list of available dates and times.
- C.3.2.4 Security:** Ensure the integrity of the data and information that the Application manages through Third-normal Form and Referential Integrity, and allow access only for Authorized Persons. The Contractor shall:
  - C.3.2.4.1 Provide the DMV secure access using User identification and password.
  - C.3.2.4.2 Provide the DMV a User profile capability to control access to Application Functions.
  - C.3.2.4.3 Limit User access to one remote device at a time, except for System administrators (i.e., the same User cannot be logged on to more than one device at a given point in time).
  - C.3.2.4.3 Provide "Double Blind" entry for all keyed ticket and payment fields.
- C.3.2.5 Booting and Towing:** Enable Users to search Tag Number (vehicle plate number) or VIN (vehicle identification number) in the ticket processing Database to determine if a vehicle should be Booted or Towed. The Contractor shall:
  - C.3.2.5.1 Identify Boot-eligible Vehicles.** The Contractor shall:
    - C.3.2.5.1.1 Determine if the vehicle entered by a DPW Booting officer is eligible for Booting based on eligibility rules provided by the District. (Currently, a vehicle is eligible for Booting if it has three or more Delinquent Tickets, the plate has not been Booted in the prior 30 days, at least one of the Boot Eligible tickets was written in the past year, and the vehicle is not a Fleet-program Vehicle.). Eligibility rules should be User-driven in a Variable Driven Table.

- C.3.2.5.2 Automatically place vehicle in a Boot Queue when vehicle is eligible for Booting.**
- C.3.2.5.2.1 Automatically download a list of boot eligible Tag Numbers daily to the DPW SFTP Server for download to remote computing devices or Sighting vehicles.
- C.3.2.5.2.2 Upon Sighting of a boot eligible Tag Number by DPW field enforcement personnel, evaluate the boot eligible status using the downloaded file in the Handhelds or MDTs, and return an indicator to field enforcement personnel whether a Tag Number has remained eligible for Booting.
- C.5.2.5.2.1 Automatically display the Tag Number currently eligible for Booting, number of tickets on the Tag Number that are eligible for Booting, and dollar amount associated with these tickets.
- C.3.2.5.3 *Identify Tow-eligible Vehicles.*** The Contractor shall:
  - C.3.2.5.3.1 Determine if a vehicle Sighted by an officer is eligible for towing based on User definable eligibility rules provided by the District (A vehicle is eligible for Towing if the type of Infraction defines that DPW needs to tow the vehicle or if a vehicle has remained immobilized (Booted) on the street for a certain period.).
  - C.3.2.5.3.2 Automatically interface with the Centralized Towing CAD System and transfer Towing data to the Ticket Processing System when a vehicle is towed, to include the Tag Number, time and date, towed-from location and towed-to location.
  - C.3.2.5.3.3 Pursuant to a Tag Number query to determine boot eligibility, automatically display on the Handheld based upon the downloaded file from the DPW SFTP Server, if the Tag Number is currently eligible for Towing.
  - C.3.2.5.3.4 If a Tag Number is currently eligible for Towing, display for Towing crews the Tag Number, vehicle location, vehicle make and color. A Tag Number shall be eligible for Towing when it has remained on the street longer than 72 hours from the time of Booting.
- C.3.2.5.4 *Wanted Vehicles:*** Accept a file daily from DMV listing stolen and Wanted Vehicles and download to the DPW SFTP Server for the Handhelds and MDTs.
- C.3.2.5.4.1 Upon capture of a Tag Number into a Handheld or MDT device, alert

the law enforcement officer or ticket writer who Sighted the vehicle that the vehicle is a stolen or Wanted Vehicle.

**C.3.2.6 Ticket Issuance (MPD Module):** Issue new tickets for Infractions related to automated traffic enforcement. The Contractor shall receive a batch file daily from MPD's Red Light and Photo Radar Contractor including the digital images for all Red Light records.

**C.3.2.6.1** MPDs Red Light and Photo Radar Contractor reviews all photos to determine which are of quality potentially acceptable as the basis for generation of a ticket. The Images that pass this screening are sent to the MPD Pre-Processing Module in the Ticket Processing System for subsequent handling. The data contained in this file is defined in the MPD Red light and Photo Radar Contract section. The Contractor shall:

**C.3.2.6.2** Queue the records and Images to provide the DMV capability for authorized MPD officers to preview Images and accept/deny for ticket purposes. For Accepted Images, the Contractor shall process Notices on MPD letterhead for Red Light and Photo Radar Tickets within 72 hours. For Denied Images, the Contractor shall maintain photos with reasons for denial for MPD reference purposes.

**C.3.2.6.2.1** Maintain a chain of custody for all documents relating to the operation of the program that will include secure record keeping and evidence storage procedures.  
**Issue Notices of Infractions:** The Contractor shall acquire name and address records and create the first Notice of Infraction for mailing.

**C.3.2.6.2.2** For **Red Light Violations**, the Contractor shall print Citations that include three color digitized violation Images of a quality acceptable to the District. The Images must clearly show:

a. the vehicle prior to touching the first line of the cross walk, and at least one of the governing Traffic Signal Heads with the red indication illuminated;

b. the same vehicle continuing through the intersection; and

c. the vehicle's Registration Plate, clearly readable to the average naked eye.

**C.3.2.6.2.3** For **Mobile Speed Violations**, the Contractor shall print Citations that include two color digitized violation Images of a quality acceptable to the District.

a. The first Image must clearly show the vehicle in violation.

- b. The second Image must be an enhanced Image of the Vehicle Tag
- C.3.2.6.2.4 For **Fixed Pole Speed Violations**, the Contractor shall print Citations that include three color digitized violation Images of a quality acceptable to the District.
- a. The first Image must clearly show the vehicle in violation.
    - b. The second Image must clearly show the distance of travel accordance with the Established Interval.
  - c. The third Image must be an enhanced Image of the Vehicle Tag.
- C.3.2.6.2.5 The Contractor shall provide the DMV with printed Citation books that include court-approved language, the date and time of the violation, the location of the intersection, the amount of the Civil Penalty imposed, a legend for reading the embedded violation data, the date by which the Civil Penalty shall be paid, method of payment, and bar code. The District shall provide the required format for the Citation.
- C.3.2.6.2.6 The Contractor shall provide the DMV printed Citations that include a portion or a stub that can be returned with payment or to request court hearing.
- C.3.2.6.2.7 The Contractor shall mail each Citation that has been approved by MPD, with a return envelope, by first class mail, to the Registered Owner of the vehicle determined to be in violation.
- C.3.2.6.2.8 The Contractor shall submit a CD, in a protective case, that lists all Citations mailed, including the Citation Number and the name and address of the vehicle owner, with the monthly invoice.
- C.3.2.6.2.9 The Contractor shall provide the DMV and submit required information (e.g., maintenance log data, deployment logs, photographs of the violation) in support of the Adjudication Administrative Hearing process.
- C.3.2.6.3 ***Ticket Tracking:*** To facilitate the management of Ticket Information, track individual tickets, and to support all current functions of the District's ROSA program. The Contractor shall:
- C.3.2.6.3.1 Put in place controls to prevent duplicate Ticket Numbers.
  - C.3.2.6.3.2 Support alphanumeric Ticket Numbers.
  - C.3.2.6.3.3 Track by Tag Number, VIN, and Driver's License Number.

Capture, store, and process digital Images associated with Parking Violations when available.

**C.3.2.6.4**      ***Oversight:*** Provide the DMV supervisory view and override capability to facilitate the oversight of ticket processing activities. The Contractor shall:

C.3.2.6.4.1      Provide the DMV the capability to manually flag and assign Ticket Transactions for supervisory approval.

C.3.2.6.4.2      Provide the DMV the capability to enforce supervisory approval for business transactions and work steps.

C.3.2.6.4.3      Log supervisory approval activities within the Application.

**C.3.2.6.5**      ***Infraction Types:*** To standardize the various kinds of Infractions and to keep information pertaining to those Infractions together, maintain a catalog of Infraction Types in the application database of the system. The Contractor shall provide a User driven capability to:

C.3.2.6.5.1      Facilitate the creation and maintenance of Infraction Types.

C.3.2.6.5.2      Maintain Transaction Type information: Infraction Type, Infraction Description, and Responsibility Type (driver/owner).

C.3.2.6.5.3      Maintain Penalty Information: monetary amount.

C.3.2.6.5.4      Maintain Treatment Information: Treatment Schedule.

C.3.2.6.5.5      Maintain Action Information: issue Ticket and tow the vehicle.

C.3.2.6.5.6      Maintain Reference Information: legal references.

C.3.2.6.5.7      Maintain Accounting Information: general ledger (GL) account code.

**C.3.2.6.6**      ***Disposition Codes.*** The Contractor shall provide a User driven capability to:

C.3.2.6.6.1      Create and maintain a catalog of Disposition Codes.

C.3.2.6.6.2      Maintain type information: Disposition Code, disposition description.

C.3.2.6.6.3      Maintain reference information: legal references.

**C.3.2.6.7**      ***Transaction Identifiers.*** The Contractor shall provide a User driven capability to:

- C.3.2.6.7.1 Maintain a catalog of transaction identifiers to standardize the various kinds of Financial Transactions and to keep information pertaining to those transactions together.
- C.3.2.6.7.2 Maintain Transaction Type Information: transaction identifier and transaction description.
- C.3.2.6.7.3 Maintain Reference Information: legal references.
- C.3.2.6.7.4 Maintain Accounting Information: general ledger (GL) account code.
- C.3.2.6.8 **Imaging:** To ensure that all available information has been Captured, including manually written tickets and regular Correspondence, Images of any paper-based information the Contractor shall store this information. This includes any Notices sent to a Customer. Save the Notice as an Image that can be viewed for that Customer along with any other Notices, ticket Images, associated with that Customer.
- C.3.2.6.8.1 Capture and store Images from paper documents.
- C.3.2.6.8.2 Maintain the link between Images and associated tickets.
- C.3.2.6.9 **Data Validation:** To ensure the integrity of the information that the Application manages, the Contractor shall enforce validation rules as follows.
  - C.3.2.6.9.1 Verify that a ticket is entered only once.
  - C.3.2.6.9.2 Automatically verify street address, city, state, and zip code represent an actual address location based on the U.S.P.S address validation.
  - C.3.2.6.9.3 Standardize the address format (U.S.P.S standard)
- C.3.2.7 **Treatment Schedule:** To facilitate the treatment process, maintain Treatment Schedules within the Contractor's system. The Contractor shall provide a User driven capability to:
  - C.3.2.7.1 Assign Treatment Schedule to Infraction Type.
  - C.3.2.7.2 Assign separate Treatment Schedules to Fleet tickets.
  - C.3.2.7.3 Create and maintain Treatment Schedules which contain the rules for the Treatment Process, specifying Notices the Application sends when the Application applies Fees and penalties.

- C.3.2.7.4 Assign Treatment Schedules to tickets based on the type of Infraction.
- C.3.2.7.5 Use District business days on the calendar when advancing the Treatment Process.
- C.3.2.7.6 **Evaluation Rules:** To facilitate flexibility in the maintenance of business rules, the Contractor shall provide a User driven capability to apply the following rules:
  - C.3.2.7.6.1 Create and maintain evaluation rules.
  - C.3.2.7.6.2 Evaluate the inclusion of the current time in a period.
  - C.3.2.7.6.3 Evaluate the inclusion of the current date in a period.
  - C.3.2.7.6.4 Evaluate the parking permit status of the vehicle.
  - C.3.2.7.6.5 Evaluate the state in which the vehicle is registered.
  - C.3.2.7.6.6 Evaluate if a vehicle is on the registration ROSA Exemption List.
  - C.3.2.7.6.7 Evaluate the number of Overdue Tickets.
  - C.3.2.7.6.8 Evaluate Fleet participation status.
  - C.3.2.7.6.9 Evaluate parking restrictions. What is the parking designation: residential area or business area? What are the parking duration restrictions: two hours, four hours?
- C.3.2.7.7 **Calendar:** To support scheduling functions, maintain schedules, the Contractor shall:
  - C.3.2.7.7.1 Supply a calendar function.
  - C.3.2.7.7.2 Track what days are District and DMV business days.
  - C.3.2.7.7.3 Supply a scheduling function.
  - C.3.2.7.7.4 Allow scheduling of single event.
  - C.3.2.7.7.5 Allow scheduling of recurring events. (Similar to how Microsoft Outlook schedules recurring events.)
- C.3.2.7.8 **Reports:** To view the status of ticket processing activities and to measure change in that status, produce reports using Business Objects. The Contractor shall:

- C.3.2.7.8.1 Provide the DMV standard Adjudication reports as part of the delivered system.
- C.3.2.7.8.2 Generate standard reports on a scheduled or recurring basis or on request.
- C.3.2.7.8.3 Provide the DMV the capability to generate and view reports online via web browser.
- C.3.2.7.8.4 Enable authorized User to view reports on Web page.
- C.3.2.7.8.5 Enable an authorized User to print reports.
- C.3.2.7.8.6 Enable an authorized User to export ad hoc reports to a file that it can later import into other Applications, such as spreadsheets and documents, for documentation and analysis.

**C.3.3 Interfaces**

To adequately fulfill its tasks, request services from other Systems including DMV and SOAR using web services. The functions as written in this section pertain to services that this Application sends to and receives from other Systems through a secure FTP server located outside the DC infrastructure at the Contractor's site. (Refer to the Technical Addendum for more information on this connectivity.) Unless otherwise noted, the Contractor shall:

- C.3.3.1 **Centralized Towing System:** The Contractor shall:
  - C.3.3.1.1 Interface with the District towing System, which maintains the towing information.
  - C.3.3.1.2 Request towing Fee from the towing System.
  - C.3.3.1.3 Provide information about towing eligible vehicles to the towing System.
  - C.3.3.1.4 Provide DPW information about vehicles that are eligible for release to the towing System. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated and all tow and storage Fees are paid.
  - C.3.3.1.7 **DPW AIMS System Interface:** (Auto Impoundment Management System). Interface with the District Auto Impoundment Management System which tracks all abandoned vehicles and the activity regarding

the vehicles from the time they arrive on the storage lot to the time they are released, auctioned, or scrapped that are impounded at DPW storage facility. The Contractor shall:

C.3.3.1.7.1 Request storage Fees from the AIMS System via the Web Data Transfer Module.

C.3.3.1.7.2 Update the AIMS System with DMV Ticket Payment Penalties and Fees.

C.3.3.1.7.3 Update the Ticket Processing System on Tickets paid with auction funds including partial adjustments.

C.3.3.1.7.4 Provide information about vehicles that are eligible for release to the AIMS System. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated and all tow and storage Fees are paid.

**C.3.3.2** *DPW LPRS Interface.* During parking enforcement patrols, the Contractor shall:

C.3.3.2.1 Interface with the District's license plate recognition System for vehicle identification and parking enforcement with tire imaging and chalking enforcement.

C.3.3.2.2 Integrate LPRS Images with vehicle tag Database for adjudication and Correspondence processes.

C.3.3.2.3 Download appropriate file to issue an alert or update to license plate recognition System if tag is wanted or stolen.

C.3.3.2.4 Download appropriate file to the DPW SFTP Server to issue alert or update to license plate recognition System if vehicle tag is eligible for and exemption from Register of Out-of-State Vehicle (ROSA) enforcement tickets. All current functions and interfaces will continue to be supported.

**C.3.3.3** *DPW Centralized Towing System Interface.* The Contractor shall:

C.3.3.3.1 Interface through a batch download with the Centralized Towing System's web vehicle locator through use of CAD listener in posting Fees owed on all vehicles towed by DPW.

**C.3.4** **Notifications.** According to the Treatment Schedule, the Contractor shall:

C.3.4.1 Support Notice generation, including but are not limited to:

- Automated (Red Light and Photo Radar) Ticket Issued on MPD letterhead
- Automated (Red Light and Photo Radar) Ticket Overdue
- Automated (Red Light and Photo Radar) Deemed Admission
- Moving Tickets Overdue (Notice of Suspension)
- Moving Tickets Deemed Admission
- Moving Tickets Non-Compliant Status (to state jurisdiction)
- Moving Tickets Compliant Status (to state jurisdiction)
- Parking Tickets Overdue
- Parking Tickets Deemed Admission
- Partial Payment
- Post-Hearing Payment Overdue
- ROSA Enforcement Information – Notices, warnings and tickets

C.3.4.2 Support Adjudication Correspondence including but are not limited to:

- Outcome of Adjudication
- Hearing Date Scheduled
- Appeal Filing Date
- Outcome of Appeal

C.3.4.3 Support Financial Notices, including but are not limited to:

C.3.4.3.1 Overpayment - Generate and send a letter for self certifying for any refund checks.

C.3.4.3.2 Underpayment - Notices with the amount paid, the amount still due, the date payment is required and the Penalty shall be sent to the Customer.

C.3.4.3.3 Late Payment/Delinquent - The Customer shall be sent a Notice with the amount due, the original due date, the ticket information, the Penalty due, the new due date, and the Penalty escalations.

C.3.4.3.4 Print the mail date on all Notices. This is the System generated date plus X days. The number of days is determined by the DMV, through a User defined table, for each Notice.

C.3.4.4 Prior to sending a Notice, the Contractor shall:

C.3.4.4.1 Obtain all Ticket service data related to the Ticket, License Number and Registration of the specific ticket or Notice.

- C.3.4.4.2 Consolidate all of this information into one Notice and send to the Customer. This one Notice contains all the information the Contractor has regarding outstanding tickets for this Customer. Overdue Tickets and Delinquent Tickets sent to collections are also noted.
- C.3.4.5 **Types of Notices:**
  - C.3.4.5.1 ***Paper Notifications.*** The Contractor shall:
    - C.3.4.5.1.1 Facilitate form printing.
    - C.3.4.5.1.2 Obtain approval of all User defined new or modified forms before they are used.
- C.3.4.6 ***Tracking Correspondence.*** The Contractor shall track and store the following in the database:
  - C.3.4.6.1 Image and store all Correspondence received by the DMV.
  - C.3.4.6.2 Track each Notice as the Application sends it.
  - C.3.4.6.3 Track all outgoing Correspondence.
  - C.3.4.6.4 Store an electronic copy of the incoming Correspondence.
  - C.3.4.6.5 Provide web access to view all Correspondence and images to include Notices, Correspondence, Red Light Photo images, and Audio Files.
  - C.3.4.6.6 Track Nixie Processing.
  - C.3.4.6.7 Capture Mailing Date, Correspondence Type, Sender Name, and Sender Address.
- C.3.5 **Payment Processing**
  - C.3.5.1 ***Payment Processing – GENERAL.*** For walk-in, mail-in, web, and telephone payments, the Contractor shall:
    - C.3.5.1.1 Process all ticket payment transactions including automated enforcement and paper tickets.
  - C.3.5.2 ***Gather all outstanding ticket payment items***
    - C.3.5.2.1 Search for all tickets and associated Fines, penalties, and Fees based on Name, Driver's License Number, Tag Number, and VIN.

- C.3.5.2.2 Tickets include all parking tickets, moving violations, red light and photo radar, Boot and tow, and storage Fees.
- C.3.5.2.3 If a vehicle is auctioned, the auction proceeds offset outstanding tickets, tow and storage Fees, and any other ticket-related Fees. This is handled by an interface with AIMS. If, however, after all Fees and Fines are paid, there is a remaining balance, the balance shall be credited, by AIMS, to the general fund (SOAR account to be Provided by the DMV). As part of this process, the AIMS System generates a Notice to the Customer identifying the actions taken including listing the ticket Fines and other Fees paid with the auction proceeds and any remaining amount owed by the Customer (assuming the auction Fee did not cover all Fines and penalties). This is accomplished with a two-way interface with the Ticket Processing System providing Ticket information to AIMS and AIMS providing back tickets that were paid or not paid.
- C.3.5.3 *One payment for all outstanding ticket payment items.* The Contractor shall:
- C.3.5.3.1 Allow Customer to pay one payment for all outstanding ticket Fines, penalties, Fees, and to pay for one or more items.
- C.3.5.3.2 Provide a User defined table to Capture and store District Government General Ledger Account code and a Transaction Identifier.
- C.3.5.3.3 Support various (Parking/Moving/Red-light/Radar) Ticket Types identified by separate GL Account Codes.
- C.3.5.4 *Payment Transaction Summary for Finance.* The Contractor shall:
- C.3.5.4.1 Send summary payment information on a daily basis to the accounting System (SOAR) electronically, including but not limited to the following:
- C.3.5.4.2 *Identification information*
- C.3.5.4.2.1 Customer Service Representative ID or Employee ID
- C.3.5.4.2.3 Date of activity
- C.3.5.4.2.4 Activity information, including transaction counts and amounts broken down by the following categories:
- Ticket activity type
  - GL Account Code for activity
  - Method of payment activity (support split payments)

**C.3.5.5**            *Payment Validation.* The Contractor shall:

**C.3.5.5.1**            Process credit card, debit card, E-check; check, verify and accept validation through a secured financial services partner. Note that the payment will be encumbered at the time the check or E-check is processed. If there are insufficient funds to cover the transaction, the payment will be denied. In this case, the check will be imaged and associated with the ticket number including a notation that payment was denied due to insufficient funds and the associated transaction code and authorization for future reference purposes. The Contractor shall send a Notice to the Customer including the check and the reason for denial of service.

**C.3.5.5.2**            Accept authorization from the validation System and the authorization ID, date and time for the appropriate System.

**C.3.5.6**            *Ticket Payment Processing.* The Contractor shall:

Support the processing of all Tickets Types.

**C.3.5.6.1**            *Ticket Information Retrieval.* The Contractor shall:

**C.3.5.6.1.1**            Capture the following Data Elements for each ticket payment. This includes but is not limited to:

- Ticket Number/s
- Ticket type
- Tag Number
- VIN Number
- Driver's License Number (for moving violations)
- Name and Address
- Due Date
- Fine Amount
- Boot, Tow and Storage Fees
- Penalties

**C.3.5.6.2**            *Ticket Payment Capture.* The Contractor shall:

**C.3.5.6.2.1**            Obtain and store the following ticket payment information during the transaction. This includes but is not limited to:

- Customer Service Representative ID or Employee ID (not needed for web transactions)
- Location ID (where payment is made)
- Agency ID

- Transaction Purpose Code
- Payment Amount
- Process Date and Time
- Transaction Number (unique identifier assigned by System)
- Method of Payment/s (Support Split Payments)
- Transaction Vehicle (check #, credit card #)
- Ticket number
- Account type, i.e. SOAR account

C.3.5.6.2.2 If in-person payment, print the receipt of the payment with the Transaction Number included in the Barcode.

C.3.5.6.3 ***Transfer Ticket Payment Information.*** The Contractor shall:

C.3.5.6.3.1 Send the following financial information to a designated District of Columbia System. This includes but is not limited to:

- Ticket Number/s
- Customer Service Representative ID or Employee ID
- Location ID
- Agency ID
- Transaction Purpose Code
- Amount Paid per ticket
- Posting Date (date ticket is considered paid)
- Availability Date (date payment is in System)
- Transaction Number
- Method of Payment/s (Support Split Payments)
- Transaction Vehicle (check #, credit card #, money order #)
- Authorization ID from the validating System for check, credit card and E-check.

C.3.5.6.3.2 When a ticket is not found in the System, Capture ticket data from the Customer for entry into the Ticket Processing Service for audit purposes. This includes but is not limited to:

- Ticket Number
- Batch Number
- Batch Date
- Process Date
- Tag Number
- Driver's License Number
- Ticket Amount

- Amount Paid
- Check/Credit Card/Money Order Number/E-check verification number
- Method of Payment

C.3.5.6.3.3 Once the Ticket is entered into the System, combine the data above in one ticket record along with the Ticket image.

**C.3.5.7** *Walk-In Payments.* The Contractor shall:

Support payments at the DMV service centers.

**C.3.5.7.1** *Image Capture and Storage.* The Contractor shall:

Capture document Images for exceptions or issues with the payment.

**C.3.5.7.2** *Data Capture, Validation, and Storage.* The Contractor shall:

C.3.5.7.2.1 Process the following payment methods:

C.3.5.7.2.2 Credit Card acceptance and electronic validations.  
Debit Card acceptance receipt with pin approval and with signature which is scanned.

C.3.5.7.2.3 Cash

C.3.5.7.2.4 Money Order

C.3.5.7.2.5 E-check

C.3.5.7.2.6 E-check acceptance and validation (where the cashier feeds the check into a scanner and the Customer's account is debited for the amount of the check)

C.3.5.7.2.7 Check funds are encumbered at the time of payment. If notified that insufficient funds are available, the Customer is notified and the transaction concluded (unless they subsequently decide to pay in cash). Checks are accepted in the System if the check processing System is unavailable.

C.3.5.7.2.8 Capture Data Elements for each ticket payment within the System to allow the ability to audit against the Ticket service.

C.3.5.7.2.9 Prevent duplicate entry of ticket or payment information

C.3.5.7.2.10 Validate and cross check the following data to reduce duplicate payments.

C.3.5.7.2.11

- Ticket number
- Infraction Type
- Tag Number
- Driver's license Number
- VIN
- 

C.3.5.7.2

**Payments for Missing Tickets.** The Contractor shall:

C.3.5.7.2.1

Accept a payment against a ticket number.

C.3.5.7.2.2

Capture and store VIN, Drivers License, Tag Number and/or other identifying information, if available.

C.3.5.7.3

**Print and Store Customer Receipt.** The Contractor shall:

C.3.5.7.3.1

Generate a receipt for the Customer with all pertinent information per ticket type.

C.3.5.7.3.2

Provide the DMV electronic storage of receipt information for future audits and tracking.

C.3.5.7.4

**Web Payments.** The Contractor shall:

Allow Customers to pay for all parking, red-light and photo radar, and moving violations on the Web using either the ticket or tag number.

C.3.5.7.5

**Site Appearance, Security, General Functions.** The Contractor shall:

C.3.5.7.5.1

Mirror existing look and feel of the DC.GOV website and include comments section, contact information and online help.

C.3.5.7.5.2

Provide the ability for a customer to obtain a PIN for log in, allowing the capability to view all pertinent information, such as Notices, Ticket Images and Correspondence. However, a PIN is not needed if the customer just plans to pay a ticket(s).

C.3.5.7.5.3

Have adequate security to prevent unauthorized Users from viewing information of another Customer.

C.3.5.7.5.4

Link to DC.GOV website, and to DPW Towing site.

C.3.5.7.6

**Phone Payment(IVR)** In support of phone payment the Contractor shall:

C.3.5.7.6.1

Allow Customers to pay for all parking, red-light and photo radar, and

C.3.5.7.6.2 moving violations on the phone using either the ticket or tag number.  
Accept payment with Debit or Credit cards.

C.3.5.7.6.3 Have the ability to select each type of activity via the IVR

C.3.5.7.6.4 Have the ability for the customer to cancel the transaction at any time during the process

**C.3.5.8** *Search, Retrieval, and Selection.* The Contractor shall:

C.3.5.8.1 Provide the DMV the ability to search by ticket number, name, VIN, D/L number, and Tag Number to find tickets.

C.3.5.8.2 Display all ticket information including associated Images.

C.3.5.8.3 Include outstanding tickets, Overdue Tickets and recently paid tickets based on timeframe entered by Customer.

C.3.5.8.4 Show either one or all tickets, and payment information based on the ticket and Tag Numbers combination. Do not display name and address or images. Show and allow selection of tickets that must be paid to retrieve a Booted or Towed vehicle and tickets that may be optionally paid.

**C.3.5.8.5** *Provide User search capability for Fleet program numbers.* The Contractor shall:

C.3.5.8.5.1 Allow Customer to log in using the Fleet number/pin, and to select from a list of tickets.

C.3.5.8.5.2 Allow Customer to pay all outstanding tickets or select specific tickets for payment or hearing from a list of outstanding tickets.

**C.3.5.9** *Capture, Validate and Store Payment Information.* The Contractor shall:

**C.3.5.9.1** Capture, validate, and store information for ticketing activity. Support payments by the following methods.

- C.3.5.9.1.1
- Credit Card
  - Debit Card
  - ACH Debit – (Customers enter the bank routing number and account number from the bottom of their checks, and their accounts are debited for the amount they have authorized/entered before transaction is accepted).
  -

C.3.5.9.1.2 Connect the Customer with a secure payment site (e.g., Verisign), when the Customer is ready to pay.

C.3.5.9.2 **Post-payment Actions.** The Contractor shall:

C.3.5.9.2.1 Allow Customer to print receipts with a printer-friendly format button option.

C.3.5.9.2.2 Interface with the towing System to allow for immediate release of Booted or impounded vehicles.

C.3.5.9.2.3 Provide the DMV web confirmation of payments.

C.3.5.9.3 **Fleet/Corporate Program payments.** The Contractor shall:

C.3.5.9.3.1 The Fleet/corporate programs module shall support any ticket type or charge type for companies and government agencies that conduct business within the District. Currently, only parking tickets are supported. The System shall:

C.3.5.9.3.2 Accept payments over the Web.

C.3.5.9.3.3 Display all outstanding tickets.

C.3.5.9.3.4 Allow selection of tickets the authorized company representative wants to pay.

C.3.5.9.3.5 Provide the DMV totals for all tickets selected for payment.

C.3.5.9.4 **In-Person Payments.** The Contractor shall:

C.3.5.9.4.1 Allow in-person payments by company representative.

C.3.5.9.4.2 Accept payment based upon tickets pre-selected by authorized company representative.

C.3.5.9.4.3 Accept a bulk ticket payment with a single check or credit card to cover all outstanding tickets in a Fleet.

C.3.5.9.4.4 Accept Payments from Fleet Vehicle Operators

C.3.5.9.4.5 Allow anyone to pay tickets issued under a Fleet plan. If the ticket is paid, it will not be reflected on the Fleet plan reports.

C.3.5.10 **Installment Plans (payment plans).** The Contractor shall:

Accommodate payment plans allowing Customers to spread payments for one or more tickets over a fixed period with System-defined terms.

***Eligibility***

C.3.5.10.1

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.

C.3.5.10.1.2

When processing payments in person, determine if the Customer is eligible for a payment plan and alert the cashier/clerk of the Customer's eligibility.

C.3.5.10.2

***Plan Setup and Modification.*** The Contractor shall:

C.3.5.10.2.1

Set up an installment payment plan for eligible Customers with permissions based upon User ID and security.

C.3.5.10.2.2

Provide the DMV each Installment Plan with a "plan" number tied to the person's driver's license number or Tag Number. The plan shall have a due date for installment payments which will result in a 'hold' put on the vehicle or driver record in Destiny such that nonpayment will result in revocation of the vehicle registration or driver license. The Contractor will Provide the DMV payment plan information in a daily batch file. The DMV staff will handle the 'hold' processing in Destiny.

C.3.5.10.2.3

Generate a contract for Customer signature. The contract is with the DMV, accepting responsibility and the stated consequences. Image the contract and link it to the Tickets in question.

C.3.5.10.2.4

Support a suspend status delaying Treatment Process actions for the period of the plan.

C.3.5.10.2.5

Send a suspend status to stop noticing activity on the selected tickets.

C.3.5.10.2.6

Provide the DMV the capability to modify an existing plan by adding additional tickets and Fees or extending the timeframe.

C.3.5.10.2.7

Can only add X tickets and extend X months. (Definable by the DMV)

C.3.5.10.2.8

Payment plan adjustment requires management override.

C.3.5.10.3

***Plan Payment Notices.*** The Contractor shall:

Send Notices monthly providing Customers with the status of payments, outstanding balances and time left on the Installment Plan. In addition, the Notice shall provide the DMV a payment slip.

**C.3.5.10.4** *Plan Information Display.* The Contractor shall:

**C.3.5.10.4.1** Display Installment Plan summary level data with defined fields, reflecting current plan status.

**C.3.5.10.4.2** Provide the DMV, at a minimum, the following data on payment plans:

- Plan number
- Current status
- Name of participant/s
- Address of participant/s
- Phone number of participant/s
- Original amount due and down payment
- Agreed-upon payment schedule
- Amount of each payment
- Beginning date of payments
- Current balance due
- Tag Number/s
- Payment transaction history including all processing dates amounts paid methods of payment
- Tickets
- Participant's Driver License Number/s
- Comments

**C.3.5.10.5** *Plan Rules Application.* The Contractor shall:

**C.3.5.10.5.1** Enforce a minimum initial payment of (x) percent of all outstanding ticket Fines, penalties, and Fees. This shall be a User defined capability authorized by a supervisor or manager.

**C.3.5.10.5.2** Apply payments to the oldest items first.

**C.3.5.10.5.3** Apply any dollar amount that does not cover an entire ticket charges to the next oldest ticket.

**C.3.5.10.5.4** Provide the DMV the ability to reinstate ticket enforcement status and normal noticing in the event of an Overdue Ticket.

**C.3.5.10.6** *Plan Reports*

C.3.5.10.6.1

Generate reports to assist the Department in the oversight of the program, including but not limited to:

- Funds collected by time period
- Funds collected by Installment Plans
- Number of plans established
- Incorrect Payments/Refunds
- Number of Defaulted Payment Plans

C.3.5.10.6.2

When the amount of the payment received is different from the ticket amount, partial payments are applied. If the payment is an overpayment, the additional funds are applied to other outstanding tickets or, if there are no additional tickets, the overpayment is refunded.

C.3.5.11

***Partial Payments.*** The Contractor shall:

C.3.5.11.1

Accept partial payments when money is received via mail.

C.3.5.11.2

***Overpayments.*** The Contractor shall:

C.3.5.11.2.1

Support overpayments with limited automatic refund as defined below.

C.3.5.11.2.2

Apply overpayments to any tickets, Fines, penalties, and Fees based upon a definable schedule of priority.

C.3.5.11.2.3

If no additional Fees or tickets are found, return payment to the Customer.

C.3.5.11.2.4

Provide the DMV an on-line display of the financial history of refunded tickets and imaging of documents when applicable.

C.3.5.11.2.5

Allow subsequent on-line adjustments in Fines, penalties and Fees by Authorized Persons to facilitate customer service.

C.3.5.12

***Invalid Payment Transactions.*** The Contractor shall:

C.3.5.12.1

***Dishonored Checks***

C.3.5.12.1.1

Support dishonored check processing.

C.3.5.12.1.2

Accept a file from Check Assist System into Ticket Service; apply the bounced check Fee and restart Treatment Process. (NOTE: As funds for checks shall normally be debited at time of payment, bounced checks will only occur if the payment Contractor (e.g., Verisign) service is unavailable and the User must accept the check without being able to

determine if there are sufficient funds and debit the account accordingly.)

C.3.5.12.1.3 Block payment by check when a Customer has a prior dishonored check within X time period (months) defined in a database table.

C.3.5.12.1.4 Send dishonored check information to designated District of Columbia System.

C.3.5.12.1.5 Apply the dishonored check Fee to only one charge defined by GL Account Code. A predetermined ranking of all GL Account codes will determine where the charge is applied. The ranking is User definable.

**C.3.5.12.1** *Retracted Credit Card and Debit Card transaction.* The Contractor shall:

C.3.5.12.2.1 Process credit card and debit card retractions.

C.3.5.12.2.2 Accept a file from the Credit/debit card processing System with the reversal.

C.3.5.12.2.3 Send the retracted charge information to designated District of Columbia System.

**C.3.5.13** **Financial reconciliation**

**C.3.5.13.1** *End of Day Closeout – Cashier Window.* The Contractor shall:

C.3.5.13.1.1 Support reconciliation for Cashier Window / Counter payments, end of day closeout and “virtual” closeout for breaks/lunch, including audit capability of the cashier function for all drawer payment methods.

C.3.5.13.1.2 Calculate the totals for each charge type and total due for the Customer.

C.3.5.13.1.3 Calculate totals for each payment type and total collected. Includes Cash, Check, Credit Card, Debit Card, E-check, money order, and certified check.

C.3.5.13.1.4 Require cashier/clerk to separately calculate and enter the total for each payment type.

C.3.5.13.1.5 Compare clerk-entered totals to calculated totals. Calculate and identify all adjustments and resulting net payment.

C.3.5.13.1.6 Produce electronic settlement sheet showing charge types totals and total collections.

- C.3.5.13.1.7 Provide the DMV a printout of the settlement sheet.
- C.3.5.13.1.8 Provide the DMV an electronic acceptance by supervisor (matching drawer contents to electronic settlement).
- C.3.5.13.1.9 Prevent the cashier from proceeding with the next day's work until the previous day's accounts have been reconciled.
- C.3.5.13.1.10 Provide supervisor override for safety measure described above along with the ability to adjust the accounts and numbers. Track the usage of supervisor overrides.
- C.3.5.13.2** *End of Day Closeout – Service Location.* The Contractor shall:
- C.3.5.13.2.1 Support reconciliation for all tellers in a service location for any chosen period.
- C.3.5.13.2.2 Calculate totals for each charge type and total due for the location.
- C.3.5.13.2.3 Calculate totals for each payment type and total collected. Includes Cash, Check, Credit Card, Debit Card, E-check, money order, and certified check. Calculate all adjustments and resulting net payments for all cashiers.
- C.3.5.13.2.4 Produce an electronic settlement sheet showing the total per ticket type and the total collections.
- C.3.5.13.2.5 Provide printout for the DMV of the settlement sheet.
- C.3.5.13.2.6 For the DMV, provide electronic acceptance by supervisor (matching all drawer contents to electronic settlement sheet) controlled by log-in id.
- C.3.5.13.2.7 Prevent duplicate entry of ticket or payment information
- C.3.5.13.2.8 Validate and cross check the following data to help eliminate duplicate payments.
- Ticket number
  - Infraction Type
  - Tag Number
  - Driver's license Number
  - VIN
  - Date/Time
- C.3.5.13.2.9 Image documents for exceptions or issues with the payment, such as ticket not found in Ticket service.

C.3.5.13.2.10 Provide authorized supervisors the ability to make adjustments to payment information. These are defined as financial adjustments.

**C.3.5.14** *Audit.* The Contractor shall:

C.3.5.14.1 Include auditing capabilities for transactions.

C.3.5.14.2 Support Electronic Auditing.

C.3.5.14.3 Generate automated audit file with all manually processed tickets received.

C.3.5.14.4 Generate automated audit file with all Handheld and MDT generated tickets received.

C.3.5.14.5 Generate automated audit file with all automated (red light and photo radar) tickets generated.

C.3.5.14.6 Generate automated audit file with all paid tickets by method and ticket type, along with the User-id of employee that accepted the payment.

C.3.5.14.7 Provide data for audits to the DMV, including:

- VIN or Tag Number
- Driver's License Number
- Notice Number
- Due Date
- GL Account Code
- Amount
- Ticket Number/s
- Fine Amount
- Tow or Boot Fees
- Penalties
- Customer Service Representative ID or Employee ID
- Location ID
- Payment amount
- Process Date
- Transaction Number (assigned by System)
- Method of Payment/s (Support Split Payments)
- Transaction Vehicle (check #, credit card #)

C.3.5.14.8 Provide an on-line history for Users of all financial adjustments.

C.3.5.14.9 Identify all (Parking/Moving/Red-light/Radar) ticket types by separate GL Account Codes.

- C.3.5.14.10 Reflect an on-line indicator or message advising the adjustment transaction and the User-id of the person that made the adjustment.
- C.3.5.14.11 Track all Database updates by User, time, date, reason, and location.
- C.3.5.14.12 The System shall record each financial activity as a separate transaction. This means that if there is a correction, adjustment, cancellation, or closure of a previous transaction, the Application tracks the correction, adjustment, cancellation, or closure as a separate financial transaction.
- C.3.5.14.13 Associate the transaction with a general ledger GL Account Code and the transaction number
- C.3.5.14.14 Capture and store charge information: Posting Date and time, monetary amount.
- C.3.5.14.15 Capture and store transaction information: availability date and time, User id, agency, site, and purpose. User id defines who posted the financial transaction. Purpose is the reason for the transaction.
- C.3.6 **Treatment.** The Contractor shall:
  - C.3.6.1 Manage the Treatment Process. The Treatment Process defines the procedures for handling and communicating with a Customer who is not following through on an obligation to pay Fines, Fees or penalties. The functions as written in this section pertain to the Treatment Process.
  - C.3.6.2 Assign Treatment Schedule to ticket when the Application issues ticket.
  - C.3.6.3 Automatically stop the Treatment Schedule when the Customer pays the outstanding balance for the ticket in full.
  - C.3.6.4 Automatically halt the Treatment Schedule when the ticket has gone to adjudication or a hearing has been scheduled.
  - C.3.6.5 Automatically resume Treatment Schedule for ticket when adjudication disposition is unfavorable to Plaintiff.
  - C.3.6.6 **Treatment Schedule:** To facilitate the Treatment Process, provide capability to the DMV Users for creation and maintenance of Treatment Schedules. The Contractor shall:
    - C.3.6.6.1 Automatically add penalties and Fees as the Treatment Schedule defines.
    - C.3.6.6.2 Automatically move tickets to collection as the Treatment Schedule defines. These are the default tickets.

C.3.6.6.3 Automatically send non-compliance information to the vehicle registration System based on the progression of the Treatment Schedule for a ticket issued to a vehicle registration owner as well as when the Customer has satisfied their obligation.

C.3.6.6.4 Automatically send non-compliance information to the driver's license System based on the progression of the Treatment Schedule for a ticket issued to a driver as well as when the Customer has satisfied their obligation.

C.3.6.6.5 Automatically send non-compliance information to driver's license Systems of other jurisdictions based on the progression of the Treatment Schedule for a ticket issued to a driver as well as when the driver has satisfied their obligation.

**C.3.7 Adjudication.** The Contractor shall:

C.3.7.1 Allow a Customer to contest the validity of a traffic Citation through adjudication. A Customer may contest a ticket issued for Parking Infractions, Moving Infractions, and Infractions cited through automated and manual moving enforcement. The Customer submits a request to the DMV for adjudication by mail, telephone, online, or in person to the. When submitting a request for adjudication, the Customer chooses between two different formats for the adjudication: (1) a review of records by adjudicator alone or (2) a face-to-face review of records by Customer and adjudicator.

C.3.7.2 Parking tickets are typically adjudicated on a walk-in basis while moving violations are scheduled as the Law Enforcement officer is required to be present at the hearing. Customers may, however, waive their right to have the officer present and submit a written defense for consideration by the hearing examiner. Additionally, photo enforcement ticket hearings must be scheduled in advance to allow the government an opportunity to prepare the case jacket.

C.3.7.3 *Adjudication Request:* Accept and process adjudication requests. The Contractor shall:

C.3.7.3.1 Provide the capability for a Plaintiff to make a request for adjudication in person.

C.3.7.3.2 Provide the capability for a Plaintiff to make a request for adjudication by telephone.

C.3.7.3.3 Provide the capability for a Plaintiff to make a request for adjudication by mail. Provide a queuing process for multiple reviewers of mail

adjudications and capability for decisions to be documented and processed.

- C.3.7.3.4 Provide the capability for a Plaintiff to make a request for adjudication online.
- C.3.7.3.5 Ensure that a ticket is eligible for hearing based on when in the Treatment Schedule process the request is received.
- C.3.7.3.6 Automatically place a ticket in the Plaintiff's Case Folder when the Application has approved it for adjudication.
- C.3.7.3.7 Automatically request parking meter status from the DDOT meter System when the Application has approved a parking meter ticket for adjudication.
- C.3.7.3.8 Automatically stop Treatment Schedule when DMV approves adjudication for a ticket.
- C.3.7.4 **Case Folder:** To ease the review process during hearings, assemble and store a folder (package) that contains all information regarding one or more tickets that are heard together. The Contractor shall:
  - C.3.7.4.1 Enable multiple tickets to be included in a single Case Folder.
  - C.3.7.4.2 Include information in the Case Folder pertaining to each ticket.
  - C.3.7.4.3 Include contact information about the Plaintiff.
  - C.3.7.4.4 Include digital Images associated with tickets.
  - C.3.7.4.5 Include organization information (if any): organization name, organization identification, Application date, address, telephone number, and e-mail address.
  - C.3.7.4.6 Include ticket information: ticket number, vehicle information, Sighting Information, Infraction information, driver contact information, and contact information about the vehicle registration owner, contact information about the vehicle title owner, Customer comments, and official comments.
  - C.3.7.4.7 Include any financial information: payments, refunds, and correction.
  - C.3.7.4.8 Include any Correspondence: outgoing Correspondence and incoming Correspondence.

- C.3.7.4.9 Include Images of any material provided by the Plaintiff.
- C.3.7.4.10 Include parking meter status if available.
- C.3.7.4.11 Assign a case number.
- C.3.7.5 ***Adjudication Queue:*** To organize and manage the adjudication process, maintain a queue for unscheduled reviews. The Contractor shall:
  - C.3.7.5.1 Maintain a queue for mail in cases reviewed by the adjudicator alone. When an adjudicator signs onto the System for mail adjudication reviews, the next case in queue will be presented for their review. In mail adjudication and in-person hearings the hearing record will allow the adjudicator to enter extensive comments related to the disposition, in addition to containing boilerplate legal references.
  - C.3.7.5.2 Maintain a queue for unscheduled hearings reviewed by the adjudicator and the Plaintiff.
  - C.3.7.5.3 Maintain a queue for unscheduled online hearings reviewed by the adjudicator and the Plaintiff.
  - C.3.7.5.4 Calculate an approximate hearing time for unscheduled hearings based on number of tickets to adjudicate in the queue, the average duration for adjudication, and the hours of operation.
- C.3.7.6 ***Traffic Enforcement Officer Schedule:*** To facilitate the presence of traffic enforcement officers, maintain and communicate a schedule of hearings for the traffic enforcement officers. The Contractor shall:
  - C.3.7.6.1 Maintain availability schedule for traffic enforcement officers.
  - C.3.7.6.2 Use the availability schedule of the traffic enforcement officer when scheduling hearings where the presence of the traffic enforcement officer is needed.
  - C.3.7.6.3 Automatically send an electronic notification to the enforcement agency of scheduled hearings.
- C.3.7.7 ***Interpreter Schedule:*** To facilitate the presence of interpreters, maintain and communicate a schedule of hearings for the interpreters. The Contractor shall:
  - C.3.7.7.1 Maintain availability schedule for interpreters.

- C.3.7.7.2 Use the availability schedule of the interpreter when scheduling hearings where the presence of the interpreter is needed.
- C.3.7.7.3 Automatically send an electronic notification to the interpreter of scheduled hearings.
- C.3.7.8 **Scheduling:** To service Customers who request adjudication hearings, maintain a schedule defining when a Customer is available for a review. The Contractor shall:
  - C.3.7.8.1 Maintain a schedule for all hearings
  - C.3.7.8.2 Automatically schedule the hearing based on the availability of the officer(s) who issued the ticket(s).
  - C.3.7.8.3 Automatically schedule the hearing based on the availability of an interpreter if needed.
  - C.3.7.8.4 Default a scheduled hearing to the first available time.
  - C.3.7.8.5 Enable the Plaintiff to reschedule a hearing one time, seventy-two hours in advance.
  - C.3.7.8.6 Enable manual change of a hearing time by authorized Users.
- C.3.7.9 **Notification:** To communicate information, status, and decisions to the Customer; integrate with the notification function. The Contractor shall:
  - C.3.7.9.1 Generate Notice when:
    - the Application denies a request for adjudication or
    - the adjudicator enters a disposition in a case or
    - the Application schedules a hearing or
    - the Plaintiff fails to appear for a scheduled hearing or
    - the Application reschedules a hearing or
    - the Plaintiff has exceeded its limits for the number of times the Plaintiff can reschedule a hearing
    -
  - C.3.7.9.2 Gather information needed for a photo enforcement Notice to include any digital Images associated with the Infraction.
  - C.3.7.9.3 Assign Notice Type.
  - C.3.7.9.4 Assign any insert identifier.
  - C.3.7.9.5 Assign Delivery Type.

- C.3.7.9.6 Pass delivery address as defined by the Delivery Type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.
- C.3.7.10 **Post Decision Activities.** The Contractor shall:
  - C.3.7.10.1 Automatically resume Treatment Schedule for ticket when adjudication disposition is unfavorable to the Plaintiff.
  - C.3.7.10.2 Automatically close a ticket when adjudication disposition is favorable to the Plaintiff.
  - C.3.7.10.3 Capture Disposition Code, notes from the adjudicator, and date and time of resolution when a hearing adjudication is resolved.
  - C.3.7.10.4 Include Disposition Code, notes from the adjudicator, and date and time of resolution in the Case Folder.
  - C.3.7.10.5 Enable the adjudicator to waive or reduce a ticket Fine.
  - C.3.7.10.6 Enable the adjudicator to waive or reduce a Fee associated with a ticket.
  - C.3.7.10.7 Automatically provide final disposition letter to the Plaintiff.
- C.3.7.11 **Miscellaneous.** The Contractor shall:
  - C.3.7.11.1 Enable a Plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in a single Case Folder.
  - C.3.7.11.2 Facilitate online access to the Case Folder.
- C.3.7.12 **Appeal.** After an adjudicator has upheld a ticket, the Customer may appeal the decision. The Customer submits a request for appeal by mail, telephone, online, or in person. The Appeals Court then reviews the appeal behind closed doors. Unless otherwise noted, the Contractor shall:
  - C.3.7.12.1 Accept and process appeal requests.
  - C.3.7.12.2 Ensure that a ticket is eligible for appeal based on how long after the hearing disposition the hearing request is filed. (For mail-in requests, the appeal is filed on the date the request is postmarked. For walk-in requests, the appeal is filed on the date Customer makes the request. For telephone requests, the appeal is filed on the date the Customer calls to make the request. For online requests, the appeal is filed on the date the Customer makes the online request.)

- C.3.7.12.3 Ensure that a ticket is eligible for appeal based on whether the Plaintiff has fulfilled its financial obligation relating to the ticket it wants to appeal.
- C.3.7.12.3.1 Plaintiff has paid all Fines, penalties and Fees associated with the ticket.
- C.3.7.12.3.2 Plaintiff has paid the appeal Fee.
- C.3.7.12.3.3 Plaintiff has paid any transcript Fees associated with the appeal, if applicable.
- C.3.7.12.4 Make a transcript request (printed and digital file) for appeals regarding tickets for Moving Infractions.
- C.3.7.12.5 Capture the Disposition Code to indicate that the appeal is processed if the Plaintiff has satisfied the preconditions for appeal before the end of the appeal period. The Disposition Code shall trigger the generation of an acknowledgement of receipt Notice to the Customer
- C.3.7.12.6 Automatically update the Disposition Code to indicate that the appeal is dismissed if the Plaintiff has not been able to satisfy the preconditions for appeal before the end of the appeal period. The Disposition Code shall trigger the generation of an appeal dismissal letter to the Customer.
- C.3.7.13 **Case Folder:** To ease the review process during hearings, assemble and store a folder that contains all information regarding one or more tickets that are heard together. The Contractor shall:
  - C.3.7.13.1 Use the same Case Folder for the appeal review as was created for the adjudication review.
- C.3.7.14 **Appeals Queue:** To organize and manage the appeals process, maintain a queue or schedule for appeals. The Contractor shall:
  - C.3.7.14.1 Maintain a schedule or queue for cases reviewed by the Appeals Board.
  - C.3.7.14.2 Maintain User definable thresholds for the number of cases in a queue.
  - C.3.7.14.3 Generate an alert for the supervisor when the number of cases in a queue exceeds the threshold.
- C.3.7.15 **Transcript:** To ensure that all available information about a ticket is Captured, maintain and store transcripts. The Contractor shall:
  - C.3.7.15.1 Capture an image of the court transcript as well as the digital Audio File.

- C.3.7.16**      *Miscellaneous.* The Contractor shall:
- C.3.7.16.1      Enable a Plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in the same Case Folder.
- C.3.7.16.2      Provide online access to the Case Folder to authorized Users.
- C.3.7.16.3      Capture Disposition Code, and date and time of resolution when an appeal is resolved.
- C.3.7.16.4      Notify DMV of Disposition Code when an appeal is resolved.
- C.3.8**            **Notification**
- C.3.8.1**            *Notification:* To communicate information, status, and decisions to the Customer, in support the notification function. The Application uses a notification service to format and distribute Correspondence. The Contractor shall:
- C.3.8.1.1            Generate a Notice when
- the Application accepted a request for appeal
  - the Application dismisses a request for appeal
  - the judge enters a disposition for an appeal
  - the Plaintiff fails to appear for an appeal
  -
- C.3.8.2**            **Correspondence.** To fulfill its tasks to assist in the ticketing process, store digital image and information on all incoming and outgoing Correspondence. The functions as written in this section pertain to tracking Correspondence. Unless otherwise noted, the Contractor shall:
- C.3.8.2.1**            *Tracking Correspondence:* To support the adjudication process, Capture all Correspondence.
- C.3.8.2.1.1            Track each Notice as the Application generates it.
- C.3.8.2.1.2            Facilitate the imaging Capture of outgoing Correspondence. If the Notice is computer-generated, ensure a 'copy' of the Notice as printed is attached to the Infraction. If the Notice is a back-office-generated letter, provide the capability to Capture the document in the ticket processing service and link it to the appropriate record.
- C.3.8.2.1.3            Facilitate the imaging and Capture of conventional incoming Correspondence.
- C.3.8.2.1.4            Facilitate the Capture of incoming electronic Correspondence.

- C.3.8.2.1.5 Facilitate the Capture of telephone Correspondence.
- C.3.8.2.1.6 Capture postmarked mailing date, Correspondence Type, name of sender, and address of sender.
- C.3.8.2.1.7 Facilitate the linkage of Correspondence information to a ticket number.
- C.3.8.2.1.8 Facilitate the linkage of Correspondence information to a vehicle registration.
- C.3.8.2.1.9 Facilitate the linkage of Correspondence information to a driver's license.
  
- C.3.9** **Parking and moving violation Enforcement.** Assist the traffic enforcement officer in gathering ticket information. The functions as written in this section pertain to the parking enforcement. The Contractor shall provide the following data to Law Enforcement:
  
- C.3.9.1** *Exchange information.* The Contractor shall:
  - C2.9.1.1 Provide vehicle and model based on Tag Number.
  - C2.9.1.2 Provide driver information based on vehicle primary owner.
  - C2.9.1.3 When traffic tickets are issued, check to see if the vehicle is eligible for other tickets.
  - C2.9.1.4 Automatically determine if the vehicle registration owner's record warrants tickets for other Infractions.
  - C2.9.1.5 Determine if Law Enforcement wants the vehicle (stolen or used in criminal activity).
  - C2.9.1.6 Provide vehicle description based on Tag Number.
  - C2.9.1.7 Determine if the vehicle is eligible for Booting or towing.
  - C2.9.1.8 Determine if the vehicle in its current location is violating any parking restrictions.
  - C2.9.1.9 Determine if the vehicle was towed to its current location. If so, the vehicle is generally not eligible for further tickets resulting from the vehicle's location.
  - C2.9.1.10 Determine if the vehicle registration has expired.

- C2.9.1.11 Determine if the vehicle warrants tickets for other Infractions.
- C.3.9.2 ***Ticket Reassignment:*** To allow Capture of reassigned liability on a photo enforcement ticket, provide functionality to District Users to reassign the ticket to the responsible party. The Contractor shall:
  - C.3.9.2.1 Provide capability for District User reassignment of moving and parking enforcement tickets that are issued to a vehicle registered by a participant of the Fleet Program to the driver's license holder at the request of the Fleet Program participant.
  - C.3.9.2.2 Capture responsible party driver's license number and address and validate new responsible party's Driver License Number to determine if it is an active driver license. Search Destiny for the DL if a DC driver; otherwise, search NLETS or pass-through WALES for validation of non-DC driver licenses.
  - C.3.9.2.3 Enable the reassignment of responsible party to be rolled back. This is necessary if the newly assigned responsible party denies responsibility, or if the reassigned DL provided by the Customer, is not valid.
  - C.3.9.2.4 Assign Treatment Schedule to ticket when the Application reassigns the ticket.
- C.3.9.3 ***Handwritten Ticket Issuance:*** The ticketing service shall have the capability to Capture and process handwritten ticket data. The Contractor shall:
  - C.3.9.3.1 Gather Information: The Application Captures information from handwritten tickets.
  - C.3.9.3.2 Capture Image of handwritten tickets.
  - C.3.9.3.3 Capture information on handwritten ticket.
  - C.3.9.3.4 Capture information pertaining to the Parking Infraction.
  - C.3.9.3.5 Capture information pertaining to the Moving Infraction.
  - C.3.9.3.6 Read ticket information from ticket (using Optical Character Recognition (OCR) or bar code): ticket number.
  - C.3.9.3.7 Use imaging technology to automate data Capture when possible.
  - C.3.9.3.8 Ensure that the System generated ticket numbers do not duplicate the ticket numbers in the manual ticket books.

- C.3.10**            **Booting and Towing.** Manage the Booting and towing process. The functions as written in this section pertain to the Booting enforcement. The Contractor shall:
- C.3.10.1**            **Boot Eligibility:** Determine if a vehicle is eligible for Booting based upon a file downloaded daily to the DPW SFTP Server and then downloaded by DPW to the Handheld Devices.
- C.3.10.1.1           Enable the assignment of one or more evaluation rules to a tracking type.
- C.3.10.1.2           Automatically determine when vehicles are eligible for Booting.
- C.3.10.2**            **Tow Eligibility.** The Contractor shall:
- C.3.10.2.1           Automatically determine if a Booted vehicle is eligible for towing based on how long it has been Booted.
- C.3.10.2.2           Consider business days on the calendar when determining if the vehicle is tow-eligible.
- C.3.10.2.3           Notify the towing System with a file downloaded when a Booted vehicle becomes tow-eligible.
- C.3.10.3**            **Fee:** There is a Fee associated with Booting a vehicle. The Contractor shall:
- C.3.10.3.1           Provide the capability to the District User to apply a Booting Fee to a vehicle. Provide the capability to apply a Boot Escape Fee when the Boot is removed by the Customer.
- C.3.10.4**            **Boot Release:** When an owner satisfies the conditions that led to the Boot, the Boot Crew releases the Boot on the owner's vehicle. The Contractor shall:
- C.3.10.4.1           Automatically place vehicles in the release queue when they are eligible for release.
- C.3.10.4.2           Show in the Boot Queue vehicles that are eligible for Boot Release.
- C.3.10.4.3           Towing and Impoundment: Support the towing and impoundment process. The functions as written in this section pertain to the towing and impoundment process. Unless otherwise noted, the Contractor shall:
- C.3.10.4.4           Download a file to the DPW SFTP Server containing vehicles that are

eligible for towing. A vehicle is eligible for towing if the type of Infraction defines that DPW must tow the vehicle.

C.3.10.4.5 Automatically determine if a vehicle is eligible for towing. A vehicle is eligible for towing if DPW has Booted it for a certain period.

C.3.10.4.6 Notify the towing System about vehicles that are tow-eligible.

C.3.10.4.7 Notify the towing System about vehicles that are eligible for release. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated.

**C.3.10.5** *Fees:* There is a Fee associated with towing and storing a vehicle. The Contractor shall:

C.3.10.5.1 Obtain towing Fee from towing System.

C.3.10.5.2 Obtain storage Fee from towing System.

### **C.3.11 FLEET PROGRAM**

C.3.11.1 The Application manages the Fleet Programs. The requirements as written in this section pertain to the governmental, commercial, and rental Fleet Programs. Unless otherwise noted, the Contractor shall:

#### **C.3.11.2** *Program Maintenance*

C.3.11.2.1 The Contractor manages the Fleet Program:

- Facilitate the Fleet application process.
- Facilitate a mail-in application process.
- Facilitate an online application process.
- Generate a contract for Customer signature.
- Facilitate the Fleet set-up process.
- Facilitate the maintenance of corporate information.
- Facilitate the maintenance of Fleet information.
- Facilitate the Fleet termination process.

**C.3.11.3** *Eligibility.* The Contractor shall:

C.3.11.3.1 Verify that an applicant is eligible to participate in the Fleet Program.

C.3.9113.2 Validate eligibility requirements for a company or agency to participate in the Fleet Program.

C.3.11.3.3 Fleet companies must either own or have long-term lease agreements on the vehicles.

- C.3.11.3.4 Fleet companies must register five or more commercial vehicles.
- C.3.11.3.5 Fleet companies must not have any outstanding parking tickets to register.
- C.3.11.4** *Payee Management.* The Contractor shall:
  - C.3.11.4.1 To support the Fleet Program, the Application allows for the reassignment of financially responsible party.
  - C.3.11.4.2 Facilitate the reassignment of responsible payment party.
  - C.3.11.4.3 Send ticket to new responsible party.
  - C.3.11.4.4 Assign Treatment Schedule to ticket when the Application reassigns the ticket.
  - C.3.11.4.5 The Application presents information in a manner that allows the viewer to accomplish its task in the most efficient manner.
- C.3.11.5** *Display summary.* The Contractor shall:
  - C.3.11.5.1 Display program summary information: company name, company address, certifying official's name, and certifying official's telephone number.
  - C.3.11.5.2 Display summary information for each vehicle: vehicle registration number, and internal vehicle identification.
  - C.3.11.5.3 Display summary ticket information for each vehicle: ticket number, issue date, Infraction Type, and monetary amount due.
  - C.3.11.5.4 Display adjudication status for each adjudicated ticket: hearing schedule or disposition.
- C.3.11.6** *Display details.* The Contractor shall:
  - C.3.11.6.1 Display program detail information: company name, company address, certifying official's name, and certifying official's telephone number, company identification, application date, termination date, and approval code.
  - C.3.11.6.2 Display detailed information for each vehicle: vehicle registration number, state, registration expiration date, Vehicle Identification Number (VIN), vehicle make, color, body style, internal vehicle identification, and vehicle owned/leased.

- C.3.11.6.3 Display adjudication status for each adjudicated ticket: hearing date, disposition, adjudicator code, and all ticket payment information.
- C.3.11.6.4 Allow a User to print displayed information for offline viewing.
- C.3.11.6.5 Allow a User to export displayed information to a file that can later be imported in other Applications, such as spreadsheets and documents, for documentation and analysis.
- C.3.11.7** *Miscellaneous.* The Contractor shall:
  - C.3.11.7.1 Exempt Fleet vehicles from Booting, but not from towing.
  - C.3.11.7.2 Exclude non-vehicle based tickets from the Fleet Program.
- C.3.11.8** *Treatment Schedule.* The Contractor shall:
  - C.3.11.8.1 To facilitate the Treatment Process, facilitate the creation and maintenance of User defined Treatment Schedules.
  - C.3.11.8.2 Enable the assignment of separate Treatment Schedules to Fleet ticket.
- C.3.11.9** *Rental Fleet Application.* The Contractor shall:
  - C.3.11.9.1 Capture information about rental Fleets.
  - C.3.11.9.2 Capture contact information: certifying corporate official.
  - C.3.11.9.3 Capture Fleet information: vehicle information, internal vehicle identification, and vehicle owned/leased.
  - C.3.11.9.4 Capture application information: company identification, application date, termination date, reason for termination, and approval code.
- C.3.11.10** *Government Fleet Application.* The Contractor shall:
  - C.3.11.10.1 Capture information about government Fleets.
  - C.3.11.10.2 Capture contact information: certifying agency official.
  - C.3.11.10.3 Capture Fleet information: vehicle information, internal vehicle identification, and vehicle owned/leased.
  - C.3.11.10.4 Capture application information: agency identification, application date, termination date, reason for termination, and approval code.

- C.3.11.10.5 **Fleet Program Reporting.** Manage the Fleet Programs for ticket processing. The functions as written in this section pertain to the governmental, commercial, and rental Fleet Programs. Unless otherwise noted, the Contractor shall:
- C.3.11.11 **Status Reports:** Generate and notify Fleet Program participants and certifying officials of the availability of their regularly scheduled reports.
- C.3.11.11.1 Generate regularly scheduled Notices to the Fleet Program participants and certifying officials on tickets issued to vehicles registered in the Fleet Program, the current status of those tickets including payments made and hearings requested, and vehicles registered in the program.
- C.3.12 **Remote Devices.** The Contractor shall:
- C.3.12.1 **Remote Devices – General.** Capture and process information gathered with remote devices, such as handheld devices and mobile data units. The functions as written in this section pertain to Modular Handheld Devices and MDTs and the function of these remote devices. Unless otherwise noted, the Contractor shall provide the following capability:
- C.3.12.2 **Gather Information:** Capture information resulting from any activities relating to parking or moving enforcement using a daily file upload from the DPW SFTP Server or from other manual Tickets entered by the contractor. The Contractor shall:
- C.3.12.2.1 Gather information pertaining to parking enforcement.
- C.3.12.2.2 Gather information pertaining to time tracking.
- C.3.12.2.3 Gather information pertaining to moving enforcement.
- C.3.12.2.4 Gather information pertaining to registration of out-of-state automobile enforcement (ROSA).
- C.3.12.2.5 Gather information pertaining to Boot enforcement.
- C.3.12.2.6 Gather information pertaining to towing enforcement.
- C.3.12.2.7 Gather information pertaining to meter functionality.
- C.3.12.3 **Data Availability:** To enable a parking or traffic enforcement officer to effectively enforce parking and moving restrictions, provide access to vital information. The Contractor shall:

- C.3.12.3.1 Obtain a batch file daily from DMV with vehicle registration information.
- C.3.12.3.2 Search on the VIN or Tag Number to determine if the vehicle or tag is stolen or wanted.
- C.3.12.3.3 If the vehicle is wanted by Law Enforcement, alert the officer who Cited the vehicle that the vehicle is wanted by Law Enforcement.
- C.3.12.3.4 Maintain residential Parking Zone information.
- C.3.12.3.5 Maintain up-to-date Infraction Type data.
- C.3.12.3.6 Maintain up-to-date ticket forms.
- C.3.12.3.7 Have access to up-to-date meter inventory information.
- C.3.12.4** ***Inquiry:*** Present information in a manner that allows the traffic enforcement officers to accomplish their tasks in the most efficient manner.
  - C.3.12.4.1 Provide capability to inquire on tickets.
  - C.3.12.4.2 Inquire on ticket based on vehicle Tag Number.
  - C.3.12.4.3 Inquire on ticket based on Vehicle Identification Number (VIN).
  - C.3.12.4.4 Retrieve vehicle activity information based on vehicle Tag Number.
  - C.3.12.4.5 Obtain a file daily from DMV with Vehicle Identification Number (VIN).
  - C.3.12.4.6 Retrieve ticket activity information based on ticket number.
  - C.3.12.4.7 Retrieve ticket activity information based on sighting location.
  - C.3.12.4.8 Retrieve ticket activity information based on badge id.
  - C.3.12.4.9 Retrieve ticket activity information based on any combinations of these parameters.
- C.3.12.5** **Remote Devices – Cameras.** Accept digital Images, from the MPD Red Light and Photo Radar Ticket. The functions as written in this section pertain to the Capture and use of Images. Unless otherwise noted, the Contractor shall:

C.3.12.5.1 Capture Infraction information directly from the MPD application: camera identification, date and time, sighting location, Infraction Type, maximum allowable vehicle speed, speed of the vehicle, maximum allowable vehicle height, height of vehicle, reliability information, badge id (for radar cameras), beat number, and agency.

**C.3.12.6 Review Process by MPD Prior to Entry into the Ticketing Service**

C.3.12.6.1 An authorized officer from MPD shall review queued images from the Red Light Contractor and approve the issuance of a ticket resulting from an Infraction Captured by a traffic camera. If the officer does not deem that the photo is sufficient for a ticket, Capture the photo in a file in the ticketing System for rejected photos along with the date and officer ID and an explanation for the rejection. This information can be accessed by camera number, date, officer ID, and location. Otherwise, if the officer deems the photo Captured the violation, the Contractor shall:

C.3.12.6.2 Provide security to ensure access and approval is limited to MPD officers.

C.3.12.6.3 Accept ticket approval from the MPD System.

C.3.12.6.4 Attach to current record for that driver or vehicle or create new record using the Tag Number.

C.3.12.6.5 Send the traffic ticket Captured from a traffic camera to the vehicle registration owner. The Notice shall contain the Image and pertinent information. The Notice shall be generated within 72 hours.

C.3.12.6.6 Generate a Notice of Infraction on MPD letterhead.

**C.4 Back-Office Service**

**C.4.1 Background**

The Contractor shall provide the personnel, and equipment required in handling all Correspondence processing (e.g., payments), manual ticket processing, mail-in adjudication, documents imaging and all back office-related activities associated with ticket services. The Contractor shall also provide office space to the District, located within the District, for this operation and include at least two offices for DMV staff.

## **C.4.2 PROCESS REQUIREMENTS**

### **C.4.2.1 Manual Processing**

**C.4.2.1.1** Although the majority of tickets will be electronically Captured, the Contractor shall support manual work required to process (e.g., imaging and data entry and payment processing) mail-in requests and manual ticket processing. The mail-in requests include ticket payments that should go to the lockbox operation but are sent by mistake directly to DMV or are deposited in the DMV lobby box. (Note: In general, all payments for a DMV ticket transaction should process directly to the lockbox operation but this does not always occur as desired.) Additionally, other activities include requests for adjudication actions, hearing scheduling, refund processing, appeals, consolidated payments (i.e., one payment for multiple ticket transactions), research and problem resolution, and all other back-office related activities handled by the DMV in reference to ticket processing. Each request may have more than one item or action that is required. The detail of how to handle each is provided below.

### **C.4.2.2 Mail-in Ticket Payments**

**C.4.2.2.1** The Contractor may receive mail-in payments. This includes all types of tickets. A Lockbox P.O. Box number is provided on tickets for the Customer to mail payment. Some Customers, however, do not use the PO Box; rather, they send their payment direct to DMV. The P.O. Box number relates to the lockbox service which is a separate CONTRACT. The Back-Office service, however, will also handle receipt of mail that should have gone to the lockbox but was inadvertently sent directly to DMV. The System or Contractor shall provide the following to the District in support of mailed payments:

**C.4.2.2.2** Process the mailed tickets and payments. This includes:

- Provide a courier to collect the items from the DMV service centers. Date and time-stamp each.
- Scan the documents, including the envelopes, into the System, along with validations. Ensure postmark is Captured.
- Record the receipt of payment.
- Capture and process into the System all Data Elements necessary from each ticket and payment.

**C.4.2.2.3** Scan (i.e., a bar code will be present on all documents generated by the System to expedite finding the record in the ticket System). The

Contractor shall enter the Data Elements, including but not limited to the following, if available:

- C.4.2.2.3.1
  - Tag Number for quality control edits (verifies correct record, Double Blind entry if not obtained using Barcode)
  - Operator ID (automatically Captured by the System in most cases based on login ID)
  - Process Date
  - Amount Paid (Double Blind entry)
  - Check Number
  - Method of Payment
  - Notice Number
  - Notice Date (delinquent) if applicable

C.4.2.2.4 Information on the type of Notice to generate is addressed in the ticket processing service provider SOW. Capture ticket data for audit purposes, when the ticket is not found in the System. (This may occur, for example, if someone receives a hand written ticket and comes in to pay before the ticket book is turned in for processing.) This goes into the Ticket System.

- C.4.2.2.4.1
  - Operator ID
  - Process Date
  - Tag Number (Double Blind entry)
  - Drivers License Number, if applicable.
  - Ticket Amount
  - Amount Paid (Double Blind entry)
  - Check Number
  - Method of Payment
  - Notice Date (delinquent) if applicable
  - Notice Type if applicable
  - Ticket Number

C.4.2.2.5 Generate report of payments received.

C.4.2.2.5.1 Generate reports electronically, with remote viewing capabilities.

C.4.2.2.5.2 Generate daily report showing tickets awaiting verification and reconciliation purposes prior to deposit.

**C.4.2.3 Support error status resolution. The Contractor shall:**

C.4.2.3.1 Assign error status codes to support all potential errors to include but not limited to:

- C.4.2.3.2 Ticket number invalid.
- C.4.2.3.3 Program ID invalid: Fleet Program, Rental Program, or Installment Plan.
- C.4.2.3.4 Resolve all errors within 24 hours depending upon System availability (not counting System downtime).
- C.4.2.3.5 Contract, at Contractor's expense, an outside audit firm approved by the District to perform audits of all activity and financial transactions every 3 months.
- C.4.2.4 Manual Ticket Processing.**
- C.4.2.4.1 Approximately 20% of the District Parking Tickets are written by District enforcement officers using manual ticket books. In addition to photo enforcement, moving violations are issued by District police using manual ticket books. Volumes are expected to be 450,000 – 550,000 annually initially, but may decrease as MDT and hand-held devices proliferate. The Contractor shall process these tickets. The Contractor shall:
1. Provide automated ticket stock to be utilized by ticket writers using remote handheld devices and MDTs. Ticket stock specifications must be linked to the technical requirements of the remote handheld devices and MDTs used and the needs of DPW or other using agencies.
  2. Maintain inventory control and coordinate inventory levels.
  3. Include, on invoices to the District, direct costs for ticket printing that shall be reimbursed by the District.
  4. Be responsible for the proper functioning of ticket stock for the intended purpose.
- C.4.2.4.1.1 Process tickets for parking and moving violations. These tickets can come from a variety of agencies, including MPD, DPW, GAO, Capital Police, Park Police, and other enforcement agencies.
- C.4.2.4.1.2 Date and time stamp all tickets processed and assign a batch number (if processed in batch mode).
- C.4.2.4.1.3 Manually code issuing agency number and violation, and key all Data Elements with double-blind verification, to include:  
 Parking tickets: ticket number, date/month/year/time, Tag Number, state code, vehicle make, vehicle location (including quadrant), violation code, meter number, Fine amount, issuing agency, badge number, and any comments noted on the back of the ticket. For voided tickets, the System shall reflect the dollar amount as \$0.

Moving tickets: operator permit number, ticket number, date/month/year/time, Tag Number, state code, vehicle make, violation location (including quadrant), violation code, indicator if hazardous material or CDL license, Fine amount, issuing agency, badge number, CAD number and accident number. For warning tickets, the System shall reflect the dollar amount as \$0.

- C.4.2.4.1.3.1
- Reconcile tickets to the number of records updated and dollar amounts to dollar value written on tickets
  - Perform edit processing and research edit discrepancies
  - Generate balancing reports
  - Store tickets for a minimum period of one year, and retrieve any individual ticket from storage upon User request
- C.4.2.4.1.4
- The data on the vehicle and owner, if not on the ticket, will be obtained by the service provider from various sources to populate the ticket record.
- C.4.2.4.1.5
- Enter manual tickets into the Ticket System by the end of the next business day.
- C.4.2.4.1.6
- Provide error status resolution.*** The Contractor shall:
- C.4.2.4.1.6.1
- Assign error status codes to support all potential errors to include but not limited to: invalid Infraction code and missing information
- C.4.2.4.1.6.2
- Resolve 95% of all errors within 24 hours working with District Employees. After 24 hours the remaining 5% should be couriered over to the "C" street DMV site, with attention to the Hearing Support Manager.
- C.4.2.4.1.7
- Mail-in Adjudication**
- C.4.2.4.1.7.1
- The Customer can either pay a ticket or request adjudication. Adjudication encompasses an in-person hearing request for moving or radar tickets, a request for resolution via mail, web adjudication, re-scheduling of hearings, and potential appeals. The Contractor shall process all of related mail appropriately into the Ticket System. The Contractor shall:
- C.4.2.4.1.7.2
- Provide one Post Office box for adjudication requests that are mailed. The Contractor has the option to obtain more than one PO box to be used for each ticket type, allowing pre-sorting.

- C.4.2.4.1.8 **Accept and scan all documents provided for the following requests.**
- C.4.2.4.1.8.1 In-person hearing schedule request.
- C.4.2.4.1.8.2 Adjudication by mail including back office support of the Fleet Adjudication program.
- C.4.2.4.1.8.3 Rescheduling of hearing
- C.4.2.5 **Appeals.** The Contractor shall:
  - C.4.2.5.1 Process the requests into the Ticket System. This includes capturing the Data Elements necessary from the requests and processing the data appropriately. (Details below)
  - C.4.2.5.2 Process any requests placed in the drop box. This will include providing a courier to pick up from each service center (and also deliver to each service center.) This will include, for example, transactions that are incomplete and need to be researched by DMV staff. This also includes capturing the Data Elements necessary from the requests and processing the data appropriately.
- C.4.2.6 **Correspondence.** The Contractor shall:
  - C.4.2.6.1 Date and time stamp all requests.
  - C.4.2.6.2 Enter requests directly into the Ticket System. The ticket information will be automatically populated if a barcode is available, but the Contractor shall enter the Data Elements; including but not limited to:
    - C.4.2.6.2.1 Employee ID for processing clerk
    - C.4.2.6.2.2 Process Date
    - C.4.2.6.2.3 Type of request (i.e., mail-in adjudication, schedule hearing, reschedule hearing appeals); this shall entail reading of the Correspondence content and designation of a workflow queue into which the Correspondence should be electronically routed for further processing by DMV staff. The Correspondence shall be electronically indexed to the associated ticket number.
    - C.4.2.6.2.4 Notice Date (delinquent) if applicable
    - C.4.2.6.2.5 Notice Type if applicable
  - C.4.2.6.3 Capture and store adjudication request information for audit purposes.

- C.5.5.2.6 Pre-drafted Fleet application forms: the forms used for applying for participation in a Fleet Program.
- C.5.5.2.7 Pre-drafted Fleet Program contract forms: the forms used for establish participation in a Fleet Program.
- C.5.5.2.8 Pre-drafted Installment Plan contract forms: the forms used to establish participation in an Installment Plan.
- C.5.5.2.9 Mail adjudication hearing records.
- C.5.5.3 Mailing.** The Contractor shall:
  - C.5.5.3.1 Mail Forms using address provided on the electronic file. Whenever possible, take advantage of bulk and pre-sorted by zip code rates.
  - C.5.5.3.2 Validate Name and address through a third party Contractor.
  - C.5.5.3.3 Provide all necessary materials in support of mailings.
  - C.5.5.3.4 Ticket forms: the forms used to issue tickets.
  - C.5.5.3.5 Notices forms: the forms used to generate Notices for the Treatment Process shall be User definable and can be edited easily by authorized Users.
  - C.5.5.3.6 Pre-drafted Correspondence forms: the forms used for Correspondence outside the normal ticketing and Treatment Process.
  - C.5.5.3.7 Pre-drafted Fleet application forms: the forms used for applying for participation in a Fleet Program.
  - C.5.5.3.8 Pre-drafted Fleet Program contract forms: the forms used for establish participation in a Fleet Program.
  - C.5.5.3.9 Pre-drafted Installment Plan contract forms: the forms used to establish participation in an Installment Plan.
  - C.5.5.3.10 Mail adjudication hearing records.

**C.5 Mailing Service SOW**

C.5.1 The Contractor shall provide mailing services that include the ability to generate, fold, stuff and mail the Notices and information. The Contractor shall provide for the resources and the equipment needed to perform this service. Postage shall be billed at cost on a monthly basis. The chart below provides estimated yearly volumes for the Notices sent to Customers.

C.5.2 The Contractor shall send parking and moving ticket overdue Notices (apx. 800,000), photo enforcement tickets (apx. 575,000), photo enforcement overdue Notices (apx. 246,000), and hearing appointment letters (apx. 21,000) to Customers each year, exclusive of delinquent collections activity which is a component of a separate CONTRACT.

C.5.3 The Contractor shall provide the service for a minimum of a two-year contract, with three (optional) one-year extensions. The contract shall also provide for a month-to-month default structure after the initial term is complete. Other term options will be considered.

C.5.4 The Contractor shall also make recommendations based upon their expertise, for process improvements and best practices that could be implemented by the District in support of this effort.

**C.5.5 PROCESS REQUIREMENTS**

C.5.5.1 **Notification PRINTING AND Mailing:**  
In support of paper notifications, the Contractor shall:

C.5.5.2 **Printing.** The Contractor shall:

C.5.5.2.1 Receive an electronic file of notifications from the Ticket Processing System on a daily basis and generate Notices within 24 hours.

C.5.5.2.2 Print Notices onto proper forms with proper logo. (Logo will be provided.) Types include but are not limited to:

C.5.5.2.3 Ticket forms: the forms used to issue tickets.

C.5.5.2.4 Notices forms: the forms used to generate Notices for the Treatment Process.

C.5.5.2.5 Pre-drafted Correspondence forms: the forms used for Correspondence outside the normal ticketing and Treatment Process.

when ticket is not found in Ticket System. This can occur when a ticket is manually issued to a Customer, and the ticket has not been turned in for processing:

- C.4.2.6.3.1 Process Date
- C.4.2.6.3.2 Tag Number (if provided)
- C.4.2.6.3.3 Drivers License Number (if provided)
- C.4.2.6.3.4 Ticket Amount
- C.4.2.6.3.5 Notice Date (if applicable)
- C.4.2.6.3.6 Notice Type (if applicable)
- C.4.2.6.3.7 Process all adjudication requests within one business day.
- C.4.2.6.3.8 Image the front (and back if it contains information) of all documents and the front of all envelopes into the Ticket System by ticket number.
- C.4.2.6.4 ***Provide error status resolution.***
  - C.4.2.6.4.1 Contractor shall assign error status codes to support all potential errors to include but not limited to: no ticket number and missing information
  - C.4.2.6.4.2 Contractor shall resolve all errors within 24 hours depending upon System availability. (not including System downtime)
- C.4.2.7 **Other Correspondence**
  - C.4.2.7.1 If the Contractor receives questions specific to the processing by the Contractor, they shall respond to the Customer and scan a copy of the Correspondence. The Contractor may receive letters asking questions that are not specific to the processing and that the Contractor is unable to answer. In these cases, the Contractor shall forward the original document to the specified person at the appropriate agency (e.g., DMV, adjudication, MPD, DPW). The Contractor shall:
    - C.4.2.7.2 Send the original over to DMV ("C" street), with attention to the Hearing Support Manager.
    - C.4.2.7.3 The Contractor shall also scan, track and store all received Correspondence along with the replies and, where possible, associate the scanned Image with a ticket for the person in question.

## **SECTION D: PACKAGING AND MARKING**

The packaging and marking requirements for this contract are governed by the Shipping Instructions Clause number 2 of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated November, 2004 (Section I).

## **SECTION E: INSPECTION AND ACCEPTANCE**

The inspection and acceptance requirements for this contract are governed by clause number 6, Inspection of Services, of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated November, 2004 (Section I). The Contractor is advised that Exhibit 1 to this CONTRACT includes additional Quality Assurance, Testing and Acceptance Criteria requirements that supplement the Standard Contract Provisions requirements.

**SECTION F - DELIVERIES OR PERFORMANCE**

**F.1 TERM OF CONTRACT**

The term of the contract shall be for two years from the date of award.

**F.2 DELIVERABLES for CLINS 0001, 0001AA, 0002, 1001, 1001AA 1002, 2001, 2001AA, 2002, 3001, 3001AA, 3002. (In section C.2.11.6)**

<b>Deliverable</b>	<b>Qty</b>	<b>Format/Method of Delivery</b>	<b>Due Date</b>	<b>Deliver to</b>
Project Plan including project schedule	1	Electronic	10/1/06	COTR See Section G.8
Detailed Application Processes	1	Electronic	10/15/06	COTR See Section G.8
List of all final documentation that will be delivered as a part of this contract	1	Electronic	10/15/06	COTR See Section G.8
Stress Test Plan	1	Electronic	11/1/06	COTR See Section G.8
Integration Test Plan	1	Electronic	11/1/06	COTR See Section G.8
Software Test Plan to include interface testing.	1	Electronic	11/1/06	COTR See Section G.8
User Acceptance Test Plan	1	Electronic	11/1/06	COTR See Section G.8
Before and After Business Process and Flow Model	1	Electronic	11/1/06	COTR See Section G.8
User Training Plan	1	Electronic	11/1/06	COTR See Section G.8
Business Objects 'Universe' populated for ad hoc and regular user-driven reports	1	Electronic	12/1/06	COTR See Section G.8
Business Continuity Plan	1	Electronic	12/1/06	COTR See Section G.8
Database Conversion Plan	1	Electronic	12/1/06	COTR See Section G.8
<b>Deliverable</b>	<b>Qty</b>	<b>Format/Method of Delivery</b>	<b>Due Date</b>	<b>Deliver to</b>
Training Schedule	1	Electronic	12/15/06	COTR

				See Section G.8
Application User Manual	50/1	Paper/Electronic .doc	11/1/06	COTR See Section G.8
User training material including training manual	50/1	Paper/Electronic .doc	11/1/06	COTR See Section G.8
Project Review Package	1	Electronic .doc	12/1/06	COTR See Section G.8
System Documentation especially for push/pull and other capabilities provided through the web services server	1	Electronic.doc	12/15/06	COTR See Section G.8
Operations and Maintenance Guide	12/1	Paper/Electronic .doc	12/15/06	COTR See Section G.8

**F.4 TYPE OF CONTRACT**

**F.4.1** This is a requirements contract with a two year base performance period commencing on the date of award with a one-year option period with payment based on firm fixed prices and with a cost reimbursement component.

**F.4.2 Evaluation of Option**

The District evaluated offers for award purposes by evaluating the total price for the option as well as the two-year base period. Evaluation of option shall not obligate the Government to exercise the option.

## SECTION G: CONTRACT ADMINISTRATION DATA

### G1 INVOICE PAYMENT

- G1.1** The District will make payments to the Contractor, upon the submission of proper invoices, at the prices stipulated in this contract, for supplies delivered and accepted and/or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract. The Contractor shall invoice any required equipment, other than the equipment specified for system implementation, upon written approval of the contracting officer. The District will withhold 10% payable at the conclusion of the 3-month stabilization period.
- G1.2** The District will pay the Contractor on or before the 30<sup>th</sup> day after receiving a proper invoice from the Contractor which has been approved by the District.

### G2 INVOICE SUBMITTAL

- G2.1** The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in Section G3 assuming all deliverables due that month have been delivered and accepted. This includes the deliverables identified in Section F above. To ensure the Contractor receives reasonable turnaround, all documents must be reviewed within one week of submission and changes or concerns noted with an additional week to review and accept the changes or concerns. Consequently drafts of the deliverables should be submitted at least three weeks prior to the due date to ensure acceptance by the due date. Three copies of the approved documents shall be delivered as well as the electronic version of the document. Payment for the month in question will be held until the deliverables are received and approved. Invoices shall be prepared in duplicate and submitted to the agency Chief Financial Officer (CFO) with concurrent copies to the Contracting Officer's Technical Representative (COTR) specified in G7 below. The address of the CFO is:

Department of Motor Vehicles  
Accounts Payable Section  
301 C Street, N.W.  
Washington, DC 20001

- G2.2** To constitute a proper invoice, the Contractor shall submit the following information on the invoice:
- G2.2.1** Contractor's name, Federal tax ID, DUNS number and invoice date (Contractors are encouraged to date invoices as close to the date of mailing or transmittal as possible.);

- G.2.2.2** Contract number, block number two (2) and encumbrance number, block number twenty-one (21) of the Solicitation Cover Sheet. Assignment of an invoice number by the Contractor is also recommended;
- G.2.2.3** Description, price, quantity and the date(s) that the supplies/services were actually delivered and/or performed;
- G.2.2.4** The original and two (2) copies of invoices for cost reimbursable expenses. The Contractor shall invoice any required equipment, other than the equipment specified for system implementation, upon written approval of the contracting officer;
- G.2.2.5** Other supporting documentation or information, as required by the contracting officer;
- G.2.2.6** Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;
- G.2.2.7** Name, title, phone number of person preparing the invoice;
- G.2.2.8** Name, title, phone number and mailing address of person (if different from the person identified in G.2.2.6 above) to be notified in the event of a defective invoice; and
- G.2.2.9** Authorized signature.

### **G3 PAYMENT**

Payment will be made based on the amounts for reimbursable and monthly services as specified and set forth in Section B, the Schedule of the Contract.

### **G4 ASSIGNMENTS**

- G.4.1** In accordance with 27 DCMR 3250, unless otherwise prohibited by this contract, the Contractor may assign funds due or to become due as a result of the performance of this contract to a bank, trust company, or other financing institution
- G.4.2** Any assignment shall cover all unpaid amounts payable under this contract, and shall not be made to more than one party.
- G.4.3** Notwithstanding an assignment of money claims pursuant to authority contained in the contract, the Contractor, not the assignee, is required to prepare invoices. Where such an assignment has been made, the original copy of the invoice must refer to the assignment and must show that payment of the invoice is to be made

directly to the assignee as follows:

Pursuant to the instrument of assignment dated \_\_\_\_\_,

Make payment of this invoice to \_\_\_\_\_

\_\_\_\_\_  
(name and address of assignee)

## **G.5 THE QUICK PAYMENT CLAUSE**

### **G.5.1 Interest Penalties to Contractors**

**G.5.1.1** The District will pay interest penalties on amounts due to the Contractor under the Quick Payment Act, D.C. Official Code §2-221.01 et seq., for the period beginning on the day after the required payment date and ending on the date on which payment of the amount is made. Interest shall be calculated at the rate of 1% per month. No interest penalty shall be paid if payment for the completed delivery of the item of property or service is made on or before:

- a) the 3<sup>rd</sup> day after the required payment date for meat or a meat product;
- b) the 5<sup>th</sup> day after the required payment date for an agricultural commodity; or
- c) the 15<sup>th</sup> day after the required payment date for any other item.

**G.5.1.2** Any amount of an interest penalty which remains unpaid at the end of any 30-day period shall be added to the principal amount of the debt and thereafter interest penalties shall accrue on the added amount.

### **G.5.2 Payments to Subcontractors**

**G.5.2.1** The Contractor shall take one of the following actions within 7 days of receipt of any amount paid to the Contractor by the District for work performed by any Subcontractor under a contract:

- a) Pay the Subcontractor for the proportionate share of the total payment received from the District that is attributable to the Subcontractor for work performed under the contract; or
- b) Notify the District and the Subcontractor, in writing, of the Contractor's intention to withhold all or part of the Subcontractor's payment and state the reason for the nonpayment.

**G.5.2.2** The Contractor shall pay any lower-tier Subcontractor or supplier interest penalties on amounts due to the Subcontractor or supplier beginning on the day after the payment is due and ending on the date on which the payment is made. Interest shall be calculated at the rate of 1% per month. No interest penalty shall be paid on the following if payment for the completed delivery

of the item of property or service is made on or before:

- a) the 3<sup>rd</sup> day after the required payment date for meat or a meat product;
- b) the 5<sup>th</sup> day after the required payment date for an agricultural commodity; or
- c) the 15<sup>th</sup> day after the required payment date for any other item.

**G.5.2.3** Any amount of an interest penalty which remains unpaid by the Contractor at the end of any 30-day period shall be added to the principal amount of the debt to the Subcontractor and thereafter interest penalties shall accrue on the added amount.

**G.5.2.4** A dispute between the Contractor and Subcontractor relating to the amounts or entitlement of a Subcontractor to a payment or a late payment interest penalty under the Quick Payment Act does not constitute a dispute to which the District of Columbia is a party. The District of Columbia may not be interpleaded in any judicial or administrative proceeding involving such a dispute.

## **G.6 CONTRACTING OFFICER (CO)**

Contracts may be entered into and signed on behalf of the District Government only by contracting officers. The address and telephone number of the Contracting Officer is:

**Sheila Mobley**  
**Contracting Officer**  
**Office of Contracting and Procurement**  
**441 4<sup>th</sup> Street, N.W., Suite 700S**  
**Washington, D.C. 20001**  
**Telephone: (202) 724-4757**  
**Facsimile: (202) 727-0245**

## **G.7 AUTHORIZED CHANGES BY THE CONTRACTING OFFICER**

**G.7.1** The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract.

**G.7.2** The Contractor shall not comply with any order, directive or request that changes or modifies the requirements of this contract, unless issued in writing and signed by the Contracting Officer.

**G.7.3** In the event the Contractor effects any change at the instruction or request of any person other than the Contracting Officer, the change will be considered to have been made without authority and no adjustment will be made in the contract price to cover any cost increase incurred as a result thereof.

## **G.8 CONTRACTING OFFICER'S TECHNICAL REPRESENTATIVE (COTR)**

**G.8.1** The COTR is responsible for general administration of the contract and advising the Contracting Officer as to the Contractor's compliance or noncompliance with the contract. In addition, the COTR is responsible for the day-to-day monitoring and supervision of the contract, of ensuring that the work conforms to the requirements of this contract and such other responsibilities and authorities as may be specified in the contract. The COTR for this contract is:

**Wanda Butler**  
**Adjudication Services Administrator**  
**Department of Motor Vehicles**  
**95 M Street, SW**  
**Washington, DC 20024**  
**Telephone: (202) 724-2034**  
**Email: wanda.butler@dc.gov**

**G.8.2** It is understood and agreed that the COTR shall not have authority to make any changes in the specifications/scope of work or terms and conditions of the contract.

**G.8.3** Contractor shall be held fully responsible for any changes not authorized in advance, in writing, by the Contracting Officer, may be denied compensation or other relief for any additional work performed that is not so authorized, and may also be required, at no additional cost to the District, to take all corrective action necessitated by reason of the unauthorized changes.

### **G.8.4 COST REIMBURSEMENT CEILING**

- a) Cost reimbursement ceilings for this contract are set forth in Sections B.3 and B.4 of the Schedule.
- b) The costs for performing this contract shall not exceed the cost reimbursement ceiling specified in Sections B.3 and B.4 of the Schedule as set forth in the contract.
- c) The Contractor agrees to use its best efforts to perform the work specified in this contract and to meet all obligations under this contract within the cost reimbursement ceilings.
- d) The Contractor shall notify the Contracting Officer, in writing, whenever it has reason to believe that the total cost for the performance of this contract will be either greater or substantially less than the cost reimbursement ceilings.

- e) As part of the notification, the Contractor shall provide the Contracting Officer a revised estimate of the total cost of performing this contract.
- f) The District is not obligated to reimburse the Contractor for costs incurred in excess of the cost reimbursement ceiling specified in B.3 listed in the Contract and the Contractor is not obligated to continue performance under this contract (including actions under the Termination clauses of this contract), or otherwise incur costs in excess of the cost reimbursement ceilings specified in B.3 listed in the Contract, until the Contracting Officer notifies the Contractor, in writing, that the estimated cost has been increased and provides revised cost reimbursement ceilings for performing this contract.
- g) No notice, communication, or representation in any form from any person other than the Contracting Officer shall change the cost reimbursement ceilings. In the absence of the specified notice, the District is not obligated to reimburse the Contractor for any costs in excess of the cost reimbursement ceilings, whether such costs were incurred during the course of contract performance or as a result of termination.
- h) If any cost reimbursement ceiling specified in B.4 listed in the Contract is increased, any costs the Contractor incurs before the increase that are in excess of the previous cost reimbursement ceiling shall be allowable to the same extent as if incurred afterward, unless the Contracting Officer issues a termination or other notice directing that the increase is solely to cover termination or other specified expenses.
- i) A change order shall not be considered an authorization to exceed the applicable cost reimbursement ceiling specified in B.3 as set forth in the Contract, unless the change order specifically increases the cost reimbursement ceiling.

## **SECTION H - SPECIAL CONTRACT REQUIREMENTS**

### **H.1 HIRING OF EMPLOYEES**

By accepting this contract, the Contractor agrees, that the District, at its discretion, after completion of the contract period, may hire an individual who is performing services as a result of this contract, without restriction, penalties or Fees.

### **H.2 DEPARTMENT OF LABOR WAGE DETERMINATIONS**

The Contractor shall be bound by the Wage Determination No. 1994-2103, Revision No. 35, dated 05/23/2006, issued by the U.S. Department of Labor in accordance with the Service Contract Act and incorporated herein as Attachment J.1.1 of this Contract. The Contractor shall be bound by the wage rates for the term of the Contract. If an option is exercised, the Contractor shall be bound by the applicable wage rate at the time of the option. If the option is exercised and the Contracting Officer for the option obtains a revised wage determination, that determination is applicable for the option periods; the Contractor may be entitled to an equitable adjustment.

### **H.3 AUDITS, RECORDS, AND RECORD RETENTION**

**H.3.1** At any time or times before final payment and three (3) years thereafter, the Contracting Officer may have the Contractor's invoices or vouchers and statements of cost audited. For cost reimbursement contracts, any payment may be reduced by amounts found by the Contracting Officer not to constitute allowable costs as adjusted for prior overpayment or underpayment. In the event that all payments have been made to the Contractor by the District Government and an overpayment is found, the Contractor shall reimburse the District for said overpayment within thirty (30) days after written notification.

**H.3.2** The Contractor shall establish and maintain books, records, and documents (including electronic storage media) in accordance with generally accepted accounting principles and practices which sufficiently and properly reflect all revenues and expenditures of funds provided by the District under the contract that results from this solicitation.

**H.3.3** The Contractor shall retain all records, financial records, supporting documents, statistical records, and any other documents (including electronic storage media) pertinent to the contract for a period of five (5) years after termination of the contract, or if an audit has been initiated and audit findings have not been resolved at the end of five (5) years, the records shall be retained until resolution of the audit findings or any litigation which may be based on the terms of the contract.

**H.3.4** The Contractor shall assure that these records shall be subject at all reasonable times to inspection, review, or audit by Federal, District, or other personnel duly authorized by the Contracting Officer.

**H.3.5** Persons duly authorized by the Contracting Officer shall have full access to and the right to examine any of the Contractor's contract and related records and documents, regardless of the form in which kept, at all reasonable times for as long as records are retained.

**H.3.6** The Contractor shall include these aforementioned audit and record keeping requirements in all approved subcontracts and assignments.

#### **H.4 PUBLICITY**

The Contractor shall at all times obtain the prior written approval from the Contracting Officer before it, any of its officers, agents, employees or Subcontractor either during or after expiration or termination of the contract make any statement, or issue any material, for publication through any medium of communication, bearing on the work performed or data collected under this contract.

#### **H.5 CONFLICT OF INTEREST**

**H.5.1** No official or employee of the District of Columbia or the Federal Government who exercises any functions or responsibilities in the review or approval of the undertaking or carrying out of this contract shall, prior to the completion of the project, voluntarily acquire any personal interest, direct or indirect, in the contract or proposed contract. (DC Procurement Practices Act of 1985, D.C. Law 6-85, D.C. Official Code section 2-310.01 and Chapter 18 of the DC Personnel Regulations).

**H.5.2** The Contractor represents and covenants that it presently has no interest and shall not acquire any interest, direct or indirect, which would conflict in any manner or degree with the performance of its services hereunder. The Contractor further covenants not to employ any person having such known interests in the performance of the contract.

#### **H.6 PROTECTION OF PROPERTY:**

The Contractor shall be responsible for any damage to the building, interior, or their approaches in delivering equipment covered by this contract.

#### **H.7 CONTRACTOR RESPONSIBILITIES**

**H.7.1** The Contractor shall have sole responsibility for the complete effort specified in

the contract.

**H.7.2** Payment will be made only to the Contractor.

**H.7.3** The Contractor shall have sole responsibility for all payments due any subcontractor.

**H.7.4** The Contractor is responsible for the professional quality, technical accuracy and timely completion and submission of all deliverables, services or commodities required to be provided under the contract. The Contractor shall, without additional compensation, correct or revise any errors, omissions, or other deficiencies in its deliverables and other services.

**H.7.5** The approval of deliverables furnished under this contract shall not in any way relieve the Contractor of responsibility for the technical adequacy of its work. The review, approval, acceptance or payment for any of the services shall not be construed as a waiver of any rights that DC may have arising out of the Contractor's performance of this contract.

**H.7.6** The Contractor shall submit a certificate of insurance indicating current insurance with a company licensed in the District, with liability limits in accordance with the contract (reference Section I.11.)

## **H.8 ADVISORY AND ASSISTANCE SERVICES**

**H.8.1** The contract is a "non-personal services contract". It is therefore understood and agreed that the Contractor and/or the Contractor's employees:

**H.8.2** Shall perform the services specified herein as independent Contractors, not as employees of the District government;

**H.8.3** Shall be responsible for their own management and administration of the work required and bear sole responsibility for complying with any and all technical, schedule, financial requirements or constraints attendant to the performance of this contract;

**H.8.4** Shall be free from supervision or control by any District government employee with respect to the manner or method of performance of the services specified; but

**H.8.5** Shall, pursuant to the District government's right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the

**H.8.6** Duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objective.

## **H.9 KEY PERSONNEL**

- H.9.1** The Project Manager is considered to be essential to the work being performed hereunder. The Project Manager must be approved by the Contracting Officer and COTR. The Contractor shall notify the COTR, as identified in Section G.8, and the Contracting Officer as identified in Section G.7 at least fifteen (15) calendar days prior to removing the Project Manager if the Contractor deems that removal of the Project Manager is necessary in order to maintain and ensure the integrity and best interest of the project. The Contracting Officer may also deem that removal of the Project Manager is necessary in order to maintain and ensure the integrity and best interest of the project and provide fifteen (15) calendar days notice. The Contractor shall provide a plan to temporarily and permanently fill the position.
- H.9.2** The Contractor shall provide written notification of the removal of the Project Manager in advance of the scheduled removals and within 24 hours for unscheduled removals. The written justification shall provide explanations and justification of the removal of the Project Manager as well as the Contractor's plan to temporarily and permanently fill the position.
- H.9.3** The Contractor shall not replace the Project Manager without written permission from the Contracting Officer.

## H.10 Performance Measurements

### Service Level Agreement

1	Service Level Summary	Service Credit	Service Level Description and Assumptions
a	Process payments received at lockbox and update within 24 hours	\$500 per missed batch, except for research items; not to exceed \$3,000 for any given processing day	All payments received in Lockbox must be posted to the Contractor's system within 24 hours of receipt or no later than the end of the following business day (i.e. Payments received on Monday must be posted by 11:59pm Tuesday). There will be a \$500 service credit for each batch of payments that is not entered into the system within this timeframe. The total service credit amount shall not exceed \$3,000 for any given processing day.
b	Process electronic tickets within one business day and manual tickets within two business days Process manual tickets within one business day	\$100 per missed batch, not to exceed \$3,000 per processing day	Update handwritten Citations to the Contractor's system within two business days of receipt from the District, and electronic Citations within one business day of receipt from the District. There will be a service credit of \$100 per batch for each day of delay beyond the requirement, not to exceed \$3,000 for any given processing day. For purposes of this section, the term 'process' shall mean the transmission and posting of a batch of tickets to the main database. A single batch transmission shall not be deemed to have failed on the basis of transmission failures in connection with certain isolated tickets within the batch. The Contractor shall have the right to remove a reasonable number of items from the batch as necessary to research problem tickets, correct discrepancies, and/or perform other reconciliations. Such corrections shall be completed within 48 hours after the transmission of the batch from which the defective tickets were removed, or returned to the issuing agency for resubmission.
d	Process incoming correspondence (image suspend, and route to the appropriate workflow queue, or prepare and mail a personalized or form letter is appropriate) within three working days of receipt	The contract shall credit the District, on a monthly invoice, \$100 for every day in which the percentage of correspondence processed within three working days falls below 90%	Contractor shall process incoming correspondence within three (3) working days of receipt. Contractor shall credit the District \$100 for every day in which the percentage of correspondence processed within 3 working days falls below 90%. For purposes of this requirement, "processing" shall mean suspending the image of such correspondence and routing the same to a designated workflow queue, or preparing and mailing a personalized or form letter response, as appropriate based upon pre-established business rules. The Contractor's decision to assign an item to one queue rather than another shall not be a basis for determining noncompliance with this service level requirement. The parties agree to periodically sample and review the Contractor's assignments in specific cases for purposes of quality control, to ensure that such assignments are generally made in accordance with the District's overall guidance and direction.
e	Warranty data entry accuracy	If a ticket is dismissed or the fine amount reduced due to a data entry or coding error, the Contractor shall reimburse the District for the dollar value of lost revenue plus the fixed fee for processing the ticket. The Contractor shall correct ticket errors within one working day of District notification and the system shall reflect the correction within two working days	The District will hold the Contractor responsible for any Contractor error which results in the dismissal of a ticket or a reduction in the amount of the corresponding fine. Such Contractor error must be subject to objective verification, and must be one that renders the ticket or a portion of the fine unenforceable. The Contractor shall establish a unique disposition code or codes for ticket dismissals or reductions on the basis of Contractor data entry or coding errors; however, credits for Contractor error shall not necessarily be limited to dismissals or reductions entered by the unique disposition code(s), provided that the District can demonstrate that Contractor error was the causative factor for the dismissal or reduction. Contractor error may result from:

			<p>(A) Contractor's failure to comply with written procedures established by the District or the Contractor for the processing of parking Citations; or</p> <p>(B) Specific defects in data entry or coding which are proven by visual review of source documents and comparison to system output, comparison of output in line with standard written procedures, or other accepted industry methods for error detection.</p> <p>In cases of such Contractor error it shall be the Contractor's responsibility to reimburse to the District the amount of any fixed fee paid for processing the ticket, together with any lost revenue resulting from the error.</p>
f	Correct system and application outages and malfunctions	The Contractor shall report monthly on performance pursuant to all system or application service requests, with the origination and completion date and time, reported symptom, cause, and resolution. The Contractor shall provide a credit on the monthly invoice for failure to perform in accordance with the Service Level Tables - General Service Level Provisions and Section 1 - Response to System Failures	For purposes of this service level requirement, the term "system and application" refers to the ticket system and its user-accessed ancillary applications that are provided by the Contractor within the scope of the contract. Outages involving public networks, or the District's own network infrastructure, are excluded. Notification of an outage or malfunction shall constitute any communication, written or verbal, to the Contractor's help desk or other mechanism agreed by the parties, advising of the outage or malfunction. The term "malfunction" refers to a material failure of the system or application to perform in accordance with its agreed-upon technical specifications, resulting in a loss of previously-delivered functionality. This service level request does not apply to requests for modifications and enhancements of existing functionality or to changes necessitated by the District's adoption of new or updated business rules until both parties agree that the modifications or enhancements are operationally stable. The parties shall address requests for modifications and enhancements through the change control process established under the Agreement.
g	Respond to user hardware malfunctions.	The Contractor shall report monthly on maintenance performance pursuant to all hardware malfunction service requests, with origination and completion date and time, reported symptoms, causes, and resolution. The Contractor shall provide a credit on the monthly invoice, for failure to perform in accordance with the Service Level Tables - General Service Level Provisions and Section 2 - Response to System Failures.	The Contractor shall respond to user hardware malfunctions according to the attached Service Level Tables. -General Service Level Provisions and Section 2. - Hardware Support For purposes of this service level requirement, hardware shall refer to Contractor's system hardware, personal computers, Local Area Network hardware and printers which fail to perform in accordance with their agreed-upon technical specifications. MDTs and handhelds are excluded unless provided through this contract. "User hardware malfunctions" are those which have been submitted by a user under a proper service request.
h	Resolve or complete user requests and complaints	The Contractor shall report monthly performance pursuant to all user requests and complaints, with origination and completion date and time, and resolution. The Contractor shall provide a credit on the monthly invoice, for failure to perform in accordance with the Service Level Tables - General Service Level Provisions and Section 3 - Other Support Requests (Non-Hardware)	The parties shall agree on a time schedule for response and resolution based on the type, e.g. category, of request.

1	Warranty system availability	The Contractor shall make available the ticket processing system including all of its modules and features at all sites listed on the monthly Systems Availability report for use during regular business hours with a monthly aggregate performance standard of 99.6%. The Contractor shall credit the following amount on the monthly invoice if the performance standard is not met; monthly net processing charges, times the percentage difference between the attained measure and the standard. At sites where hearings are conducted, system availability shall include all modules and features regularly used to conduct in person and mail hearings and to accept payments. Failure to meet the system availability performance standard shall not be subject to the maximum invoice credit shown on the Service Level Tables- General Service Level Provisions	In the event an availability level of 99.6 percent is not maintained for any calendar month, the City shall reduce the Contractor's invoice for that month by subtracting the actual availability level percentage from the 99.6 percent standard. The Citation processing monthly invoice shall be reduced by the resulting percentage. For example, if the availability level is 85.6 percent, the reduction would be 14 percent of that month's Citation processing invoice. The system availability requirement shall include catastrophic failures. If system availability is less than 99.6% during a reporting period which includes one or more incidents of catastrophic failure, the systems availability credit shall supersede the Severity 1 credit listed on the Response Schedule ("Specific Service Levels").
2.	<b>Service Level Summary</b>	<b>Service Credit</b>	<b>Service Level Description and Assumptions</b>
a	Warranty Pay by Web accessibility	The Pay by Web feature shall be accessible to paying customers 24 hours a day, seven days a week, 99.6% of the time, except for scheduled maintenance periods as agreed by the Technical Representative. Accessibility shall also be in accordance with the attached Service Level Tables. - General Service Level Provisions	Accessibility refers to the ability to use the application for its intended function, with the intended result. In the event an availability level of 99.6% is not maintained during the measurement period, Contractor shall credit the District based on the following schedule:  99% - 99.6% accessibility, \$2,500 credit Under 99% accessibility, \$5,000 credit

## Service Level Tables

### General Service Level Provisions:

1. Exclusions: Contractor will be excused for its failure to achieve a Service Level and from paying any otherwise-applicable Service Level Credits to the extent that such failure is directly attributable to:
  - The failure by District to perform in a reasonably timely manner any of its obligations under the Agreement;
  - The acts or omissions of third parties outside of the control of Contractor;
  - A force majeure event.
2. Amount at Risk: In no event shall the total amount of Service Level Credits payable by Contractor for Service Level failures occurring during a calendar month exceed ten percent (10%) of its total monthly charges to District (excluding taxes, material costs and pass-through expenses), except for failure to meet the system availability standard identified in Service Level Standard 1(i) above.
3. Single Events Giving Rise to Multiple Penalties: To the extent that a single event or failure results in multiple Service Level failures, Contractor shall only be responsible for payment of the Service Level Credit that carries the highest monetary amount. All other Service Level Credits shall be excused.

**Specific Service Levels:**

**1. Response to System Failures**

Activity	Measurement Period	Objective	Service Measurement	Excused Events	Service Level Credit
System Support	Monthly	Correct Severity 1 system outages and malfunctions according to Response Schedule set forth below	Number of Severity 1 outages or malfunctions that last longer than 1 business hour shall be zero during measurement period	<ul style="list-style-type: none"> <li>• Scheduled downtime</li> <li>• Failures occurring during non-business hours</li> <li>• Force majeure</li> <li>• Technical components outside the direct control of Contractor</li> </ul>	\$1000 for each Severity 1 system outage or malfunction where Contractor fails to provide correction in accordance with Response Schedule
System Support	Monthly	Correct Severity 2 system outages and malfunctions according to Response Schedule set forth below	Number of Severity 2 outages or malfunctions that last longer than 4 hours shall be zero during measurement period	<ul style="list-style-type: none"> <li>• Scheduled downtime</li> <li>• Failures occurring during non-business hours</li> <li>• Force majeure</li> <li>• Technical components outside the direct control of Contractor</li> </ul>	\$500 for each Severity 2 system outage or malfunction where Contractor fails to provide correction in accordance with Response Schedule

Activity	Measurement Period	Objective	Service Measurement	Excused Events	Service Level Credit
System Support	Monthly	Correct Severity 3 system outages and malfunctions according to Response Schedule set forth below	Number of Severity 3 outages or malfunctions that last longer than 1 business day shall be 1 or less during measurement period	<ul style="list-style-type: none"> <li>Scheduled downtime</li> <li>Failures occurring during non-business hours</li> <li>Force majeure</li> <li>Technical components outside the direct control of Contractor</li> </ul>	\$250 for each Severity 3 system outage or malfunction in excess of 1 where Contractor fails to provide correction in accordance with Response Schedule

Response Schedule:

Severity 1:	Definition:	Complete system outage, or functionality of entire system affected
	Response:	Service/Request must be restored/completed within 1 business hour of receipt of request
Severity 2:	Definition:	Failure or deterioration in normal service level of any significant sub-system or application within the complete ticket system affecting multiple users
	Response:	Service/Request must be restored/completed within 4 hours of receipt of request.
Severity 3:	Definition:	Any outage, malfunction or deterioration in normal service level of any significant sub-system or application within the complete ticket system that is isolated to one user
	Response:	Service/Request must be restored/completed within 1 business day of receipt of request

Other Assumptions:

- The District shall utilize Contractor's monthly system report data to assess the applicability of Service Level Credits.

2. Hardware Support

Activity	Measurement Period	Objective	Service Measurement	Excused Events	Service Level Credit
Response Time <sup>1</sup>	Monthly	Response Time for hardware support calls shall be within 2 business hours of service call	For 80% of the hardware support calls, the Response Time shall be less than or equal to two (2) business hours. If less than five requests are made during the reporting period, the number of requests less one shall be in compliance.	<ul style="list-style-type: none"> <li>• Failures during non-business hours</li> <li>• Requests or failures during non-business hours</li> <li>• Willful or malicious acts or omissions of non-Contractor personnel</li> <li>• Virus attacks or denial of service attacks</li> <li>• Force majeure</li> <li>• Technical components outside the direct control of Contractor</li> </ul>	\$5000 per measurement period where objective is not met
Resolution Time <sup>2</sup>	Monthly	On site or over-the-wire resolution Time for hardware support calls shall be within 4 business hours of initial return call	For 80% of the hardware support calls, the Resolution Time shall be less than or equal to four (4) business hours. If less than five requests are made during the reporting period, the number of requests less one shall be in compliance.	<ul style="list-style-type: none"> <li>• Failures during non-business hours</li> <li>• Willful or malicious acts or omissions of non-Contractor personnel</li> <li>• Failure by District to perform key obligations (e.g. provide timely feedback or information)</li> <li>• Virus attacks or denial of service attacks</li> <li>• Force majeure</li> <li>• Technical components outside the direct control of Contractor</li> </ul>	\$5000 per measurement period where objective is not met

<sup>1</sup> *Response Time* shall be defined as the elapsed time between (a) the notification or reporting of a problem by way of a service call, and (b) the initial return call by Contractor personnel.

<sup>2</sup> *Resolution Time* shall be defined as the elapsed time between (a) the initial return call by Contractor personnel, and (b) the actual commencement of meaningful resolution efforts by the Contractor personnel responsible for resolution.

The District shall utilize Contractor's monthly system report data to assess the applicability of Service Level Credits.

### 3. Other Support Requests (Non-Hardware)

Activity	Measurement Period	Objective	Service Measurement	Excused Events	Service Level Credits
Response Time <sup>1</sup>	Monthly	Response Time for other support request(s) (non-hardware) shall be as per schedule agreed to by District and Contractor. One schedule shall apply to all support requests based on a categorization of the request type.	For 80% of the support requests, the Response Time shall be as per schedule agreed to by the parties. If less than five requests are made during the reporting period, the number of requests less one shall be in compliance.	<ul style="list-style-type: none"> <li>Requests made during non-business hours shall be counted as received on the next business day.</li> </ul>	\$3000 per measurement period where objective is not met.
Resolution Time <sup>2</sup>	Monthly	Resolution Time for each project shall be as per schedule agreed to by District and Contractor. One schedule shall apply to all support requests based on a categorization of the request type.	For 80% of the support requests, the Resolution Time shall be as per schedule agreed to by the parties. If less than five requests are made during the reporting period, the number of requests less one shall be in compliance.	<ul style="list-style-type: none"> <li>Failure by District to perform key obligations (e.g. provide timely feedback and approvals)</li> </ul>	\$3000 per measurement period where objective is not met, or \$3,000 per measurement period if any request categorized "urgent" is not met.

<sup>1</sup> **Response Time** shall be defined as the elapsed time between (a) the notification or reporting of a problem by way of a service call, and (b) the Initial Return Call by Contractor personnel. The purpose of the Initial Return Call will be to schedule a time during which the parties will discuss the specifics of the support request.

<sup>2</sup> **Resolution Time** shall be defined as the elapsed time between the project commencement and completion dates per schedule agreed to by parties.

**Other Assumption:**

- All requests shall be made by authorized Client representatives agreed to by the parties.
- The District shall utilize Contractor's monthly system report data to assess the applicability of Service Level Credits.

#### **H.11 FIRST SOURCE**

**H.11.1** The Contractor shall comply with the First Source Employment Agreement Act of 1984, as amended, D.C. Official Code, sec. 2-219.01 *et seq.* (First Source Act).

**H.11.2** The Contractor shall enter into and maintain, during the term of the contract, a First Source Employment Agreement, in which the Contractor shall agree that:

- (1) The first source for finding employees to fill all jobs created in order to perform this contract shall be the Department of Employment Services (DOES); and
- (2) The first source for finding employees to fill any vacancy occurring in all jobs covered by the First Source Employment Agreement shall be the First Source Register.

**H.11.3** The Contractor shall submit to DOES, no later than the 10<sup>th</sup> day of each month following execution of the contract, a First Source Agreement Contract Compliance Report (Contract Compliance Report) verifying its compliance with the First Source Agreement for the preceding month. The contract compliance report for the contract shall include the:

- (1) Number of employees needed;
- (2) Number of current employees transferred;
- (3) Number of new job openings created;
- (4) Number of job openings listed with DOES;
- (5) Total number of all District residents hired for the reporting period and the cumulative total number of District residents hired; and
- (6) Total number of all employees hired for the reporting period and the cumulative total number of employees hired, including:
  - (a) Name;
  - (b) Social Security number;
  - (c) Job title;
  - (d) Hire date;
  - (e) Residence; and
  - (f) Referral source for all new hires.

The Contractor shall provide a monthly report by position type of all persons employed during the month in question. The position type should be of sufficient detail to determine the type of work being performed by the employee.

**H.11.4** If the contract amount is equal to or greater than \$100,000, the Contractor agrees that 51% of the new employees hired for the contract shall be District residents.

**H.11.5** With the submission of the Contractor's final request for payment from the District, the Contractor shall:

- (1) Document in a report to the Contracting Officer its compliance with the section H.11.4 of this clause; or
- (2) Submit a request to the Contracting Officer for a waiver of compliance with section H.11.4 and include the following

documentation:

- (a) Material supporting a good faith effort to comply;
- (b) Referrals provided by DOES and other referral sources;
- (c) Advertisement of job openings listed with DOES and other referral sources; and
- (d) Any documentation supporting the waiver request pursuant to section H.11.6.

**H.11.6** The contracting officer may waive the provisions of section H.11.5 if the contracting officer finds that:

- (1) A good faith effort to comply is demonstrated by the Contractor;
- (2) The Contractor is located outside the Washington Standard Metropolitan Statistical Area and none of the contract work is performed inside the Washington Standard Metropolitan Statistical Area which includes the District of Columbia; the Virginia Cities of Alexandria, Falls Church, Manassas, Manassas Park, Fairfax, and Fredericksburg, the Virginia Counties of Fairfax, Arlington, Prince William, Loudon, Stafford, Clarke, Warren, Fauquier, Culpeper, Spotsylvania, and King George; the Maryland Counties of Montgomery, Prince Georges, Charles, Frederick, and Calvert; and the West Virginia Counties of Berkeley and Jefferson.
- (3) The Contractor enters into a special workforce development training or placement arrangement with DOES; or
- (4) DOES certifies that there are insufficient numbers of District residents in the labor market possessing the skills required by the positions created as a result of the contract.

**H.11.7** Upon receipt of the Contractor's final payment request and related documentation pursuant to sections H.11.5 and H.11.6, the Contracting Officer shall determine whether the Contractor is in compliance with section H.11.4 or whether a waiver of compliance pursuant to section H.11.6 is justified. If the Contracting Officer determines that the Contractor is in compliance, or that a waiver of compliance is justified, the contracting officer shall, within two business days of making the determination forward a copy of the determination to the Agency Chief Financial Officer and the COTR.

**H.11.8** Willful breach of the First Source Employment Agreement, or failure to submit the report pursuant to section H.11.5, or deliberate submission of falsified data, may be enforced by the Contracting Officer through imposition of penalties, including monetary fines of 5% of the total amount of the direct and indirect labor costs of the contract. The Contractor shall make payment to DOES. The Contractor may appeal to the D.C. Contract Appeals Board as provided in the contract any decision of the contracting officer pursuant to this section H.11.8.

**H.11.9** The provisions of sections H.11.4 through H.11.8 do not apply to nonprofit organizations.

## **H.12 Subcontracting Plan**

Any prime Contractor responding to a solicitation in which there is an SBE subcontracting set-aside, shall submit, within 5 days of the contracting officer's request, a notarized statement detailing its subcontracting plan. Each subcontracting plan shall include the following:

- H.12.1 A description of the goods and services to be provided by SBEs;
- H.12.2 A statement of the dollar value of the bid or proposal that pertains to the subcontracts to be performed by the SBEs;
- H.12.3 The names and addresses of all proposed-Subcontractors who are SBEs;
- H.12.4 The name of the individual employed by the prime Contractor who will administer the subcontracting plan, and a description of the duties of the individual;
- H.12.5 A description of the efforts the prime Contractor will make to ensure that SBEs will have an equitable opportunity to compete for subcontracts;
- H.12.6 In all subcontracts that offer further subcontracting opportunities, assurances that the prime Contractor will include a statement, approved by the contracting officer, that the Subcontractor will adopt a subcontracting plan similar to the subcontracting plan required by the contract;
- H.12.7 Assurances that the prime Contractor will cooperate in any studies or surveys that may be required by the contracting officer, and submit periodic reports, as requested by the contracting officer, to allow the District to determine the extent of compliance by the prime Contractor with the subcontracting plan;
- H.12.8 List the type of records the prime Contractor will maintain to demonstrate procedures adopted to comply with the requirements set forth in the subcontracting plan, and include assurances that the prime Contractor will make such records available for review upon the District's request; and
- H.12.9 A description of the prime Contractor's recent effort to locate SBEs and to award subcontracts to them.

## **H.13 Enforcement and Penalties for Willful Breach of Subcontracting Plan**

The willful breach by a Contractor of a subcontracting plan for utilization of local, small, or disadvantaged businesses in the performance of a contract, the failure to submit any required subcontracting plan monitoring or compliance report, or the deliberate submission of falsified data may be enforced by the DSLBD through the imposition of penalties, including monetary fines of \$15,000 or 5% of the total

amount of the work that the Contractor was to subcontract to local, small, or disadvantaged businesses, whichever is greater, for each such breach, failure, or falsified submission.

## SECTION I: CONTRACT CLAUSES

### I.1 APPLICABILITY OF STANDARD CONTRACT PROVISIONS

The Standard Contract Provisions for use with District of Columbia Government Supply and Services Contracts dated November, 2004 (Section I) are incorporated as part of this Contract.

### I.2 CONTRACTS THAT CROSS FISCAL YEARS

Continuation of this contract beyond the current fiscal year is contingent upon future fiscal appropriations.

### I.3 CONFIDENTIALITY OF INFORMATION

The Contractor shall keep in absolute strict confidence and shall not disclose any information obtained by the Contractor relating to any employee or customer of the District. Such information shall be kept in absolute confidence by the Contractor and shall not be used by the Contractor in connection with any other matters, and any such information shall not be disclosed to any other person, firm, or corporation except, in accordance with the District and Federal laws governing the confidentiality of records.

### I.4 TIME

Time, if stated in a number of days, will include Saturdays, Sundays, and holidays, unless otherwise stated herein

### I.5 RESTRICTION ON DISCLOSURE AND USE OF DATA

Offerors who include in their proposal data that they do not want disclosed to the public or used by the District Government except for use in the procurement process shall

#### I.5.1 Mark the title page with the following legend:

"This proposal includes data that shall not be disclosed outside the District Government and shall not be duplicated, used or disclosed in whole or in part for any purpose except for use in the procurement process.

#### I.5.2 If however, a contract is awarded to this Offeror as a result of or in connection with the submission of this data, the District Government shall have the right to duplicate, use, or disclose the data to the extent consistent with the District's needs in the procurement process.

**I.5.3** Mark each sheet of data it wishes to restrict with the following legend:

"Use or disclosure of data contained on this sheet is subject to the restriction on the title page of this proposal."

**I.6 RIGHTS IN DATA**

**All data (including images) gathered, generated or used for ticket processing services, and supporting documentation and material are the property of the District of Columbia.**

- I.6.1** "Data," as used herein, means recorded information, regardless of form or the media on which it may be recorded. The term includes technical data and computer software. The term does not include information incidental to contract administration, such as financial, administrative, cost or pricing, or management information.
- I.6.2** The term "Technical Data", as used herein, means recorded information, regardless of form or characteristic, of a scientific or technical nature. It may, for example, document research, experimental, developmental or engineering work, or be usable or used to define a design or process or to procure, produce, support, maintain, or operate material. The data may be graphic or pictorial delineations in media such as drawings or photographs, text in specifications or related performance or design type documents or computer printouts. Examples of technical data include research and engineering data, engineering drawings and associated lists, specifications, standards, process sheets, manuals, technical reports, catalog item identifications, and related information, and computer software documentation. Technical data does not include computer software or financial, administrative, and cost and pricing, or other information incidental to contract administration.
- I.6.3** The term "Computer Software", as used herein means computer programs and computer databases. "Computer Programs", as used herein means a series of instructions or statements in a form acceptable to a computer, designed to cause the computer to execute an operation or operations. "Computer Programs" include operating systems, assemblers, compilers, interpreters, data management systems, utility programs, sort merge programs, and automated data processing equipment maintenance diagnostic programs, as well as applications programs such as payroll, inventory control and engineering analysis programs with the exception of the push/pull capability and other utilities and programs developed for the web services server (which will belong to the District at the end of the contract). Computer programs may be either machine-dependent or machine-independent, and may be general purpose in nature or designed to satisfy the requirements of a particular user.

- I.6.4 The term "computer databases", as used herein, means a collection of data in a form capable of being processed and operated on by a computer.
- I.6.5 All data produced in the performance of this Contract shall be the sole property of the District. The Contractor hereby acknowledges that all data, including, without limitation, computer program codes, produced by Contractor for the District under this Contract, are works made for hire and are the sole property of the District; but, to the extent any such data may not, by operation of law, be works made for hire, Contractor hereby transfers and assigns to the District the ownership of copyright in such works, whether published or unpublished. The Contractor agrees to give the District all assistance reasonably necessary to perfect such rights including, but not limited to, the works and supporting documentation and the execution of any instrument required to register copyrights. The Contractor agrees not to assert any rights in common law or in equity in such data. The Contractor shall not publish or reproduce such data in whole or in part or in any manner or form, or authorize others to do so, without written consent of the District until such time as the District may have released such data to the public.
- I.6.6 The District shall have restricted rights in data, including computer software and all accompanying documentation, manuals and instructional materials, listed or described in a license or agreement made a part of this contract, which the parties have agreed will be furnished with restricted rights, provided however, not withstanding any contrary provision in any such license or agreement, such restricted rights shall include, as a minimum the right to:
- I.6.6.1 Use the computer software and all accompanying documentation and manuals or instructional materials with the computer for which or with which it was acquired, including use at any District installation to which the computer may be transferred by the District;
- I.6.6.2 Use the computer software and all accompanying documentation and manuals or instructional materials with a backup computer if the computer for which or with which it was acquired is inoperative;
- I.6.6.3 Copy computer programs for safekeeping (archives) or backup purposes; and
- I.6.6.4 Modify the computer software and all accompanying documentation and manuals or instructional materials, or combine it with other software, subject to the provision that the modified portions shall remain subject to these restrictions.
- I.6.7 The restricted rights set forth in section I.6.6 are of no effect unless
- (i) The data is marked by the Contractor with the following legend:

**RESTRICTED RIGHTS LEGEND**

Use, duplication, or disclosure is subject to restrictions stated in Contract No. \_\_\_\_\_

With \_\_\_\_\_ (Contractor's Name) and

(ii) If the data is computer software, the related computer software documentation includes a prominent statement of the restrictions applicable to the computer software. The Contractor may not place any legend on the computer software indicating restrictions on the District's rights in such software unless the restrictions are set forth in a license or agreement made a part of the contract prior to the delivery date of the software. Failure of the Contractor to apply a restricted rights legend to such computer software shall relieve the District of liability with respect to such unmarked software.

**I.6.8** In addition to the rights granted in Section I.6.6 above, the Contractor hereby grants to the District a nonexclusive, paid-up license throughout the world, of the same scope as restricted rights set forth in Section I.6.6 above, under any copyright owned by the Contractor, in any work of authorship prepared for or acquired by the District under this contract. Unless written approval of the contracting Officer is obtained, the Contractor shall not include in technical data or computer software prepared for or acquired by the District under this contract any works of authorship in which copyright is not owned by the Contractor without acquiring for the District any rights necessary to perfect a copyright license of the scope specified in the first sentence of this paragraph.

**I.6.9** Whenever any data, including computer software, are to be obtained from a Subcontractor under this contract, the Contractor shall use Section I.6 in the subcontract, without alteration, and no other clause shall be used to enlarge or diminish the District's or the Contractor's rights in that Subcontractor data or computer software which is required for the District.

**I.6.10** For all computer software furnished to the District with the rights specified in Section I.6.5, the Contractor shall furnish to the District, a copy of the source code with such rights of the scope specified in Section I.6.5. For all computer software furnished to the District with the restricted rights specified in Section I.6.6, the District, if the Contractor, either directly or through a successor or affiliate shall cease to provide the maintenance or warranty services provided the District under this contract or any paid-up maintenance agreement, or if Contractor should be declared bankrupt or insolvent by the court of competent jurisdiction, shall have the right to obtain, for its own and sole use only, a single copy of the then current version of the source code supplied under this contract, and a single copy of the documentation associated therewith, upon payment to the person in control of the source code the reasonable cost of making each copy.

**I.6.11** The Contractor shall indemnify and save and hold harmless the District, its officers, agents and employees acting within the scope of their official duties

against any liability, including costs and expenses, (i) for violation of proprietary rights, copyrights, or rights of privacy, arising out of the publication, translation, reproduction, delivery, performance, use or disposition of any data furnished under this contract, or (ii) based upon any data furnished under this contract, or based upon libelous or other unlawful matter contained in such data.

**I.6.12** Nothing contained in this clause shall imply a license to the District under any patent, or be construed as affecting the scope of any license or other right otherwise granted to the District under any patent with the exception of the technology, programs, and utilities developed for the web services server.

**I.6.13** Paragraphs I.6.6, I.6.7, I.6.8, I.6.11 and I.6.12 above are not applicable to material furnished to the Contractor by the District and incorporated in the work furnished under contract, provided that such incorporated material is identified by the Contractor at the time of delivery of such work

## **I.7 OTHER CONTRACTORS**

The Contractor shall not commit or permit any act that will interfere with the performance of work by another District Contractor or by any District employee.

**I.8 PRE-AWARD APPROVAL**The award and enforceability of this contract is contingent upon approval of the Council of the District of Columbia.

In accordance with D.C. Official Code §2-301.05a, the Mayor must submit to the Council for approval any contract action over one million dollars within a 12-month period. In accordance with D.C. Official Code §2-301.05a and §1-204.51(c), the Council of the District of Columbia must approve award of any contract that has obligations that extend beyond the fiscal year for which appropriated.

## **I.9 SUBCONTRACTS**

The Contractor hereunder shall not subcontract any of the Contractor's work or services to any Subcontractor without the prior written consent of the Contracting Officer. Any work or service so subcontracted shall be performed pursuant to a subcontract agreement, which the District shall have the right to review and approve prior to its execution by the Contractor. Any such subcontract shall specify that the Contractor and the Subcontractor shall be subject to every provision of this contract. Notwithstanding any such subcontract approved by the District, the Contractor shall remain liable to the District for all Contractor's work and services required hereunder.

## **I.10 CONTINUITY OF SERVICES**

- I.10.1** The Contractor recognizes that the services provided under this contract are vital to the District of Columbia and must be continued without interruption and that, upon contract expiration or termination, a successor, either the District Government or another Contractor, at the District's option, may continue to provide these services. To that end, the Contractor agrees to:
- I.10.2** Furnish phase-out, phase-in (transition) training in all aspects of systems support and operation including database training, program overview and architecture, and all support processes used to maintain the system;
- I.10.3** Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor including assistance in the mapping and migration of the database to the successor's database.
- I.10.4** Ensure all documentation required in the contract is complete and up-to-date and in a usable electronic format as well as a printed copy for archival purposes. Final monthly payment is dependent upon delivery and acceptance of complete and up-to-date usable electronic format of all required documentation.
- I.10.5** Provide a full description of the files, data records, data elements and any other relevant information needed along with a sample 'download' of the database for migration testing purposes at least three months prior to the end of the contract. A full download of all records will be provided at the end of the contract; and
- I.10.6** Exercise best efforts and cooperation to effect an orderly and efficient transition to a successor.
- I.10.7** Allow the District the opportunity to maintain as many support staff as needed to secure institutional knowledge and memory by releasing all support staff from any non-compete agreements at the end of the contract.

## **I.11 INSURANCE**

The Contractor shall obtain the minimum insurance coverage set forth below prior to award of the contract and within ten (10) calendar days after being called upon by the District to do so and keep such insurance in force throughout the contract period.

- I.11.1** Bodily Injury: The Contractor shall carry bodily injury insurance coverage written in the comprehensive form of policy of at least \$500,000 per occurrence.
- I.11.2** Property Damage: The Contractor shall carry property damage insurance of at least \$20,000 per occurrence.

- I.11.3 Workers' Compensation:** The Contractor shall carry workers' compensation insurance covering all of its employees employed upon the premises and in connection with its other operations pertaining to this contract, and the Contractor agrees to comply at all times with the provisions of the workers' compensation laws of the District.
- I.11.4 Employer's Liability:** The Contractor shall carry employer's liability coverage of at least one hundred thousand dollars (\$100,000).
- I.11.5 Automobile Liability:** The Contractor shall maintain automobile liability insurance written on the comprehensive form of policy. The policy shall provide for bodily injury and property damage liability covering the operation of all automobiles used in connection with performing the contract. Policies shall provide coverage of at least \$200,000 per person and \$500,000 per occurrence for bodily injury and \$20,000 per occurrence for property damage.
- I.11.6** All insurance provided by the Contractor as required by this section, except comprehensive automobile liability insurance, shall set forth the District as an additional named insured. All insurance shall be written with responsible companies licensed by the District of Columbia's Department of Insurance and Securities Regulation with a certificate of insurance to be delivered to the District's Contracting Officer within fourteen (14) days of contract award. The policies of insurance shall provide for at least thirty (30) days written notice to the District prior to their termination or material alteration.

## **I.12 EQUAL EMPLOYMENT OPPORTUNITY**

In accordance with the District of Columbia Administrative Issuance System, Mayor's Order 85-85 dated June 10, 1985, the forms for completion of the Equal Employment Opportunity Information Report are incorporated herein as Attachment J4. An award cannot be made to any Offeror who has not satisfied the equal employment requirements as set forth by the Department of Human Rights, Office of Local Business Development.

## **I.13 FIRST SOURCE EMPLOYMENT AGREEMENT**

The Contractor shall maintain compliance with the terms and conditions of the First Source Employment Agreement executed between the District of Columbia and the Contractor throughout the entire duration of the contract, including option periods if any.

## **I. 14 ORDER OF PRECEDENCE**

The following documents are incorporated into the CONTRACT by reference in the following order of precedence. Any inconsistency or conflict in language shall be resolved by giving precedence in the following order: the Supplies or

Services and Price/Cost Section (Section B), Specifications/Work Statement (Section C), the Special Contract Requirements (Section H), the Contract Clauses (Section I), Representations, Certifications (Section K), the Standard Contract Provisions (Attachment J.2), Exhibits 1,2, 3 and 4.

#### **I.15 OPTION FOR TRANSITION SERVICES**

The Contractor recognizes that the services provided under this contract are vital to the District of Columbia and must continue without interruption. In the event that either (a) the contract expires or (b) the District terminates the contract, and either or these events occur during the contract or more than 120 days prior to the end of the contract, the District can exercise the Option for Transition Services for a period of up to 120 days. In the event that the District exercises this Option for Transition Services, the Contractor agrees to:

- i. Furnish phase-out, phase-in (transition) training.
- ii. Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.
- iii. Negotiate in good faith a plan with a successor to determine the nature and extent of phase-in, phase-out services required. The plan shall specify a training program and a date for transferring responsibilities for each division of work described in the plan, and shall be subject to the Contracting Officer's approval.
- iv. Provide sufficient experienced personnel during the period of the Option for Transition Services to ensure that the services called for by this contract are maintained at the required level of proficiency.
- v. Allow as many of its personnel and subcontractor personnel as practicable to remain on the job to help the successor maintain the continuity and consistency of the services required by this contract. The Contractor will be paid for Transition Services in accordance with the price Schedule in Section B.3, for a period of up to 120 days.

#### **I.16 CONTRACTS IN EXCESS OF ONE MILLION DOLLARS**

Any contract in excess of \$1,000,000 shall not be binding or give rise to any claim or demand against the District until approved by the Council of the District of Columbia and signed by the Contracting Officer.

#### **I.17 DOCUMENTS INCORPORATED BY REFERENCE**

The following documents are incorporate by reference and made apart of this contract.

- A. Solicitation POKV-2006-R-0064 Ticket Processing
- B. Contractor's Technical and Price Proposals dated May 24, 2006

C. Contractor's Best and Final Offer dated December 19, 2006.

**I.18 ORDER OF PRECEDENCE**

- A. Section A-K of this contract
- B. Contractor's Best and Final Offer dated December 19, 2006
- C. Contractor's Technical and Price Proposals dated May 24, 2006
- D. Solicitation POKV-2006-R-0064

**I.19 TOTAL AGREEMENT**

This contract, including any specifically incorporated documents, constitutes the total and entire agreement between the parties. All previous discussions, writings and agreements are merged herein.

## **SECTION J: LIST OF ATTACHMENTS**

The following documents are incorporated in this Contract by reference.

### **J.1 ATTACHMENT**

**J.1.1** Wage Determination No. 1994-2103, Revision No. 35, dated 5/23/06

**J.1.2** Exhibit 1 – Technical Addendum (pages 93-141)

**J.1.3** Exhibit 2 – Definitions (pages 142 – 159)

**J.1.4** Exhibit 3 – List of Functions of Ticket Processing Services (pages 160 – 162)

**EXHIBIT - 1**

**Ticket Processing System**

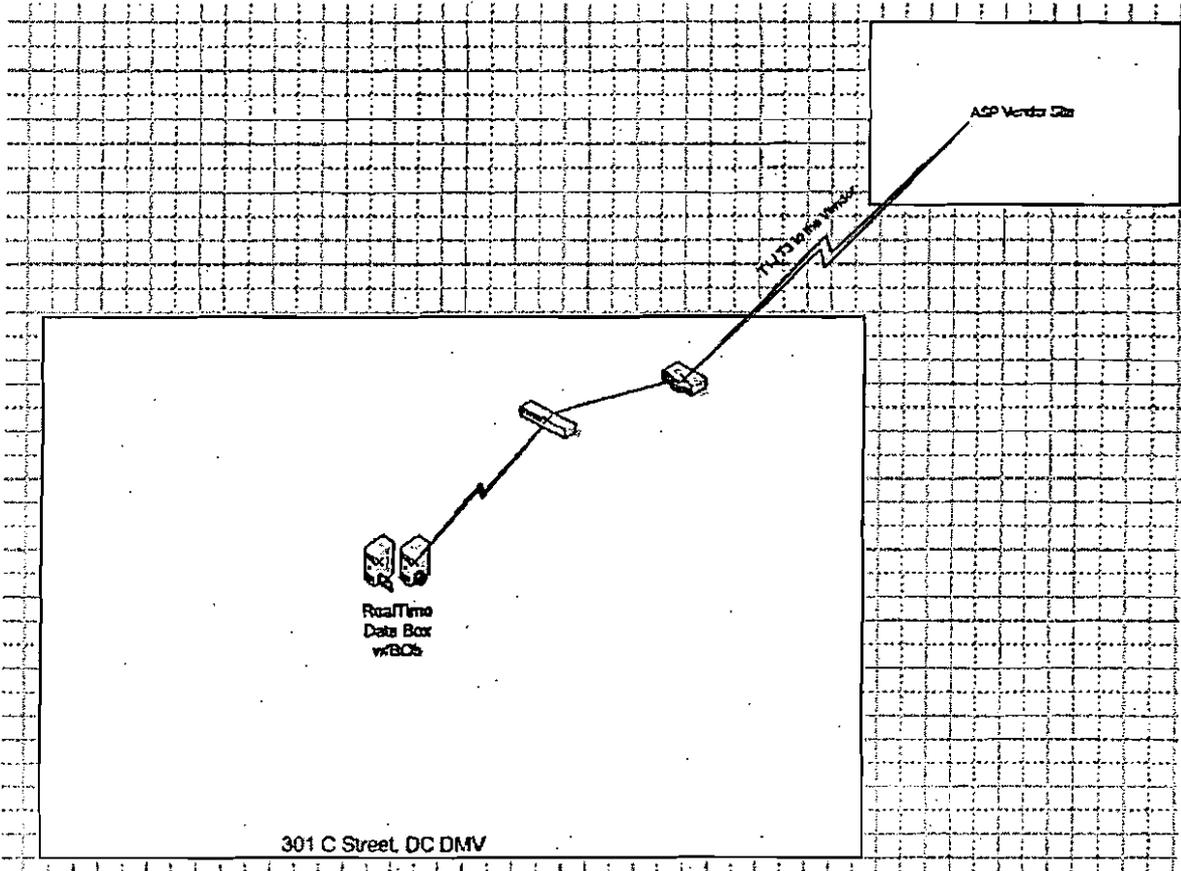
**Technical Addendum**

## Technical Goals

The District of Columbia has the following technical goals for its Ticket Processing System; it should have the following qualities:

- ◆ Provide an Application Service Provider (ASP) model (a real-time online web-based user application based on a client-server platform) with Contractor hosting the application and providing the hardware and the infrastructure for accessing it
- ◆ Provide a redundant server at the DC DMV chosen site (301 C Street, NW) with a private line back to the ASP hosting site. This server will have a real time data available as well.
- ◆ The Contractor will provide a Business Object application installed and configured on the same server with the proper universe created for the purpose of DC running reports against this server. (Figure A on Page 5)
- ◆ The secure communication line will be a Point to Point T1 with failover capability to redundant T1 Line. The DC Agency will access this server using a VPN technology which will create a tunnel between the Vendor site and the person's computer (person accessing the server). This VPN technology must be provided by the Vendor.
- ◆ Web based communication for the application must be carried out with a digital certificate issued to each District of Columbia employee who is accessing the Ticket Processing System
- ◆ Integrates the latest MDC (Mobile Data Computer), to be utilized with the application system
- ◆ Adheres to District of Columbia architecture guidelines, standards, and policies
- ◆ Adheres to District of Columbia standards for Disaster Recovery and redundancy within the application
- ◆ Provides District of Columbia with full ownership and control of data contained in the system at District of Columbia's discretion
- ◆ Provides District of Columbia with business reports and ad hoc reports at the discretion of the District of Columbia

FIGURE A



# ARCHITECTURE

District of Columbia requires the Contactor ASP have the flexibility to increase the ticket volume and additional enforcement types such as height restrictions, and allow for flexibility within the application for any future changes required by the District of Columbia. The Contractor's ASP based application should follow the guidelines provided below.

## Application

Applications architecture defines the applications required to support the District of Columbia's business functions and to manage its information. The applications architecture contains high-level descriptions of the capabilities and benefits of all the applications that support the District of Columbia. It identifies the business functions supported by the applications, the data created, updated, or referenced by the applications, and the current applications affected.

The purpose of the applications architecture is to provide an organized set of applications to improve the District of Columbia's overall effectiveness and productivity, from a business perspective. This will provide strategic and differentiated customer services to improve operational and cost advantages.

Quality	Architectural Requirements
Scalable	<ul style="list-style-type: none"> <li>• Number of clients should be able to grow significantly with a linear increase in network and server load</li> <li>• Amount of data should be able to increase substantially without degradation of performance and response time</li> </ul>
Flexible	<ul style="list-style-type: none"> <li>• Application logic should be table-driven and meet system and business performance requirements</li> <li>• Programs easily support changing business rules</li> <li>• Programs are structured and well documented</li> <li>• Programs should be designed for ease of maintenance and impact analysis</li> </ul>

	<ul style="list-style-type: none"> <li>• New service technologies should be accommodated as per District of Columbia requirements and standards.</li> </ul>
Modular	<ul style="list-style-type: none"> <li>• Well-structured and organized programs minimize impact on other modules</li> <li>• Programs are organized to maximize the use of re-usable or common logic</li> <li>• Business processes flow quickly</li> </ul>
Client/Server	<ul style="list-style-type: none"> <li>• The Contractor must provide the application infrastructure that is based on the client/server model. This model must also follow the software/hardware standards approved by OCTO.</li> </ul>
Production Volume Proven	<ul style="list-style-type: none"> <li>• Applications should have a satisfactorily high-volume production performance history</li> <li>• Applications will be stress tested to prove performance capacity well above that predicted for normal production use</li> </ul>
Application Adaptability	<p>Applications should be able to be quickly transformed to support the District of Columbia's direction</p>
Redundancy	<ul style="list-style-type: none"> <li>• Application should be designed with fault tolerance in mind at a transaction level as well as overall application architecture level.</li> <li>• District of Columbia will require that the Contractor provide the network communication line to DC DMV's chosen sites.</li> <li>• District of Columbia will require that the Contractor provide with a detailed software/hardware architecture that includes Failover/ Disaster Recovery and No Single Point Of Failure for software / hardware/ communication lines</li> </ul>
Secure FTP Server	<ul style="list-style-type: none"> <li>• The Contractor will provide a secure FTP server to the District of Columbia and host it at the contractor's Network Operations Center. This server will have a redundant and failover capability and provide a 99.99% uptime capability</li> <li>• The Contractor will allow the District of Columbia full access to this server</li> <li>• The Contractor will also provide a trained employee who will modify the additional access requests that the District of</li> </ul>

## Information and Data

Information architecture identifies the major kinds of data that support management functions. Good data architecture has minimal changes over time, has sound fundamental data definitions, and remains flexible with respect to market changes and business perspective.

To achieve this flexibility, data is defined independently of who uses it, where it is used or stored, when it is used, the sequence in which it is used, and which applications and technologies manage it. Under all circumstances, the data belongs to the District of Columbia and shall be provided upon request in a format easy to load and use by the District of Columbia.

A sophisticated data architecture that supports change brings the advantages of accelerating communication flow and of improving management decision-making and control functions. Equally important, robust data architecture has powerful potential to increase service quality levels and shorten service delivery timelines.

Quality	Architectural Requirements
Data Model	<ul style="list-style-type: none"> <li>• Allows services to be maintained as distinct entities and to be related in accordance with the District of Columbia's information requirements</li> <li>• Is developed and maintained rigorously</li> <li>• Links to the business objectives and integrates with the relational database and dictionary</li> <li>• Contains all data required to support the current business and the defined strategy to incorporate new service offerings</li> <li>• Efficiently and effectively enhances business productivity and application performance</li> <li>• Data is normalized to eliminate the occurrence of redundant data</li> </ul>
Relational Database	<ul style="list-style-type: none"> <li>• Uses an industry-wide accepted standard</li> <li>• Requires minimal de-normalization for performance considerations</li> <li>• Exploits hardware capabilities</li> <li>• Maintains critical data rules</li> <li>• Has wide third-party acceptance and support</li> </ul>

Quality	Architectural Requirements
	<ul style="list-style-type: none"> <li>• Demonstrates performance under high volume</li> </ul>
Data Dictionary	<ul style="list-style-type: none"> <li>• Records narrative definitions for all tables, columns, and relationships</li> <li>• Assists with impact analysis</li> <li>• Links to the RDBMS and data model</li> </ul>
Data Management	<ul style="list-style-type: none"> <li>• Synchronizes multiple databases</li> <li>• Executes and monitors transactions</li> <li>• Synchronizes local and remote databases</li> <li>• Allows for logical distribution Includes data import/export functionality</li> </ul>

## Network

Quality	Architectural Requirements
Topology	<ul style="list-style-type: none"> <li>• Compatible with TCP/IP for all data communication</li> <li>• Supports most LAN and WAN configurations</li> <li>• Provides control of remote report printing capabilities across the LAN and WAN</li> <li>• Provides network monitoring capabilities on the LAN and WAN</li> <li>• Accommodates a multi-tiered architecture</li> <li>• Accommodates standard and emerging technologies with support standards such as T1, T3, frame relay, ATM, and ISDN, 802.11a/b/g/x</li> </ul>
Scalability	<ul style="list-style-type: none"> <li>• Network must be scalable and allow for growth</li> <li>• Able to add platforms and specialize their use (such as establishing separate servers for each vertical product) without performance degradation</li> <li>• Able to position systems geographically with the ability to reallocate/redesign placement of hardware without performance degradation</li> </ul>
Failover / Redundancy	<ul style="list-style-type: none"> <li>• The dedicated network architecture, provided by the Contractor, must be load-balanced and redundant.</li> </ul>
Open Standard Protocol	<ul style="list-style-type: none"> <li>• Protocols must be open standard.</li> <li>• OCTO has selected TCP/IP as its standard</li> </ul>
Network Management	<ul style="list-style-type: none"> <li>• Contractor will provide bandwidth monitoring and performance measurement reports on the communication lines to the District of Columbia every day.</li> <li>• Provides proactive problem detection of device status before service is compromised</li> <li>• Provides network management standards such as Simple Network Management Protocol (SNMP), and Remote Monitoring (RMON, RMON2)</li> <li>• Contractor will make sure that all hardware/network equipment resides in a Network Command Center with proper security standards implemented.</li> <li>• Contractor will hire an established, known, Third party Verification service to measure the guaranteed uptime for the application.</li> <li>• These reports must be provided to the District of Columbia directly from the Third Party Service.</li> </ul>
Switched Networks	<ul style="list-style-type: none"> <li>• Ideal for network management</li> <li>• Improve LAN performance</li> </ul>

## Imaging Standards

### CENTRALIZED SCANNING SOLUTION

The District of Columbia of Columbia seeks a centralized scanning solution that satisfies the following technical goals.

- ◆ Provides a real-time web front that works with Internet Explorer 6.0 and above.
- ◆ Provides fast, front-line scanning capabilities for the DMV staff to add images to customer records.
- ◆ Integrates all images with the Ticket Processing Service and associate each image with the appropriate record in the Ticketing Processing system.
- ◆ Integrate database backend with ORACLE or DB2.
- ◆ Receive image data through fax/email/web and integrate into the Ticket Processing system and link to the appropriate record.
- ◆ Provide District of Columbia ownership and control of data contained in the system. Neither this database nor individual records may be provided to a third party with the express consent of the District of Columbia. The Contractor may only use the data to meet the requirements of the ticket processing system.

#### Image Resolution

All digital images have a minimum of 3,000 pixels along their longest dimension, and a minimum resolution of 300 dpi. For example, an 8-inch x 10-inch photograph will be scanned at 300 dpi; a 5-inch photograph at 600 dpi. However, items are never be scanned at less than 300 dpi, even if the longest dimension of the object is greater than 10 inches. When measuring the longest dimension of an image, the length is rounded down to the nearest half of an inch. When calculating resolution, round up to the closest multiple of 25.

Calculations reflect the dimensions of actual item to be scanned, not its matting or support. For example, a 5-inch print on an 8-inch mat should be scanned at 600 dpi ( $5 \times 600 = 3000$ ), even though the longest dimension becomes 4,800 pixels ( $8 \times 600 = 4,800$ ). This exception is made so that the NAA can later reproduce the print or artwork at 300 dpi. Text on the reverse side of an object may be scanned at 200 dpi.

#### File Format

Files are saved in 24-bit RGB color TIFF format, with an IBM PC Byte Order.

### **Test Targets**

All reflective images are scanned along with a Kodak Q-13 Color Separation Guide. All images (e.g. slides, negatives, film) are scanned alongside a Kodak Q-60 Color Input Target. Test targets are not considered when calculating the dimensions of the digital image.

### **Color and Grayscale Modes**

All items (including black-and-white photographic prints) are scanned and saved as RGB color images. Exception: black-and-white photographic negatives are scanned and saved as grayscale images.

### **ICC Color Profiles**

Where possible, TIFF image files will include the ICC color profile of the input equipment used (flatbed scanner or digital camera).

### **Pre-Scan Cropping**

Crop each image to the edges and include the entire color bar.

Items that are matted on secondary material are cropped to include a portion of the matting (and scanning resolution determined by the dimensions of the actual image, not including the mat).

The upper portion of the color bar may be partially cropped to achieve a smaller overall file size.

### **File Naming**

Use lower-case letters only.

The same unique object identifier (name or number) is used for archival items and their digital surrogates. For example, a print or drawing identified in the archives' catalog as (INV) 00000001 will be named 00000001.tif.

The verso or back of the item will be called 00000001v.tif or 00000001verso.tif.

Two parts of a broken item will be called 00000001\_pt1.tif and 00000001\_pt2.tif.

### **Volume (Disk) Names**

Disk names will bear the collection's Accession Number (or MS number), bearing in mind that a CD-ROM volume label (i.e. its name) cannot include more than eleven (11) characters.

"Ms99-23 Disk1" or "99-23no1" for CD disk 1

"Ms99-23 Disk2" or "99-23no2" for CD disk 2, etc.

Volume (disk) labels and directory names must conform to DOS file naming conventions and may not include these characters: / . : \* ? " < > |

### **CD-ROM Recording**

CD-ROMs must be ISO 9660 format. However, the file naming setting used in Toast is "Allow Macintosh Names."

### **Additional Criteria**

- Each file will contain a .tif extension.
- Horizontal alignment of images will be off no more than .25 degrees.
- The correct aspect (portrait or landscape) of the original will be retained in the digital image.

## **SUMMARY:**

The standards utilized in the District of Columbia's government for Software and Hardware are defined by OCTO.

Software Standards: Please see table 1.1

Hardware Standards: Please see table 1.2

# STANDARDS FOR DATA TRANSFERENCE

## BATCH INTERFACE

The District of Columbia will accept the following transference method for data exchange between the Ticket Processing System and the District of Columbia's agencies. The information sent is agency code, month, day, year of assignment, license plate, state, vehicle make. This will allow the Ticket Processing System to timely report to agencies their ticket responsibilities. For more information please see Exhibit 3.

### **FTP Transference**

The Contractor will provide a FTP/Web Services "Hub" Server to be located at the Vendor's ASP Network Operation Center. This server will use the Secure FTP technology to transfer files between the District of Columbia and the Contractor. This server will have a failover and redundant architecture as described previously in this document. The Contractor will also provide the push/pull application to the District of Columbia Agencies that connects to the secure FTP/Web Services server. This web 'hub' will be maintained by the Contractor but reverts to the District of Columbia at the end of the contract.

For transferring a file to the District of Columbia, the Contractors will upload the appropriate file with correct format determined by the agency to the unique agency folder. The agency then will get the file using secure FTP application provided by the Contractor.

The secure FTP software will be provided to the agency by the Contractor and will use the industry standard encryption methods and techniques.

When transferring a file to the Contractor, the District of Columbia agency will put the file in their appropriate folder using secure FTP method provided by the Contractor and agreed by the District of Columbia.

Also:

- The Contractor will push/pull the data from the server every 2 seconds for any new "real-time" transactions uploaded by the District of Columbia Agencies.
- The Contractor will keep a log of every transaction on the server and provide the log upon request by the District of Columbia.
- The District of Columbia government will be provided access to the box with full rights.
- The Contractor will provide redundant servers for Disaster Recovery and will be responsible for 99.99% availability of this server.
- This server will be the hub for all transfer of batch or real-time transactions of files between the District of Columbia Agencies and the Contractor.
- The application will have the capability to queue and generate a backlog of files if the main system is down and the push/pull method stops polling from either end (either District of Columbia computers or the Contractor's main system). This backlog must be processed once the system is restored.

## **STANDARDS FOR ONLINE TICKET PAYMENT**

The ASP Contractor must provide a web page where the District of Columbia Citizen can pay tickets, such as Parking, Red light and moving violation etc.

- The website must be accessible by web browsers such as Internet Explorer 6.0, Netscape, Mozilla
- The website must communicate using 128 bit encryption keys
- The uptime availability for this site must be 99.99%
- Average response time to load web pages for this site must be less than 2 Seconds
- Contractor will hire an established, known, Third party Verification service to measure the guaranteed uptime for the application. These reports must be provided to the District of Columbia directly from the Third Party Service.

## STANDARDS FOR MOBILE COMPUTING

### Handheld Computing Devices

- ◆ Allow a user to completely logon within 30 seconds.
- ◆ The Contractor will provide the application as needed on the hand-held computers and MDTs for interfacing with the ticket processing system.
- ◆ The housing must protect the electronics, display and input devices from shock, sustained vibration, temperature extremes, storage extremes, relative humidity and spills.
- ◆ The handheld computer unit shall be capable of operating between -20C to +50C.
- ◆ The handheld computer unit shall be built in conformance to ISO 9001 international quality standards.
- ◆ Displays suitable from outdoor use in a range of ambient light. Conditions from bright sunlight to total darkness.
- ◆ Backlit keys sufficiently large to accommodate ease of data input.
- ◆ Safe casing for carrying when not in use.
- ◆ Capable of operating ten hours between recharges and capable of full recharge in two hours to support a full shift.
- ◆ The maximum weight of a unit including battery shall not exceed 2 lbs.
- ◆ The handheld must be ruggedized and able to withstand a drop test from 6 feet.
- ◆ The handheld device must incorporate ergonomics that address worker injury and fatigue.
- ◆ The handheld device must incorporate a full alphanumeric keypad with a separate alphabetic (A-Z) and numeric (0-9) characters plus appropriate function keys.
- ◆ A color display is sought.
- ◆ The handheld unit shall be capable of integrating with a bar code scanner.
- ◆ The handheld unit shall have a built-in speaker and microphone, capable of supporting audio messages. The handheld device must have an audible tone, such as a beep, and a visual indicator to alert the officer to special conditions, such as scofflaw or stolen vehicle match, or low battery condition. When required for security reasons the device must provide a means to disengage the audible tone.
- ◆ A thermal printer unit is required.
- ◆ The handheld device must have sufficient random access memory (RAM) to store all required data. A minimum of 64 MB of ram, with expansion to a minimum of 512 MB must be supported.
- ◆ The handheld device must support at a minimum of 128-bit encryption.
- ◆ The batteries utilized must support at a minimum 10 hour shift before a recharge is needed.
- ◆ The handheld device must include safeguards to preserve the integrity of all data in the event of equipment malfunction, loss of battery power, or replacement of battery.

## Printers

- ◆ Must be operational in all types of weather without the need for a protective cover.
- ◆ Must have a print resolution of at least 203 dpi.
- ◆ Must have a print speed of up to three (3) inches per second.
- ◆ Must provide the "longest time" available batteries to support at a minimum 10 hours, and the printing of 200 Citations.
- ◆ Allow for the storage and field replacement of batteries with negligible impact on normal operations.
- ◆ A printer malfunction must not affect the integrity of data stored in the handheld; there must be a reprinting capability.
- ◆ The ticket paper stock must be able to withstand extreme weather conditions without damage or loss of information or legibility.
- ◆ The ticket paper stock must be water and heat resistant and the print on preprinted ticket paper stock must be smear proof.
- ◆ Characters printed by printer on ticket paper must remain legible and be smear proof both when the ticket is dry or becomes wet.

## APPLICATION MANAGEMENT

### Performance Requirements

The Contractor shall guarantee the following system performance levels, in addition to any which may appear in the statement of work:

- (a) On-line system availability level of 99.99 percent in any calendar month.
- (b) An average system response time at each workstation of 2 seconds or less over a one week period;
- (c) On-line availability of the image workflow system during normal working hours of 99.99 percent in any calendar month;
- (d) The Contractor shall guarantee the average image recovery and average image printing time offered in its proposal.
- (e) Contractor will hire an established, known, third party verification service to measure the guaranteed uptime for the application. These reports must be provided to the District of Columbia directly from the Third Party Service.

### Service Level Reporting

The Contractor shall guarantee the following system performance levels, in addition to any which may appear in the statement of work:

- (a) Online and on demand availability and delivery of regular production management reports
- (b) On-line and on demand availability of payment data by the Contractor
- (c) Update of manually written tickets to the system no later than the end of the second business day (i.e., within 24 hours) following pickup by the Contractor
- (d) Repair or replace within four hours or the end of the business day on which notification from the District of Columbia was received, whichever occurs first, any system hardware component that fails to perform at its intended level. Additionally, if provided at least one week's notice, all moves, adds and changes will be accomplished within 24 hours of the requested date.

- (e) Establishment of a backup connection within 15 minutes of receipt of notification from the District of Columbia that any data circuit is inoperable; the Contractor shall maintain staffing levels for services as identified in the proposal and subsequently incorporated into the contract, except as otherwise agreed by the Contract Administrator.

# SECURITY

## District of Columbia Security Standards

The Contractor solution must adhere to all applicable District of Columbia Security policies issued by OCTO Computer Security Management (OCSM). In particular, the following policies have been identified by OCSM as pertaining to the system sought. The following OCSM policies and standards are incorporated herein by reference:

1. OCTO003.350 Desktop Security
2. OCTO003.010 Data Sensitivity
3. OCTO003.320 Network Connectivity
4. OCTO003.510 Systems Security Hardening
5. OCTO003.380 Wireless Communications Standard

## Federal Security Standard

In addition to District of Columbia security policies and standards, the Contractor solution must conform with all applicable Federal government security policies and standards, particularly the Criminal Justice Information Services Security Policy (*CJIS Security Policy Version 3.1 September 2002*) which is incorporated herein by reference.

- ◆ Security Programs
  - Security Roles and Responsibilities
  - Information Security Officer Responsibilities
- ◆ Personnel Background Screening
  - Personnel Background Screening for System Access
  - Personnel Background Screening for Hardcopy Access
  - Standards for Discipline
- ◆ Physical Security
  - Security Standards Enforcement
  - Specific Facility Security Standards
- ◆ Administrative Security
  - Originating Agency Identifiers (ORIs)

- State and Federal Agency User Agreements
  - Local Criminal Justice Agency User Agreements
  - Non-criminal Justice Governmental Agencies
  - Private Contractor
  - Awareness and Training
  - Security Monitoring
  - Notification
  - Disposal of Media
  - Documentation of Network Configuration
  - CJIS Network Configuration Example
- ◆ Technical Security
    - Identification
    - Authentication
    - Wireless
    - Encryption
    - Encryption Audit Considerations
    - Dial-up Access
    - Access Control
    - Audit
    - Audit Trails
    - Internet Access
    - Firewalls
    - Internet Firewall Architecture Diagram
    - FBI CJIS Criminal History Record Information via the Internet
- ◆ Dissemination of State or Federal Hot File Records
    - Commercial Dissemination
- ◆ Dissemination of III/Criminal History Record Information (CHRI)
    - Logging
    - Use of Information
    - Direct Dissemination to Personnel
    - Dissemination of Criminal History Record Information
    - Storage of Criminal History Record Information
    - Disposal of Criminal History Record Information
    - Voice Transmission of Criminal History Record Information
    - Facsimile Transmission of Criminal History Record Information
- ◆ CJIS Records Information Systems Auditing
    - Biennial Control Terminal Agency Audits
    - Biennial FBI CJIS Division Audits
    - Special Security Audits
    - Security Audit Capability

- ◆ Security Incidents and Violations
  - Incident Response Capability Structure
  - Identifying Incidents
  - Investigating (Incident Handling)
  - Reporting
  - Recovery
  - Web Links
  - Security Incidents and Violations

## **ROLES AND RESPONSIBILITIES**

### **INSPECTION AND ACCEPTANCE**

#### **Inspection of Services**

##### **Definitions**

"Services" as used in this clause includes services performed, workmanship, and material furnished or utilized in the performance of services.

##### **Inspection System**

The Contractor shall provide and maintain an inspection system acceptable to the District of Columbia covering the services under the contract. Complete records of all inspection work performed by the Contractor shall be maintained and made available to the District of Columbia during contract performance and for as long afterwards as the contract requires.

##### **Inspect and Test**

The District of Columbia has the right to inspect and test all services called for by the contract, to the extent practicable at all times and places during the term of the contract. The District of Columbia shall perform inspections and tests in a manner that will not unduly delay the work.

##### **Inspection Location**

If the District of Columbia performs inspections or tests on the premises of the Contractor or subContractor, the Contractor shall furnish, and shall require subContractors to furnish, without additional charge, all reasonable facilities and assistance for the performance of these duties.

##### **Inspection Failure**

If any of the services do not conform to the contract requirements, the District of Columbia may require the Contractor to perform these services again in conformity with contract requirements, at no increase in contract amount.

##### **Defects**

When the defects in services cannot be corrected by performance, the District of Columbia may (1) require the Contractor to take necessary action to ensure that future performance conforms to contract requirements and (2) reduce the contract price to

reflect value of services performed.

### **Failure to Comply**

If the Contractor fails to promptly perform the services again or to take the necessary action to ensure future performance is in conformity to contract requirements, the District of Columbia may (1) by contract or otherwise, perform the services and charge the Contractor any cost incurred by the District of Columbia that is directly related to the performance of such services, or (2) terminate the contract for default.

### **Quality Assurance**

The Project strategy for quality assurance will be to focus on the quality of the documentation, coding standards, deliverables, and Business Continuity Plan as well as the management of the project schedule and the priority of achieving system response times that adequately support the District of Columbia's workflow. Additionally, the application, including all its components, will ensure that all the related documented standards are enforced. Quality assurance activities provide an ongoing assessment of these factors. This involves evaluating progress against requirements and the review of deliverables. In addition, quality assurance activities will interact closely with and support risk identification, on-going risk monitoring, and contingency planning. Quality assurance will also ensure that the application and database allow for the future growth.

### **Testing**

The Contractor will be required to develop and acquire the District of Columbia's approval for a comprehensive test plan. The test plan should include provisions for automated regression and load testing scenarios using tools such as Mercury Interactive's WinRunner and LoadRunner, respectively. The scope of the testing should include but not be limited to:

1. Data Conversion
2. Network Architecture
3. Platform portability
4. Hardware/servers portability
5. Disaster Recovery / Application continuity
6. Interfaces (bi-directional) (Destiny, SOAR, etc.)
7. Error handling (Online and Batch)
8. Batch processing
9. Image transfer

10. Reporting
11. Handheld devices
12. Printing
13. Additional required hardware
14. Additional required software

The Contractor shall describe a comprehensive approach, method, and lifecycle for all testing. Testing should be not limited to the executable system. Rather, testing should be built into all systems integration and test development life-cycle phases. The Contractor must describe the organizations, resources, tasks, work assignments, milestones, and schedules for all project testing. The Contractor must address the establishment of the required testing environments, testing criteria, test data, testing procedures, and the validation of test results.

The Contractor will be responsible for proving the successful completion of the regression testing in compliance with the requirements. The Contractor will be required to get approval from the District of Columbia prior to the completion of each testing phase.

Additionally, the Contractor will be required to provide documented proof of the successful completion of the stress testing, load testing, Application and Database performance testing, load testing, application and database performance testing, and all corresponding system associated response times. The Contractor shall provide this documentation in deliverable format to the District of Columbia. All testing and quality assurance deliverables must be approved by the District of Columbia before the Contractor may proceed with the implementation of the ticket processing system.

### **Acceptance Criteria**

For each implementation deliverable, the Contractor and the District of Columbia will define and agree upon specific acceptance criteria. Additionally, the first 30 days of the implementation will be considered a pilot phase. This is to further ensure the conformance to the requirements and the District of Columbia's quality standards. All the pre-determined transactions, as defined by the Contractor and the District of Columbia, need to be successfully executed prior to the completion of the pilot phase. Contractor is expected to coordinate and ensure the completion of the Pilot Phase. For this Pilot Phase, the District of Columbia will provide final acceptance for the successful execution of all

pilot scenarios and transactions.

The Contractor will need to provide a documented and tested Rollback and Contingency plan prior to the start of the pilot phase.

**Table 1.1**  
**OCTO Software Standards**

Application Type	Mfg	Product	Summary
<b>Desktop Applications</b>			
Desktop Antivirus	McAfee	McAfee VirusScan	<p>All District of Columbia of Columbia workstations will use McAfee VirusScan software to protect the District of Columbia Wide Area Network (DCWAN) from malicious code. New computers should have the VirusScan software installed and configured prior to being deployed.</p> <p>More Info: <a href="http://www.mcafee.com">http://www.mcafee.com</a></p>
Office Automation	Microsoft	Office 2003 Standard Office 2003 Professional	<p>All new purchases will be Office 2003 Standard. If a user requires Microsoft Access, the agency can purchase Office 2003 Professional.</p> <p>This standard applies to office automation only. OCTO has not approved Office as an application development platform. The District of Columbia supports the use of Excel and Word macros; however, it has not sanctioned complete applications using Access. OCTO is evaluating the best solution for low-end application development. The use of Access as that platform is not recommended until the evaluation has been completed.</p> <p>More Info: <a href="Http://www.microsoft.com">Http://www.microsoft.com</a></p>

Application Type	Mfg.	Product	Summary
Desktop Operating System (OS)	Microsoft	Windows 2000 Windows XP	<p>Windows XP Professional is the preferred operating system for all new PC purchases. However there may be situations in which the user's environment will not allow for a migration to Windows XP. If hardware or software issues prevent the installation of Windows XP Professional, users can continue to order Windows 2000.</p> <p>The District of Columbia has standardized on Intel based personal computers. Apple computers can only be purchased upon approval by OCTO.</p> <p>More info: <a href="http://www.microsoft.com">Http://www.microsoft.com</a></p>
E-Mail Client	Microsoft	Outlook 2003 Outlook XP Outlook 2000 Outlook 98 Outlook Web Access	<p>The District of Columbia supports Outlook 2003, Outlook XP, Outlook 2000, and Outlook 98 email clients for users of Exchange 5.5 backend services (the current version of Exchange). The District of Columbia also supports Outlook Web Access with Exchange 5.5 for users that occasionally access email while out of the office.</p> <p>DC has started to implement Exchange 2003 in 2005. When Exchange 2003 is fully deployed to all the agencies, the preferred email client will be Outlook Web Access. Outlook 2003, XP and Outlook 2000 will be supported for</p>

Application Type	Mfg.	Product	Summary
			<p>notebook users that must have offline access to email.</p> <p>More Info: <a href="http://www.microsoft.com">Http://www.microsoft.com</a></p>
Email Privacy	PGP Corporation	PGP V7	<p>Certain users require enhanced security and privacy for their email. The District of Columbia does not provide encryption as a standard service for email. When email is sent across the Internet, it can be intercepted and read. Further, the "From:" field in an email message is easily manipulated and does not provide a true validation of who sent an email.</p> <p>PGP Mail is the recommended product for users who require additional email security. The product supports encryption and electronic signatures using private/public key technology.</p> <p>PGP Mail is not recommended for all users. In addition, at this time OCTO does not provide key storage. Refer to PGP Mail documentation on key management options.</p> <p>More Info: <a href="http://www.pgp.com">http://www.pgp.com</a></p>
File Encryption	PGP Corporation	PGP V7	<p>General file encryption is not sanctioned by OCTO. However, users who have sensitive information on their PC have the option of purchasing PGP for file encryption. PGP should only be used</p>

Application Type	Mfg	Product	Summary
			<p>for individual file encryption.</p> <p>Encrypting the entire hard drive or partition is also not sanctioned by OCTO. Encryption could prevent a PC technician from accessing the hard drive to diagnose a problem. However, in very rare cases, in particular where very sensitive data is residing on a notebook, encryption is allowed. For these situations, PGP Disk V7 is the recommended product.</p> <p>Windows XP allows a user to encrypt files under certain conditions. The feature is fairly "lightweight" and therefore PGP is recommended.</p> <p>More Info: <a href="http://www.pgp.com">http://www.pgp.com</a></p>
Personal Fax	Microsoft Symantec	Microsoft Fax WinFax Pro V10	<p>Microsoft Fax is integrated with all current Windows operating systems. It is recommended for the majority of simple inbound and outbound fax transmissions.</p> <p>For more robust fax requirements, the District of Columbia recommends Winfax Pro V10.0. Winfax Pro should be purchased for users that require more control over their faxes, including the ability to create a single fax from multiple sources.</p>

Application Type	Mfg	Product	Summary
			<p>More Info: <a href="http://www.symantec.com">http://www.symantec.com</a></p>
Web Browser	Microsoft	Internet Explorer 6.0 w/128-bit encryption	<p>Internet Explorer 6.0 is the browser standard for all new Windows PCs. Note that other devices, such as PDAs, may have embedded browsers. This standard does not address these devices nor does it address non-Windows platforms.</p> <p>Note that other features embedded within Internet Explorer, such as the email client, are not supported. The intent of this recommendation is to establish a standard for web browsing.</p> <p>More Info: <a href="http://www.microsoft.com">http://www.microsoft.com</a></p>
Media Player Desktop	Microsoft	Media Player 10.0	<p>Microsoft Windows Media Player is a full-function media player that comes bundled with new PC operating systems. The District of Columbia has standardized on Media Player for their web infrastructure.</p> <p>More Info: <a href="http://www.microsoft.com">http://www.microsoft.com</a></p>
PDA (Personal Digital Assistants)	Palm Handspring Compaq Sony RIM Treo	Palm Visor iPAQ Clie Blackberry 950 & 957 Treo 650, 700M	<p>Personal Digital Assistants provide calendaring, to do lists, contacts, and other personal management functions in a handheld device. The District of Columbia has sanctioned both the Palm (from Palm, Handspring and Sony) and Windows CE devices (from Compaq) as standards. Further, HotSync Manager (Palm) and ActiveSync (Windows CE) are the sanctioned software that will</p>

Application Type	Mfg	Product	Summary
			<p>synchronize the devices with the user's PC.</p> <p>The RIM devices are also supported as both a PDA and a wireless email device.</p>
Forms Generator	Lake Companies ICM America Cardiff	JetForms OmniForms Liquid Forms	All are COTS product that allow for management of paper or electronic documents.
Desktop Publishing	Adobe Quark	Adobe Acrobat Version 6.0 Adobe Pagemaker V7.0 Quark Express 5.0	<p>Desktop publishing packages should be used to create professional-quality publications. Since there is a range of requirements, a range of products was selected.</p> <p>More Info: <a href="http://www.adobe.com">http://www.adobe.com</a> <a href="http://www.quark.com">http://www.quark.com</a></p>
Project Management	Microsoft	Project 2003	<p>-OCTO recommends Microsoft Project 2003 for the management of small to mid-size projects. The product provides all the fundamental functions required to track and manage projects.</p> <p>Microsoft Project 2003 is a general project management tool. Users that require vertical or specific project management tools, such as those used in construction, should consider other alternative software.</p>

Application Type	Mfg	Product	Summary
			More Info: <a href="http://www.microsoft.com">Http://www.microsoft.com</a>
<b>Server/Applications</b>			
Server Operating System – File/Print	Microsoft	Windows 2003 Server Windows 2003 Advanced Server	<p>OCTO recommends Windows 2003 Server and Advanced Server platforms for file and print servers. Most agencies will deploy Windows 2003 Server rather than Advanced Server. Windows 2003 Advanced Server, with its additional scalability and clustering features, will mainly be deployed in the centralized OCTO data centers.</p> <p>More Info: <a href="http://www.microsoft.com">http://www.microsoft.com</a></p>
Server Antivirus Application	McAfee Sybari Trend Micro	Netshield – Win2000 Antigen - Exchange Solaris – Unix (SUN)	<p>The previously mentioned products are the recommended virus protection software for the various server platforms.</p> <p>Antivirus software must be installed on all servers regardless of their use and location. The software must be kept up to date with both current versions and the newest virus signature files.</p>
Enterprise Application Integration (EAI)	SeeBeyond	EGate InSight	<p>The District of Columbia has standardized on SeeBeyond for enterprise-level integration. Where there is a need for high-volume and reliable integration between many disparate systems, Seebeyond should be used. The benefits of EAI are only</p>

Application Type	Mfg	Product	Summary
			<p>realized when the number and complexity of the interfaces is relatively high. Therefore, not all interfaces should be built using Seebeyond. Contact OCTO for assistance in designing the optimal solution for a particular interface need.</p> <p><a href="http://www.seebeyond.com">www.seebeyond.com</a></p>
Internet Content Management	PPT	DSF	<p>DSF is the District of Columbia's standard framework tool for all Internet, intranet, and extranet web sites. The product provides content management and portal capability including the ability to run applications within the framework. DSF uses a wysiwyg (what you see is what you get) editing capability eliminating the need for HTML developers to deliver content to a site. OCTO has developed various templates for use by agencies, which will provide a standard look-and-feel and navigation. DSF provides a workflow and approval process automating the publishing of the content.</p> <p>More Info: <a href="http://dsf.pptnet.com/">http:// dsf.pptnet.com/</a></p>
Directory Services	Microsoft	Windows 2003 Active Directory	<p>Microsoft Active Directory (AD) is the standard for directory services. Initially OCTO has deployed AD for email authentication and as a white pages directory (to include user name, email address, and phone number). In the future, the directory will be enhanced</p>

Application Type	Mfg	Product	Summary
			<p>with additional attributes and will become the central authentication engine for applications and network services.</p> <p>More Info <a href="http://www.microsoft.com">www.microsoft.com</a></p>
E-Mail Server	Microsoft	Exchange 2003	<p>The District of Columbia has standardized on Exchange 2003 for email and calendaring. The typically client will be Outlook Web Access or the full Outlook client. POP will also be supported for certain users who require a lightweight and/or Internet ready client. IMAP will be supported on a case-by-case basis.</p> <p>Exchange has not been sanctioned as the collaboration platform, such as instant messaging and conferencing. For general file sharing, standard Windows server file and print services are recommended over Exchange shared folders.</p> <p>More Info: <a href="http://www.microsoft.com">Http://www.microsoft.com</a></p>
Web Server	Microsoft	IIS 5.0	<p>Microsoft IIS 6.0 is the sanctioned standard for all web server requirements including Internet, intranet, and extranet applications. The product provides:</p> <ul style="list-style-type: none"> <li>• Infrastructure to store and deliver HTML pages;</li> <li>• Scripting services for dynamic</li> </ul>

Application Type	Mfg	Product	Summary
			<p>content and simple business logic;</p> <ul style="list-style-type: none"> <li>• Application platform for robust application logic.</li> </ul> <p>The sanctioned application development platform for web applications is COM+ (either with or without MTS services) and .NET on an IIS server. A complete description of the web infrastructure used in the District of Columbia is included elsewhere in this document.</p> <p>OCTO does not sanction the user of Apache nor personal web servers even for development purposes. The OCTO web configuration includes development, quality control, and production servers. These servers should be used for all web requirements.</p> <p>More Info: <a href="http://www.microsoft.com">www.microsoft.com</a></p>
Internet Content Filtering – Server	Websense	Websense Enterprise	<p>Content filter prevents access to web sites that are deemed “inappropriate” in a business environment, such as pornography and racial sites.</p> <p>Websense is the standard product to provide Internet access restrictions. The product will be deployed at the central OCTO entry points to the ISP's.</p>

Application Type	Mfg	Product	Summary
<b>Database Applications</b>			
Relational Database Management	IBM Microsoft Oracle	DB2/MVS V8 SQL Server 2000 Oracle 9x	OCTO supports three separate relation database management products based upon the platform and functionality required by the user.  More Info: <a href="http://www.microsoft.com">http:// www.microsoft.com</a> <a href="http://www.oracle.com">http://www.oracle.com</a> <a href="http://www.ibm.com">http://www.ibm.com</a>
Database Modeling	Computer Associates Microsoft Sybase	Erwin Visio PowerDesigner	Database modeling tools are used by systems analysts and developers to visually view data, data attributes, and their relationships. Erwin Modeler is the standard database modeling tool for the District of Columbia and has been for the past three years. Besides developing the visuals of the data, Erwin can also be used to generate the physical database, stored procedures, and triggers for SQL Server, DB2, and Oracle. Erwin is an excellent "middle of the road" product for modeling databases and systems.
Database Dictionary	Microsoft Oracle	SQL Servers' Dictionary Oracle Data Dictionary	Products serves a reference source for database support and development. More Info <a href="http://www.oracle.com">www.oracle.com</a> <a href="http://www.microsoft.com">Http://www.microsoft.com</a>
Asset Management	Magic Solutions BMC Software	Magic Service Desk  Remedy Asset Management	Is a utility software tool that allows IT professionals to track and manage enterprise assets – and their changing relationships – throughout the entire asset lifecycle. These are both COTS

Application Type	Mfg	Product	Summary
			products <a href="http://www.magicsolutions.com">www.magicsolutions.com</a> <a href="http://www.remedy.com">www.remedy.com</a>
Report/Query Tool	Crystal Business Objects	Crystal Reports 8.0 Business Objects	These products that have selected by OCTO as the Standard for the District of Columbia. These are both COTS products. They both offer the ability to perform report writing and queries.
<b>Utility and Management Applications</b>			
Web Authoring	Macromedia Microsoft	Home Site FrontPage	For the creation of static web content, Microsoft FrontPage 2002 and Macromedia HomeSite 4.5 are the recommended products. These products provide WYSIWYG (what you see is what you get) HTML development capabilities. JavaScript and VBScript can also be incorporated into page development using these tools.  More Info: <a href="http://www.macromedia.com">http://www.macromedia.com</a> <a href="http://www.microsoft.com">http://www.microsoft.com</a>
Web Reporting	Webtrends	Analysis Suite	Webtrends is the standard tool to report on web site activity. The product provides information on many web site statistics including visitor activity, link analysis, and site errors. More Info: <a href="http://www.netig.com/products/was/default.asp">http://www.netig.com/products/was/default.asp</a>
PC Utilities	Symantec	Norton Utilities 2002	Norton Utilities provides a suite of utilities

Application Type	Mfg.	Product	Summary
			<p>for the maintenance of a PC including:</p> <ul style="list-style-type: none"> <li>• Registry check and problem correction</li> <li>• Hard drive performance optimization</li> <li>• Hard drive error detection and repair</li> <li>• Recovery of deleted files</li> <li>• Permanent and secure deletion of files</li> </ul> <p>The typical user will not require Norton Utilities. Norton Utilities will usually be used by PC technicians to diagnose and correct issues with the desktop. However, OCTO recommends Norton Utilities for users that must permanently and securely delete files.</p> <p>More Info: <a href="http://www.symantec.com">http://www.symantec.com</a></p>
Remote Host	LANDesk	N/A	This product is a COTS product. It
Compression Utility	WinZip	WinZip Version 8.0	<p>WinZip is the recommended product for compressing individual files either to reduce disk usage or to improve performance when sending the file as an email attachment. WinZip provides a much more robust set of compression utilities than other products.</p> <p>More Info: <a href="http://www.winzip.com">http://www.winzip.com</a></p>
WEB Application Development	Microsoft	Visual Studio Suite (InterDev, VB, C++)	The District of Columbia's web environment is Microsoft centric, relying upon Microsoft's IIS, MTS, and SQL Server products. As such, the District of

Application Type	Mfg	Product	Summary
			<p>Columbia has sanctioned the Microsoft development framework for web application development. Specifically server applications will rely upon ASP and COM+.</p> <p><a href="http://www.microsoft.com/catalog/display.asp?site=737&amp;subid=22&amp;pg=1">www.microsoft.com/catalog/display.asp?site=737&amp;subid=22&amp;pg=1</a></p>
<b>Business Tier Applications</b>			
Help Desk	REMEDY	Remedy Help Desk	Has been selected as the Standard for Helpdesk, problem management
High end Statistical Analysis	SAS SPSS	SAS SPSS	<p>SAS and SPSS are supported on both the OS/390 and PC platforms. Even though not currently implemented, users who require a non-S/390 server based solution should utilize SAS.</p> <p>Excel is also supported for data analysis but the product does not provide the high-end analysis features in SAS. However, many users will find the capabilities of Excel sufficient for their needs.</p> <p>More Info: <a href="http://www.sas.com">http://www.sas.com</a> <a href="http://www.spss.com">http://www.spss.com</a></p>
Wireless Email	Cingular Goodlink Verizon	Cingular Corporate Email Server Goodlink Corporate Messaging Software Treo 650 Treo 700M	OCTO has approved Palm and Windows OS for the wireless email device for all users of the OCTO Exchange backbone. The OCTO provided service is Cingular Corporate Email Service. The Goodlink software is

Application Type	Mfg	Product	Summary
			the standard wireless email application.

Table 1.2  
OCTO Hardware Standards

Type of Device	Mfg	Description	Summary
<b>Computing - Desktop</b>			
Desktops I - Normal User	IBM compatible (Dell, IBM Compaq, Toshiba)	P4 (3 GHz) Intel compatible Processor, 512 MB Memory, 40 Gig HD, 100/1000 Network Card, 32 MB Video Card, 16 Bit Sound Card, 12x10x52 CDRW, 16X DVD Reader, 17" Flat Panel Monitor	This unit is for new purchases only. This unit has been adopted by the District of Columbia as a Standard for the next 12 months when it will be evaluated again. <u>More Info</u> <a href="http://www.dell.com">http://www.dell.com</a>
Desktop II - Power User	IBM compatible (Dell, IBM Compaq, Toshiba)	P4 (3.2 GHz) Intel compatible Processor, 1GB Memory, 80 Gig HD, 100/1000 Network Card, 64 MB Video Card, 16 Bit Sound Card, 12x10x52 CDRW/ 16X DVD Reaer, 17" Flat Panel Monitor	This unit is for new purchases only. This unit has been adopted by the District of Columbia as a Standard for the next 12 months when it will be evaluated again. <u>More Info</u> <a href="http://www.dell.com">http://www.dell.com</a>
Laptops I - Normal User	IBM compatible (Dell, IBM Compaq, Toshiba)	P4 (182 GHz) Intel Compatible Processor, 512 MB Memory, 40 GB HD, 32MB Video Ram, AC97 Audio, 100/1000 NIC, 56K Modem, 16X DVDROM, 2 USB Ports, Built in WI-Fi b/g, 2 USB Ports, 1 Firewire port, 1 Parallel Port, 2 Serial Port, 87 Key Keyboard, PS2 Port, Video Port, 14" Active Matrix Display	This unit is for new purchases only. This unit has been adopted by the District of Columbia as a Standard for the next 12 months when it will be evaluated again. <u>More Info</u> <a href="http://www.dell.com">http://www.dell.com</a>

Type of Device	Mfg	Description	Summary
Laptop II - Power User	IBM compatible (Dell, IBM Compaq, Toshiba)	P4 (3 GHz) Intel Compatible Processor, 1GB Memory, 80 GB HD, 32MB Video Ram, AC97 Audio, 100/1000 NIC, 56K Modem, 16X DVDROM/CDRW combo, Built in Wi-Fi b/g, 2 USB Ports, 1 Firewire Port, 1 Parallel Port, 2 Serial Port, 87 Key Keyboard, PS2 Port, Video Port, 14" Active Matrix Display	This unit is for new purchases only. This unit has been adopted by the District of Columbia as a Standard for the next 12 months when it will be evaluated again. <u>More Info</u> <a href="http://www.dell.com">http://www.dell.com</a>
<b>Computing Server</b>			
Server (Application)	IBM compatible (Dell, IBM Compaq, Toshiba)	Dual P3 (3 GHz) Intel Compatible Processor, 2-4GB Memory, 2-3 73Gig 10,000 RPM HD, 16 MB Video, 101 Key Keyboard, 2 button Mouse, 52x CDRW, Dual SCSI Controller, Dual Power Supplies, 2 USB Ports, 2 PS2 Ports, 1 Firewire port, 1 Parallel Port, Video Port, 210/100 NIC, 17" Flat Panel Monitor	This unit is for new purchases only. This unit has been adopted by the District of Columbia as a Standard for the next 12 months when it will be evaluated again. <u>More Info</u> <a href="Http://www.dell.com">Http://www.dell.com</a>
Server (Database and Image)	IBM compatible (Dell, IBM Compaq, Toshiba)	Dual P4 (3 GHz) Intel Compatible Processor, 4-8 GB Memory, 5-8 GB 10,000 RPM HD, 32 MB Video, 101 Key Keyboard, 2 button Mouse, 52x CDRW, 16X DVD Reader, Dual SCSI Controller, Dual Power Supplies, 2 USB Ports, 2 PS2 Ports, 1 Parallel port, Video Port, 2 100/1000 NIC, 17" Flat Panel Monitor	This unit is for new purchases only. This unit has been adopted by the District of Columbia as a Standard for the next 12 months when it will be evaluated again. <u>More Info</u> <a href="http://www.dell.com">http://www.dell.com</a>
<b>Computing Tape Backup</b>			

Type of Device	Mfg	Description	Summary
Tape Back Up	Dell	Fully Automated Library with a minimum of 2 Drives. Will Support 20 cartridges. Library Capacity 2 - 8 TB. Backup rate 216 GB per hour	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again. More Info <a href="http://www.dell.com">www.dell.com</a>
LAN/WAN Devices			
Firewall (Remote Office)	Cisco 3Com Nokia	Built upon a hardened, purpose-built operating system for security services. Support a wide range of remote access VPN clients including Cisco software, Microsoft Windows, Linux, Solaris and Apple Mac OS X), hardware VPN clients (such as the VPN 3002), as well as PPTP and L2TP. Ability to be remotely managed and configured.	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again.
Firewall (Enterprise)	Cisco 3Com Nokia	Built upon a hardened, purpose-built operating system for security services. Support a wide range of remote access VPN clients including Cisco software, Microsoft Windows, Linux, Solaris and Apple Mac OS X), hardware VPN clients (such as the VPN 3002), as well as PPTP and L2TP. Ability to be remotely managed and configured.	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again.

Type of Device	Mfg	Description	Summary
Router (Remote Office)	Cisco Foundry	Built in CSU/DSU; 2 Com port, 1 WAN Port, 2 LAN ports, Supports OSPF, RIP, RIP2, Multi-protocol, IP, IPX/SPX, VPN, IPSEC, 3DES/MD5 Encryption. Supports remote management and Access	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again.
Switch (Departmental)	Cisco 3Com	24 - 36 Port Density, Layer 3 Support, Gigabit Back Plane with 1 fiber ports. Supports 10/100 bandwidth, VLANS, Port Trunking, Filtering via MAC Address, remotely managed, managed via Web Browser.	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again.
Switch (Enterprise)	Cisco 3Com	36 - 48 Port Density, Layer 3 - 4 Support, Gigabit Back Plane with 2 fiber ports. Supports 10/100 bandwidth, VLANS, Port trunking, Filtering via MAC Address, remotely managed, managed via Web Browser.	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again.
Intrusion Detection Systems (IDS)	TBD	TBD	TBD

Type of Device	Mfg	Description	Summary
<b>LAN Printer/Scanner/FAX</b>			
Printer (Personal)	Laser Personal Non-Networked	10-15 pages per minute, 2-3 input Trays - 750 pages, monthly volume of 50,000 pages, Support, Legal, A4, and Letter prints, Remote management and configuration, built in Network Card, Support Laser technology	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again. <u>More Info</u> <a href="http://www.hp.com">www.hp.com</a>
Printer Laser (Departmental) Laserjet	High Volume Networked	15-25 pages per minute, 2-3 input Trays -1000 pages, monthly volume of 100,000 pages, Support, Legal, A4, Letter, and 11x17 prints. Remote management and configuration, built in Network Card, Support Laser technology	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again. <u>More Info</u> <a href="http://www.hp.com">www.hp.com</a>
Scanner Personal & Handheld	Personal Non Networked	Personal - Must be single Pass, USB and Parallel port capable, 600 dpi to 2400 dpi optical resolution. Capacity at least 100 sheets. Support letter 8 1/2" x 11", Legal and 11"x17" paper, Must support OCR.	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again. <u>More Info</u> <a href="http://www.hp.com">www.hp.com</a>
Scanner Single Pass (Departmental)	High Volume Networked	Must be single Pass, USB and Parallel port capable, 720 dpi to 2400 dpi optical resolution. Must support VRS (video versions only). Capacity at least 500	This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be

Type of Device	Mfg	Description	Summary
		sheets Support letter, Legal and 11"x17" paper Must support OCR.	evaluated again. More Info <a href="http://www.hp.com">www.hp.com</a>
FAX	Panasonic or IBM	Plain Paper, hold at least 250 - 500 sheet of paper, Memory buffer for minimum 100 pages, provides confirmation page, 14.4 - 33.6 Data/Fax mode, Print/copy in multi-mode i.e. fine, super-fine).	For New purchases only. This unit has been adopted by the District of Columbia as a Standard for the next 12 - 24 months when it will be evaluated again.

## **INTEROPERABILITY**

### **DPW Centralized Boot system interface**

The new interface will send vehicle agency assignment information to Ticket Processing Service. The information sent is agency code, month, day, year of assignment, license plate, state, vehicle make. This will allow the Ticket Information System to timely report to agencies their ticket responsibilities. This will be done by using the Secure FTP Server. The Contractor will provide the DPW agency with a secure FTP application which will connect to the Secure FTP server and push/pull data.

### **DPW Centralized Towing**

The Ticket Information System will send ticket payment information to the Centralized Towing system. This information will allow Centralized Towing information to release vehicles. This will be done by using the Secure FTP Server. The Contractor will provide the DPW agency with a secure FTP application which will connect to the Secure FTP server and push/pull data.

### **AIMS System Interface**

The AIMS system will be sending to the Contractor Vehicle Tag information and VIN information. The Ticket Information System will be providing any/all ticket information back to the AIMS system. This will be a real time interface between the AIMS and the Ticket Information system. This will utilize the web services which utilizes WSDL. The AIMS system and the Technical Information system will provide each other with appropriate information to create and utilize the WSDL components.

### **DC DMV Destiny - TICKET Real time interface**

The DESTINY Application is the enterprise motor vehicles application for the District of Columbia DMV. DESTINY supports the DMV's core driver licensing, vehicle registration, tag issuance, titling, dealer licensing, and accounting functions.

The Ticket information system will be sending Ticket numbers, and ticket amounts owed,

to the Destiny system. The Destiny system will then acknowledge receipts on these tickets. This will be a real time interface between the Destiny and the Ticket Information system. This interface will utilize the web service that consumes WSDL. The Destiny system and the Ticket Information system will provide each other with appropriate information to create and utilize the WSDL components.

#### **DC DMV Destiny - TICKET Batch interface**

The Ticket System must transmit stop nomination and clear stop nomination transactions from the Ticket System for unresolved/defaulted parking and photo enforcement violations. A Destiny batch program processes a batch nomination file sent from the Ticket System and generates a response file indicating whether or not each nominate/clear parking/photo enforcement violation stop transaction was successful. The Destiny System places an unresolved/defaulted parking/photo enforcement violation stop on the associated vehicle's registered owners for each successfully processed stop nomination record. The Destiny System clears the associated unresolved/defaulted parking/photo enforcement violation stop for each successfully processed stop clearance record. The input and response files are exchanged between the Ticket System and Destiny via Secure FTP on a nightly basis.

The DMV customer service representatives may collect ticket payment for unresolved/defaulted parking/photo enforcement tickets at the DMV sites using the DESTINY System. For each ticket payment collected, the DESTINY System must send the appropriate information to the Ticket System such that the ticket can be cleared.

To do this, the DESTINY system creates for the Ticket Payment System, a nightly batch file of all unresolved/overdue parking/photo enforcement violation payments collected by the DMV. The batch file contains registration, ticket, and ticket payment information for each ticket fee collected at the DMV. The file is then picked up and processed by the Ticket System to update the respective parking ticket records. This will be done by using the Secure FTP Server and PGP encryption. The Contractor will provide the DMV with a secure FTP application which will connect to the Secure FTP server and push/pull data utilizing PGP on the mainframe.

DESTINY System also provides an extract of all vehicle registration data / Driver License Data to the Ticket System. For this, the DESTINY System generates a file

containing vehicle, registration, Driver License Information, owner, and address information for all currently registered vehicles in the District. The flat file is transmitted to the Ticket System weekly utilizing the batch interface utilizing the Secure FTP process.

## Exhibit 2

Below is a glossary describing some of the concept used in this document.

Word	Definition
Adjudication	The process by which citizens that receive parking, traffic or photo enforcement tickets contest them for dismissal. DC law currently allows citizens to contest tickets in-person or by mail.
Adjudication Administrative Hearing	DMV is required to provide a process by which citizens can contest pedestrian and traffic violations. DMV hearing examiners conduct administrative hearings and rendered decision in accordance with DC law and traffic regulations. These administrative hearing decisions may be appealed to the Traffic Adjudication Appeals Board followed by a request to file an appeal with the DC Superior.
Aging Process	
AIMS	DPW Auto impoundment management system.
Appeals Board/Court	An independent Board comprised of three members, a DMV employee, a District of Columbia Resident, and a DC licensed attorney. This board is responsible for reviewing final decisions of the agency, including findings of liability by the hearing examiners.
Application Process	Detailed plan of application functionality.
Application User Manual	Online User help facility for all application functionality.
Audio Files	An <b>audio file format</b> is a container format for storing audio data on a computer system

Word	Definition
Availability Date	The availability date and time is the time and date a fine, fee, payment, refund, or write-off transaction is made available to the application.
Barcode	A printed horizontal strip of vertical bars of varying widths, groups of which represent decimal digits and are used for identifying commercial products or parts. Bar codes are read by a bar code reader and the code interpreted either through software or a hardware decoder
Blank Stock	Blank stock refers to ticket stock that has no pre-printed information.
Boot	A boot is a device attached to the tire of a vehicle in order to prevent the operation of that vehicle.
Boot Crew	A group of individuals that has an interest in booting vehicles.
Boot Eligible	A boot eligible vehicle is a vehicle that has satisfied all the prerequisites for booting the vehicle.
Boot Escape	A boot escape is the unauthorized removal of a boot.
Boot Inventory	The boot inventory is the function of managing the inventory of boots; tracking their location and status, and ensuring that they are serviced and functioning.
Boot Queue	A boot queue manages the process of placing boots on vehicles and the process of removing boots from vehicles.
Boot Release	A boot release is the process of removing a boot from a vehicle.

<b>Word</b>	<b>Definition</b>
Booting	Booting is the process of placing and keeping a boot on a vehicle for the purpose of denying use of the vehicle.
Business Continuity Plan	Detailed description of continuation of service in the event of a system outage.
Business Objects	A COTS query and reporting system that the District uses to accomplish reporting.
Business Process & Flow Model	Detailed diagram showing steps in new business process including data flow into and out of the system.
CAD System	See Centralized Towing System.
Capture	The Vendor must accept and either store or transfer the data.
Case Folder	A case folder holds all available information relating to one or more contested tickets. The case folder is used in the adjudication and appeals process to review one or many traffic tickets.
Chief Hearing Examiner	DMV employee responsible for oversight of the hearing process, and managing the hearing examiner staff.
Centralized Towing System	A system that manages the towing and impoundment of vehicles for DPW.
Check Assist System	The System used by the District to manage bad checks.
Citation	A ticket for any traffic infraction.
Citation Number	The unique number that identifies each ticket or citation.
Cited	A ticket (citation) issued for a vehicle or driver.
Civil Penalty	The fine associated with any civil violation, such as speeding, red light violations, etc.

Word	Definition
Collection Agency	An individual or organization that collects on defaulted tickets on behalf of the Department of Motor Vehicle (DMV).
Contractor	The vendor that provides the service as detailed in this RFP.
Correspondence	Correspondence is any written material received by or sent from the Department of Motor Vehicles.
Correspondence Type	A code that represent the type if incoming or outgoing correspondence.
Customer	An individual or organization that interacts with the Department of Motor Vehicle (DMV), with the exception of individuals or organization that are vendors supporting the process.
Data Dictionary	A table in a database that stores the names, field types, length, and other characteristics of the fields in the database tables.
Data Schema	This is the organization or structure for a database.
Database Conversion Plan	Detailed explanation of conversion of current District data to the new database.
Database Fields	An element of a database record in which one piece of information is stored
Database Records	An ordered set of fields, usually stored contiguously.
Data Validation	Data entry validity checking determines whether the data make sense (numbers fall within a range, numeric data are all digits, etc.).
DDOT	See "District Department of Transportation (DDOT)."

Word	Definition
Defaulted Ticket	A ticket goes into default when the vehicle registration owner or driver does not pay or contest the ticket within 60 calendar days of receiving the ticket. When a ticket goes into default, DMV automatically considers that the vehicle registration owner or driver has admitted to fault.
Delinquent Ticket	A ticket becomes delinquent when the vehicle registration owner or driver does not pay or contest the ticket within 30 calendar days of receiving the ticket.
Delivery Type	The delivery type represents information about method of delivery, delivery urgency, and degree of consolidation.
Denied Images	These are the pictures of red light and photo radar violations that are rejected by the officer that must approve the violation. If rejected a ticket is not issued.
Department of Motor Vehicles (DMV)	The Department of Motor Vehicles develops, administers, and enforces vehicular laws for the public to ensure public safety through the safe operation of motor vehicles.

Word	Definition
Department of Public Works (DPW)	<p>The Department of Public Works (DPW) provides environmental services, including trash, recycling, and street and alley cleaning to every resident, visitor, and business.</p> <p>The DPW educates the public about sanitation regulations and enforces those regulations.</p> <p>The DPW provides parking enforcement services for the public, including enforcement of parking permits, marking meters, parking zones.</p> <p>The DPW maintains government vehicles, except those used by police, fire, corrections, and public school officials. This maintenance includes the purchase and disposal of vehicles.</p> <p>The DPW fuels and keeps a master inventory of all vehicles including those used by police, fire corrections, and public school officials.</p>
Disposition Code	A disposition code describes the outcome of an adjudication hearing or an appeals hearing.

Word	Definition
District Department of Transportation (DDOT)	<p>The District of Columbia government's Department of Transportation (DDOT) manages and maintains transportation infrastructure.</p> <p>The DDOT plans, designs, constructs, and maintains the District's streets, alleys, sidewalks, bridges, traffic signals, parking meters, and streetlights.</p> <p>The DDOT manages and makes improvements to the street system to facilitate traffic flow through the District of Columbia.</p> <p>The DDOT assists with the removal of snow and ice from the streets, and the coordination of activities during snow emergencies.</p> <p>The DDOT coordinates the District's mass transit services, including the reduced-fare program for students using MetroBus and MetroRail.</p>
DMV	See "Department of Motor Vehicles (DMV)."
Double Blind	The system requires the user to enter the data, and then re-enter to verify accuracy.
DPW	See "Department of Public Works (DPW)."
Documentation, Final	All documentation required to use and support the application.
Driver Name	This is the name on the license of the driver.
Driver's License Number	This is the license number associated with the specific driver's license.
E-check	An e-check is the electronic version or representation of a paper check. E-checks work the same way a check does.

Word	Definition
Established Interval	When the camera units are set, part of the overall process is determining the intervals of time between the flashes; once that interval is established, it becomes a part of the violation data.
Evaluation Rules	Used to determine appropriate business process to be followed.
Fine	The charge associated with an infraction, as set by law. This includes parking, moving or photo enforcement tickets.
Fixed Pole Speed Violation	These are violations from the red light cameras that are mounted on fixed poles throughout the city.
Fees	Any charges other than the ticket fine or penalty such as the boot charges, tow and storage fees, appeals and appeals transcript fees.
Fleet	A fleet is a collection of at least five vehicles registered to a single person or organization.
Fleet Application	A fleet application is a written request for participation in the fleet program.
Fleet Program	A fleet program is a program that allows an individual or organization with a fleet to process its traffic tickets in bulk. Vehicles that participate in a fleet program are exempt from towing action as a result of multiple delinquent tickets.
FTP	File Transfer Protocol (see Technical Addendum.
G L Account Code	General Ledger codes for all accounting within the District.
Height Restriction Camera	A device that captures vehicle height violations.

Word	Definition
Height Restriction Enforcement	To enforce height restrictions, the law enforcement uses cameras to catch and ticket vehicles that exceed the height restriction.
Image	An image is a digital representation of a tangible document or picture.
Impoundment Lot	An impoundment lot is where the police and the DPW take confiscated vehicles.
Infraction	The act or an instance of infringing; a violation. A crime less serious than a felony. Here a civil traffic violation.
Infraction Type	Each kind of infraction is associated with an infraction type. The infraction type maintains information about that particular kind of infraction: infraction description, monetary amount, legal references, and general ledger (GL) account code.
Insert Identifier	A code that identifies what inserts are included in mailings.
Installment Plan	An installment plan is a payment plan that allows citizens to spread payments for ticket fines, driver's license fees, and vehicle registration fees over a period according to a schedule.
Installment Plan Default	An installment plan defaults when the citizen does not meet the terms and conditions defined for the installment plan. When an installment plan defaults the citizen is immediately subject to collection.
Instant Messaging	A computer application which allows for communications in real time, a live chat and email service can be included.
Integration Plan.	Details of method for integrating application into the District environment.

Word	Definition
Law Enforcement	An agency that has an interest in the legal status of vehicles and the safety of traffic enforcement officers.
LPRS (License Plate Recognition System)	This is a tool that allows DPW the ability to read license plates in an automated fashion. Could be from a van, or truck.
Mailing Date	
MDC	A Mobile Data Computer with added capability to an MDT. Serves same function being mounted in a vehicle and used for enforcement activities.
MDT	See "Mobile Data Terminal (MDT)."
Metropolitan Police Department (MPD)	The Metropolitan Police Department (MPD) is the police agency in the District of Columbia. The MPD is responsible for the automated traffic enforcement, including red-light enforcement, speeding enforcement, gridlock enforcement, height restriction enforcement, and speed-on-green restriction enforcement.
Mobile Data Terminal (MDT)	An electronic device mounted in a vehicle that traffic enforcement officer's use for traffic enforcement.
Modular Handheld Device	A handheld electronic device that traffic enforcement officers use for traffic enforcement.
Mobile Speed Violation	These are violations captured from cameras that are in vehicles that are positioned around the District.
Motor Services Modernization Program (MSMP)	The umbrella name for all automation undertaken on DMV systems to improve processes and citizen services.

Word	Definition
Moving Infraction	A moving infraction is a traffic violation committed while and by the fact that a vehicle is in operation.
MPD	See "Metropolitan Police Department (MPD)."
MPD Processing Module	This is a part of the service that is to be utilized by the Metropolitan Police Department with security to ensure limited access.
Nixie Process	The Nixie process is the term the postal service use for its address correction and validation process. When the postal service cannot deliver mail to the recipient, it returns the mail to the sender. When this happens, the postal service provides the forwarding address, or if there is no forwarding address, a note that states that the recipient is "no longer at this address."
Notice	Any communication with the customer, including a ticket, infraction, response to Adjudication request, etc.
Notice of Infraction	A notice that provides the details of an infraction to the citizen.
Notice Type	The notice type represents the purpose and layout of notices and correspondence.
Office of Finance and Treasury (OFT)	An agency that has an interest in the financial standing of the D.C. Government.
OFT	See "Office of Finance and Treasury"
Operations and Maintenance Guide.	Detailed document to be used by District staff to run and maintain the application. Includes batch processing, interface technical details, protocols/

Word	Definition
Overdue Ticket	This is a ticket for which an outstanding balance is owed and the 30-day answer period has expired.
Parking Infraction/violation	A parking infraction is a traffic violation committed while and by the fact that a vehicle is not in operation.
Parking Meter Inventory	The parking meter inventory maintains information about parking meters: meter identification, meter location, rate, rate schedule, and equipment status. The parking meter inventory also manages the maintenance on the parking meters, scheduled maintenance, and unscheduled repairs.
Parking Meter Inventory System	See "Parking Meter Inventory."
Parking Zone	A parking zone defines the area that a parking permit covers.
Parking Zone Information	A system that maintains information regarding parking zones.
Plaintiff	An individual that contests the validity of a traffic ticket.
Penalty	This is a charge added to the fine as the result of late payment, and is equal to the fine amount.
Photo Radar	See Speed Enforcement
PIN	Personal Identification Number. A unique ID assigned to a User or Customer for system access based on a profile.
Posting Date	The posting date and time is the time and date a fine, fee, payment, refund, or write-off transaction is actually made.
Project Plan and Schedule	PMI Project plan including Charter, Communication Plan, Risk Management Plan and GANTT schedule.

Word	Definition
Project Review Package	Close-out package detailing documentation, contacts, technical drawings, business drawings, outstanding issues, escalation chart, business continuity plan, user manual.
Red Light Camera	A device that captures red light violations.
Red Light Enforcement	To enforce stop on red light, the law enforcement uses cameras to catch and ticket vehicles that run the red light.
Red Light Violation	An infraction for a vehicle that runs a light and is captured on film. An officer must review this before it becomes a violation.
Registered Owner	This is the owner of record with the DMV for the vehicle.
Registration of Out-of-State Automobiles (ROSA)	To ensure that vehicle registration owners who live in the District of Columbia have their vehicle registered in the district, the department of motor vehicles tracks and tickets vehicles that are repeatedly seen parked in the same spot over night without D.C. registration plates.
Registration Plate	This is the license plate associated with the vehicle.
Registration Restriction Enforcement (ROSA)	See "Registration of Out-of-State Automobiles (ROSA)."
ROSA	See "Registration of Out-of-State Automobiles (ROSA)."
ROSA Exemption List	A list of vehicles that are registered with the DMV and are exempt from ROSA enforcement.
Sender Address	This is the address of the citizen that is corresponding with the District of Columbia.

Word	Definition
Sender Name	This is the name of the person that is corresponding with the District of Columbia.
Sighted	Officer sees a vehicle and enters identification (e.g., Tag Number or VIN) into the handheld or mobile data unit.
Sighting Information	Sighting information is information about a vehicle sighting. What vehicle was seen, where was it seen, when was it seen, by whom was it seen.
SFTP	A protocol used to transfer files over a TCP/IP network (Internet, Unix, etc.). For example, after developing the HTML pages for a Web site on a local machine, they are typically uploaded to the Web server using FTP. Secure FTP uses 128-bit encryption.
Software Test Plan	Detailed description of software testing including integration, regression, stress, system, and user testing.
Speed Camera (photo radar)	A device that captures speeding violations.
Split Payments	This is the ability to accept two payment methods for the same bill.
Stress Test	Plan and test to evaluate the application under maximum load in the production environment.
System Documentation	Detailed explanation of technical capabilities for system, including interfaces, web services, service level agreement, and software versions.
Tag Number	This is the license tag number associated with the vehicle.

Word	Definition
Third-normal Form and Referential Integrity	This doesn't allow you delete things from the database without deleting all related records in all tables, thus ensuring data integrity.
Tickets, Outstanding	An outstanding ticket is a ticket that is not paid.
Ticket Number	This is the number that uniquely identifies each ticket.
Tickets Processed	Pedestrian, parking, traffic, and photo enforcement tickets issued by law enforcement agencies and processed by the vendor for collections, noticing and points assessment.
Ticket Information	All of the information captured on the ticket pertaining to the specific infraction along with the ticket number.
Traffic Signal Head	This is the red, yellow, and green illuminations in the traffic signal.
Tow eligible	A tow eligible vehicle is a vehicle that has satisfied all the prerequisites for towing the vehicle.
Towed	A vehicle that has be moved or relocated for the purpose of denying use of the vehicle of to assure safety.
Towing	Towing is the process of moving a vehicle for the purpose of denying use of the vehicle or to assure safety.
Tow Eligible	A vehicle that has met the criteria necessary for the District to relocate it for either the purpose of denying use of the vehicle or to assure safety.
Traffic Enforcement Officer	An individual that has an interest in enforcing traffic laws.

Word	Definition
Training Schedule	Detailed schedule for training all adjudication staff in the use of the new system.
Treatment Process	The treatment process defines the procedure/s for the handling of and communicating with a citizen that is not following through on their obligation to pay fees or fines.
Treatment Schedule	The treatment schedule is a description of the steps and actions taking during the treatment process.
User	A DMV, MPD, or DPW employee that interacts directly with the application.
User Acceptance Testing	Detailed test scenarios for Users to test application in the District environment.
User Training Material and Manual	Training handouts and manual to be used during training sessions for the adjudication staff.
User Training Plan	Detailed description of approach to training all adjudication users in use and maintenance of the new application.
Variable-Driven Table	A database table used by an application to provide data to program parameters; this table data can be updated by authorized Users.
Vehicle Tag	This is the License plate.
Vehicle Tracking	The tracking of vehicle for the purpose of enforcing time limits on parking, registration requirements on vehicle housed in the District of Columbia, and removal of abandoned vehicles.
Vehicle Tracking Schedule	A mechanism to facilitate the vehicle tracking.

Word	Definition
Violator	An individual that has committed a civil traffic infraction.
VIN	Vehicle Identification Number – the ID placed on each car manufactured and/or sold in the US.
Void and Warning Tickets	The officer voids a ticket prior to it being entered in the system, and a warning ticket does not carry a fine, so both are processed through the system in the same manner. They are not collectable tickets.
Wanted Vehicle	The police have identified this as a vehicle they are looking to locate. They may be stolen or be related to a crime or crime scene.
Wanted Vehicle List	This is a list of vehicles that the police have identified they would like to locate.
Wireless Device	A camera, MDT, or handheld device that communicates with MSMP – Ticket over the DC wireless network.
Web Data Transfer Model	This is the web server that the vendor must provide that will be used as the method of transferring all data with the Tickets Vendor. See Technical Addendum
Web Interface	The ability to access the service over a web page. Both intranet and internet capabilities should be available.
Web Services	A family of standards promoted by the W3C for working with other business, developers and programs through open protocols, languages and APIs, including XML, Simple Object Access Protocol, WSDL and UDDI.

<b>Word</b>	<b>Definition</b>
XML	A metalanguage written in SGML that allows one to design a markup language, used to allow for the easy interchange of documents on the World Wide Web.

## Exhibit 3

### List of functions of Ticket Processing Services

1. Parking Ticket Enforcement.
  - ✓ Communicate with mobile data terminals.
  - ✓ Receive data from Parking Enforcement (Data extracted from Handheld Devices) via a Daily Batch Process.
  - ✓ Update and store ticket/warning.
2. Registration of Out-Of-State Automobiles Enforcement (ROSA).
  - ✓ Communicate with mobile data terminal.
  - ✓ Validation of vehicle(s) exempted from Booting/Towing.
  - ✓ Update and Store warning.
3. Boot Enforcement.
  - ✓ Communicate with mobile data terminal.
  - ✓ Identify Boot Eligible vehicles.
  - ✓ Update and Store Booted vehicle Information.
  - ✓ Release Boot after payment/adjudication.
4. Tow Enforcement
  - ✓ Identify tow eligible vehicles.
  - ✓ Notify The Centralized Towing System of the tow eligible vehicles.
  - ✓ Track the towed vehicle.
  - ✓ Notify impoundment of a tow release after payment/adjudication.
5. Vehicle Information Retrieval (from DESTINY)
  - ✓ Communicate to retrieve vehicle registration information.
  - ✓
  - ✓ Communicate for stolen vehicle information.
6. Automated Traffic Safety Enforcement.
  - ✓ Receive violation images and ticket information via a Daily Batch process and store.
  - ✓
7. Fleet Agencies.

- ✓ Provide facility to process the DMV fleet registration application.
  - ✓ Provide functions to manage fleets.
  - ✓ A web interface to manage fleet information.
8. Adjudication.
- ✓ Process the Adjudication Request. Suspend further ticket enforcement.
  - ✓ Schedule adjudication.
  - ✓ Schedule and notify the officer who issued ticket.
  - ✓ Process the adjudication review.
  - ✓ Update the disposition.
9. Notifications.
- ✓ Send notification for Ticket Payments, Overdue Ticket Payments and Refund.
  - ✓ Image all notifications.
10. Payments.
- ✓ Capability to accept ticket payment over Web, In-Person and Mail-in.
  - ✓ Retrieve the tickets that are eligible for collections.
  - ✓ Collect outstanding payments on the delinquent tickets.
  - ✓ Update processed payments to SOAR and Destiny.
  - ✓ Manage financial information.
11. Law Enforcement.
- ✓ Communicate to Law Enforcement through Destiny Interface.
12. Meter Status Update and Retrieval.
- ✓ Retrieve status of meter at the time of violation.
  - ✓ Send the broken meter information to meter inventory system (DC Department of Transportation).
13. Image Storage Capability.
- ✓ Store the images.
14. Collections.
- ✓ Notify the collections agency of delinquent tickets.
15. Reporting
- ✓ Providing routine reports as well as the capability for authorized users to generate ad hoc reports using Business

Objects.

- ✓ Provide capability for reports to be imported into other software such as excel.

**EXHIBIT 4**

*See section L.23.1.2 for details instructions for completing this matrix. Completion is required in support of the evaluation criteria detailed in section M.4.1.1.2 of the document.*

<b>Exhibit 4</b>	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
<b>C.</b>	<b>Specifications</b>			
<b>C.1</b>	<p><b>Scope</b></p> <p>The Government of the District of Columbia, Office of Contracting and Procurement, on behalf of the Department of Motor Vehicles (DMV) (the District) is seeking a Contractor to provide ticket processing and related services.</p>			
<b>C.1.1</b>	<p>The District contemplates award of a firm fixed price contract with a cost reimbursement component.</p> <p><b>Applicable Documents</b></p> <p>Exhibit 1 – Technical Addendum</p> <p>Exhibit 2 – Definitions</p> <p>Exhibit 3 – List of Functions of Ticket Processing Services</p> <p>Exhibit 4 – Functional Requirements Matrix</p>			
<b>C.2</b>	<b>Background</b>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.2.1	The Department of Motor Vehicle (DMV), in conjunction with Metropolitan Police Department (MPD), Department of Public Works (DPW), Department of Transportation (DDOT), and the Office of Finance and Treasury (OFT) is working to improve the business processes, customer service, and financial transactions related to ticket processing, adjudication, automated enforcement, and Boot, tow, and meter operations.			
C.2.2	The Contractor shall implement by September 1, 2006, ticket processing support services for the Department of Motor Vehicles (DMV), Metropolitan Police Department (MPD) and Department of Public Works (DPW). This RFP addresses the functionality needs of the ticket processing services, including the ticket System, back office processes, mailing and noticing. A future, separate RFP will address functionality needs for lockbox and collection services.			
C.2.3	Enforcement officers in DPW, MPD, and Law Enforcement officers from 26 other agencies issue tickets in the District of Columbia. Approximately 80% of parking tickets are entered by any of the above officers into hand-			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	held devices. The remaining tickets are manually written and will require data entry.			
C.2.4	The District has a need to provide improved and efficient customer service to Customers in the District for the processing of moving (including Red Light and Photo Enforcement) and parking tickets and for the delivery of adjudication services. This goal includes the implementation of a new ticket processing service and reporting enhancements.			
C.2.5	<p>The District will improve enforcement activities and processing, using an existing interface between DPW, MPD and DMV, for improved identification of Wanted Vehicles, Boot and Tow Eligible Vehicles, and a reduction in improper ticketing. The ticket processing service shall:</p> <ul style="list-style-type: none"> <li>• Allow Users to view all ticket types, data and associated images, including parking, moving, photo radar, and photo speeding tickets.</li> <li>• Produce one Notice to Customers that includes all outstanding ticket types and activity.</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>Allow Customers to make one full or only a partial payment for one or more ticket types.</li> </ul>			
C.2.6	<p>The ticket processing Database including all Images and Data Elements is the property of the District of Columbia. To further improve enforcement activities and processing, authorized DMV Application Users shall have access to the Database through routine reports as well as an ad hoc reporting capability. For special project purposes, DMV Application Users can access all Database Fields, Database Records, images (including electronic Word documents, audio files, and scanned document images), a Data Dictionary, and the Data Schema.</p>			
C.2.7	<p>In addition to the ticket processing Application System, the Contractor shall provide the District hardware and software required to run the ticket processing Application, including but not limited to desktop computers, laptop computers, servers, communication lines, switches, routers, wiring, printers, check readers, barcode readers and scanners along with maintenance. Within the three core DMV sites (301 C Street, 95 M Street SW, and APEX at 441 4<sup>th</sup> St), the</p>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<p>Contractor is responsible for moves, adds, and changes. All infrastructure related to this System is the responsibility of the Contractor, including telecommunications, processing, dataset, web and imaging servers, and switches. For maximum availability, the Contractor shall ensure there is no single point of failure within the infrastructure and shall provide the District System servers with full redundancy and fail over capability.</p>			
C.2.8	<p>The Contractor shall provide initial training as well as refresher training at least quarterly for all DMV Adjudication services Users. The Contractor shall provide a full, online User manual with keyword search capability to the DMV; the User manual shall be updated prior to implementation changes for training purposes.</p>			
C.2.9	<p>The Contractor shall have a full-time on-site employee at Adjudication services headquarters, currently 301 C Street, N.W. with technical knowledge and skills to resolve System issues, assist in researching error, and supplement training. This Contractor's on-site employee shall be on site during business hours, Monday through</p>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Friday, 8:00 a.m. – 5:00 p.m. except during District holidays. A backup person will be on site when the prime support person is absent, to ensure full time coverage. This Contractor's on-site employee, who cannot be the project manager, must have adequate technical skills and be acceptable to the DMV management.			
C.2.10	The Contractor shall provide District help desk support for all Systems and equipment required for the service. Help desk services shall be available from 7:30 a.m. to 5:30 p.m. daily, except during District holidays, and during overtime periods upon advance notice by the Chief Hearing Examiner.			
<b>C.2.11</b>	<b>Sections of the Request for Proposal</b>			
C.2.11. 1	The statement of work (SOW) described below supports ticket processing, adjudication, enforcement, and payment processing.			
C.2.11. 2	The SOW is divided into three major sections, Ticket Processing Services, Back-office Support Services, and Mailing Service.			
C.2.11. 3	Ticket Processing Services (Reference. C.3.1)  The Contractor shall automatically			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<p>process parking and moving violations (including photo/radar enforcement), including but is not limited to Imaging, Treatment, Adjudication, payment of tickets, and generation of Notices. The ticket service shall incorporate current technologies: web-based Application; web services; XML and SFTP, which provides web service interfaces with the DPW Handhelds and MDT/Cs and other DPW systems.</p>			
<p>C.2.11. 4</p>	<p><b>Back-office Support Services (Reference. C.4)</b></p> <p>The Contractor shall process handwritten tickets, mail-in payments, Correspondence, e-mail responses, problem research and mail adjudication activity. Payments include all DMV activities related to tickets (e.g., Fines, penalties, impoundment Fees, Boot and tow Fees). The Contractor shall incorporate document imaging and management in back-office processing.</p>			
<p>C.2.11. 5</p>	<p><b>Mailing Service (Reference C.5)</b></p> <p>The Contractor shall perform high-volume letter generation activity including printing, folding, stuffing,</p>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<p>and mailing of Notices for all ticket and ticket related Notice processing needs based on an electronic file produced nightly and electronically sent to the Contractor. (Note- A second purpose of this electronic file is to provide an electronic document that can be linked to the appropriate Ticket record. Thus, when reviewing a Ticket record, all notices sent to the customer are images accessible to the DMV User.</p>			
C.2.11. 6	<p>The Contractor shall produce the following list of deliverables, validate the accuracy, and manage the processes for the DMV (See Section F.3) in support of all sections and shall be responsible for management of these deliverables.</p> <ul style="list-style-type: none"> <li>• Develop the Project Plan and Schedule.</li> <li>• Develop a detailed Application Process.</li> <li>• Provide a list of final Documentation.</li> <li>• Develop and implement the Stress Test Plan.</li> <li>• Develop and implement the</li> </ul>			

Exhibit 4	Ticket Processing:	Contractor Response	Modify Code	Explanations
	<p>Integration Plan:</p> <ul style="list-style-type: none"> <li>• Develop and implement the Software Test Plan including interfaces and full regression testing.</li> <li>• Develop and implement the User Acceptance Test Plan.</li> <li>• Develop before and after Business Process and Flow Model.</li> <li>• Develop and implement User Training Plan.</li> <li>• Populate Business Objects for reporting.</li> <li>• Develop and implement Business Continuity Plan.</li> <li>• Develop and implement Database Conversion Plan.</li> <li>• Develop and manage the Training Schedule.</li> <li>• Develop Application User Manual.</li> <li>• Develop User Training Material and Training Manual.</li> <li>• Develop Project Review</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Package. <ul style="list-style-type: none"> <li>• Produce System Documentation provided through the Web Services server.</li> <li>• Produce Operations and Maintenance Guide.</li> </ul>			
<b>C.3</b>	<b>Ticket Processing Service</b>			
<b>C.3.1</b>	<b>Background</b>			
C.3.1.1	To serve the public, the District of Columbia government keeps traffic flowing safely by issuing Infractions for civil traffic and parking violations. DPW, MPD, and other authorized agencies issue these Infractions. The DMV has the responsibility to collect the Fines, penalties, and Fees associated with the tickets, and to support ticket adjudication.			
C.3.1.2	These agencies need a tool to assist in the ticketing process, to Capture and manage the ticket information, to support the payment and the notification functions, and to control the Treatment.			
C.3.1.3	The Ticket Processing Service Application is the focus of this solicitation. In addition to managing the ticket process and the Treatment			

<b>Exhibit 4</b>	<b>Ticket Processing:</b>	<b>Contractor Response</b>	<b>Modify Code</b>	<b>Explanations</b>
	<p>Process, the Application provides services for the DMV such as imaging, adjudication scheduling, appeals scheduling, Booting management, impound management, and Wanted Vehicle detection. Separate but related functions are back-office activities for imaging and Correspondence management, and mailing services.</p>			
<b>C.3.2</b>	<b>REQUIREMENTS</b>			
<b>C.3.2.1</b>	<p>The functions in this section pertain to the ticket processing service and the capabilities of that Application. Throughout the document, the word 'User' refers to a District (i.e., DMV, MPD, DPW, et al) employee who interacts directly with the application.. The term 'Customer' refers to individuals or organizations that interact with the DMV, with the exception of vendors supporting the process. The Contractor shall provide the DMV an Application with the following capabilities. For clarity, the phrase "The Contractor shall" is omitted from each item; for the entire document, consider that phrase implied for each item.</p>			
<b>C.3.2.2</b>	<b>User Interface, Online Information</b>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<b>Requests, and Security.</b> The Contractor shall:			
C.3.2.2. 1	<i>User Interface:</i> Provide the DMV a Web Interface which is independent of access location for Users that need to access and manipulate ticket information.			
C.3.2.2. 2.1	Supply a Browser Interface for all User interactions with the Application which allows access to ticket information, i.e. violation data, customer data, vehicle data, hearing data, fine and payment data, notice data, correspondence data, and captured images.			
C.3.2.3. 1	<i>Online Information Requests</i>			
C.3.2.3. 1.1	Allow Customers to enter requests via the Internet for ticket adjudication information and provide printer friendly options, to include but not be limited to image of the ticket, images of previously mailed notices, and images of correspondence previously sent by the Customer.			
C.3.2.3. 1.2	Provide the DMV security of Web access by assigning a PIN code and restricting access to Customers who have entered a previously registered PIN for customers wanting to see their			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	full account history. Customers will still be able to use the Web to pay Tickets without needed to register for a PIN.			
C.3.2.3. 1.3	Provide for Customer access by multiple keywords, i.e: Ticket Number, Tag Number, Driver Name or VIN.			
C.3.2.3. 1.4	Send delivery address as defined by the Delivery Type, i.e. mailing address, e-mail address, to the Notification module (C.3.8).			
C.3.2.3. 1.5	Allow Customers to query on the current status of a ticket.			
C.3.2.3. 1.6	Allow Customers to schedule a hearing from a list of available dates and times.			
<b>C.3.2.4</b>	<b>Security:</b> Ensure the integrity of the data and information that the Application manages through Third-normal Form and Referential Integrity, and allow access only for Authorized Persons. The Contractor shall:			
C.3.2.4. 1	Provide the DMV secure access using User identification and password.			
C.3.2.4. 2	Provide the DMV a User profile capability to control access to Application Functions.			
C.3.2.4.	Limit User access to one remote device			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
3	at a time, except for System administrators (i.e., the same User cannot be logged on to more than one device at a given point in time).			
C.3.2.4. 3	Provide "Double Blind" entry for all keyed ticket and payment fields.			
C.3.2.5	<b>Booting and Towing.</b> Enable Users to search Tag Number (vehicle plate number) or VIN (vehicle identification number) in the ticket processing Database to determine if a vehicle should be Booted or Towed. The Contractor shall:			
C.3.2.5. 1	<i>Identify Boot-eligible Vehicles.</i> The Contractor shall:			
C.3.2.5. 1.1	Determine if the vehicle entered by a DPW Booting officer is eligible for Booting based on eligibility rules provided by the District (Currently, a vehicle is eligible for Booting if it has three or more Delinquent Tickets, the plate has not been Booted in the prior 30 days, at least one of the Boot Eligible tickets was written in the past year, and the vehicle is not a Fleet-program Vehicle.). Eligibility rules should be User-driven in a Variable Driven Table.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.2.5. 2	<b>Automatically place vehicle in a Boot Queue when vehicle is eligible for Booting.</b>			
C.3.2.5. 2.1	Automatically download a list of boot eligible Tag Numbers daily to the DPW SFTP Server for download to remote computing devices or Sighting vehicles.			
C.3.2.5. 2.2	Upon Sighting of a boot eligible Tag Number by DPW field enforcement personnel, evaluate the boot eligible status using the downloaded file in the Handhelds or MDTs, and return an indicator to field enforcement personnel whether a Tag Number has remained eligible for Booting.			
C.5.2.5. 2.1	Automatically display the Tag Number currently eligible for Booting, number of tickets on the Tag Number that are eligible for Booting, and dollar amount associated with these tickets.			
C.3.2.5. 3	<b><i>Identify Tow-eligible Vehicles.</i></b> The Contractor shall:			
C.3.2.5. 3.1	Determine if a vehicle Sighted by an officer is eligible for towing based on User definable eligibility rules provided by the District (A vehicle is eligible for Towing if the type of			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Infraction defines that DPW needs to tow the vehicle or if a vehicle has remained immobilized (Booted) on the street for a certain period.).			
C.3.2.5. 3.2	Automatically interface with the Centralized Towing CAD System and transfer Towing data to the Ticket Processing System when a vehicle is towed, to include the Tag Number, time and date, towed-from location and towed-to location.			
C.3.2.5. 3.3	Pursuant to a Tag Number query to determine boot eligibility, automatically display on the Handheld based upon the downloaded file from the DPW SFTP Server, if the Tag Number is currently eligible for Towing.			
C.3.2.5. 3.4	If a Tag Number is currently eligible for Towing, display for Towing crews the Tag Number, vehicle location, vehicle make and color. A Tag Number shall be eligible for Towing when it has remained on the street longer than 72 hours from the time of Booting.			
C.3.2.5. 4	<b>Wanted Vehicles:</b> Accept a file daily from DMV listing stolen and Wanted Vehicles and download to the DPW SFTP Server for the Handhelds and			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	MDTs.			
C.3.2.5. 4.1	Upon capture of a Tag Number into a Handheld or MDT device, alert the law enforcement officer or ticket writer who Sighted the vehicle that the vehicle is a stolen or Wanted Vehicle.			
C.3.2.6	<b>Ticket Issuance (MPD Module)</b> Issue new tickets for Infractions related to automated traffic enforcement. The Contractor shall receive a batch file daily from MPD's Red Light and Photo Radar Contractor including the digital images for all Red Light records.			
C.3.2.6. 1	MPDs Red Light and Photo Radar Contractor reviews all photos to determine which are of quality potentially acceptable as the basis for generation of a ticket. The Images that pass this screening are sent to the MPD Pre-Processing Module in the Ticket Processing System for subsequent handling. The data contained in this file is defined in the MPD Red light and Photo Radar RFP section. The Contractor shall:			
C.3.2.6. 2	Queue the records and Images to provide the DMV capability for authorized MPD officers to preview Images and accept/deny for ticket purposes. For Accepted Images, the			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Contractor shall process Notices on MPD letterhead for Red Light and Photo Radar Tickets within 72 hours. For Denied Images, the Contractor shall maintain photos with reasons for denial for MPD reference purposes.			
C.3.2.6. 2.1	Maintain a chain of custody for all documents relating to the operation of the program that will include secure record keeping and evidence storage procedures. <b>Issue Notices of Infractions:</b> The Contractor shall acquire name and address records and create the first Notice of Infraction for mailing.			
C.3.2.6. 2.2	For <b>Red Light Violations</b> , the Contractor shall print Citations that include three color digitized violation Images of a quality acceptable to the District. The Images must clearly show: a. the vehicle prior to touching the first line of the cross walk, and at least one of the governing Traffic Signal Heads with the red indication illuminated; b. the same vehicle continuing through the intersection; and c. the vehicle's Registration Plate, clearly readable to the average naked eye.			
C.3.2.6. 2.3	For <b>Mobile Speed Violations</b> , the Contractor shall print Citations that			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<p>include two color digitized violation Images of a quality acceptable to the District</p> <p>a. The first Image must clearly show the vehicle in violation.</p> <p>b. The second Image must be an enhanced Image of the Vehicle Tag</p>			
C.3.2.6. 2.4	<p>For <b>Fixed Pole Speed Violations</b>, the Contractor shall print Citations that include three color digitized violation Images of a quality acceptable to the District:</p> <p>a. The first Image must clearly show the vehicle in violation.</p> <p>b. The second Image must clearly show the distance of travel accordance with the Established Interval</p> <p>c. The third Image must be an enhanced Image of the Vehicle Tag.</p>			
C.3.2.6. 2.5	<p>The Contractor shall provide the DMV with printed Citation books that include court-approved language, the date and time of the violation, the location of the intersection, the amount of the Civil Penalty imposed, a legend for reading the embedded violation data, the date by which the Civil Penalty shall be paid, method of payment, and bar code. The District shall provide the required format for the Citation.</p>			
C.3.2.6. 2.6	<p>The Contractor shall provide the DMV printed Citations that include a portion</p>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	or a stub that can be returned with payment or to request court hearing.			
C.3.2.6. 2.7	The Contractor shall mail each Citation that has been approved by MPD, with a return envelope, by first class mail, to the Registered Owner of the vehicle determined to be in violation.			
C.3.2.6. 2.8	The Contractor shall submit a CD, in a protective case, that lists all Citations mailed, including the Citation Number and the name and address of the vehicle owner, with the monthly invoice			
C.3.2.6. 2.9	The Contractor shall provide the DMV and submit required information (e.g., maintenance log data, deployment logs, photographs of the violation) in support of the Adjudication Administrative Hearing process.			
C.3.2.6. 3	<i>Ticket Tracking:</i> To facilitate the management of Ticket Information, track individual tickets, and to support all current functions of the District's ROSA program. The Contractor shall:			
C.3.2.6. 3.1	Put in place controls to prevent duplicate Ticket Numbers.			
C.3.2.6. 3.2	Support alphanumeric Ticket Numbers.			
C.3.2.6. 3.3	Track by Tag Number, VIN, and Driver's License Number.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Capture, store, and process digital Images associated with Parking Violations when available.			
C.3.2.6. 4	<i>Oversight:</i> Provide the DMV supervisory view and override capability to facilitate the oversight of ticket processing activities. The Contractor shall:			
C.3.2.6. 4.1	Provide the DMV the capability to manually flag and assign Ticket Transactions for supervisory approval.			
C.3.2.6. 4.2	Provide the DMV the capability to enforce supervisory approval for business transactions and work steps.			
C.3.2.6. 4.3	Log supervisory approval activities within the Application.			
C.3.2.6. 5	<i>Infraction Types:</i> To standardize the various kinds of Infractions and to keep information pertaining to those Infractions together, maintain a catalog of Infraction Types in the application database. The Contractor shall provide a User driven capability to:			
C.3.2.6. 5.1	Facilitate the creation and maintenance of Infraction Types.			
C.3.2.6. 5.2	Maintain Transaction Type information: Infraction Type, Infraction.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Description, and Responsibility Type (driver/owner).			
C.3.2.6. 5.3	Maintain Penalty Information: monetary amount.			
C.3.2.6. 5.4	Maintain Treatment Information: Treatment Schedule.			
C.3.2.6. 5.5	Maintain Action Information: issue Ticket and tow the vehicle.			
C.3.2.6. 5.6	Maintain Reference Information: legal references.			
C.3.2.6. 5.7	Maintain Accounting Information: general ledger (GL) account code.			
C.3.2.6. 6	<i>Disposition Codes.</i> The Contractor shall provide a User driven capability to:			
C.3.2.6. 6.1	Create and maintain a catalog of Disposition Codes.			
C.3.2.6. 6.2	Maintain type information: Disposition Code, disposition description.			
C.3.2.6. 6.3	Maintain reference information: legal references.			
C.3.2.6. 7	<i>Transaction Identifiers.</i> The Contractor shall provide a User driven capability to:			
C.3.2.6.	Maintain a catalog of transaction			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
7.1	identifiers to standardize the various kinds of Financial Transactions and to keep information pertaining to those transactions together,			
C.3.2.6. 7.2	Maintain Transaction Type Information: transaction identifier and transaction description.			
C.3.2.6. 7.3	Maintain Reference Information: legal references.			
C.3.2.6. 7.4	Maintain Accounting Information: general ledger (GL) account code.			
C.3.2.6. 8	<b>Imaging:</b> To ensure that all available information has been Captured, including manually written tickets and regular Correspondence, Images of any paper-based information the Contractor shall store this information. This includes any Notices sent to a Customer. Save the Notice as an Image that can be viewed for that Customer along with any other Notices, ticket Images, associated with that Customer.			
C.3.2.6. 8.1	Capture and store Images from paper documents.			
C.3.2.6. 8.2	Maintain the link between Images and associated tickets.			
C.3.2.6.	<b>Data Validation:</b> To ensure the integrity of the information that the			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
9	Application manages, the Contractor shall enforce validation rules as follows.			
C.3.2.6. 9.1	Verify that a ticket is entered only once.			
C.3.2.6. 9.2	Automatically verify street address, city, state, and zip code represent an actual address location based on the U.S.P.S address validation.			
C.3.2.6. 9.3	Standardize the address format (U.S.P.S standard)			
<b>C.3.2.7</b>	<b>Treatment Schedule:</b> To facilitate the treatment process, maintain Treatment Schedules within the Contractor's system. The Contractor shall provide a User driven capability to:			
C.3.2.7. 1	Assign Treatment Schedule to Infraction Type.			
C.3.2.7. 2	Assign separate Treatment Schedules to Fleet tickets.			
C.3.2.7. 3	Create and maintain Treatment Schedules which contain the rules for the Treatment Process, specifying Notices the Application sends when the Application applies Fees and penalties.			
C.3.2.7. 4	Assign Treatment Schedules to tickets based on the type of Infraction.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.2.7. 5	Use District business days on the calendar when advancing the Treatment Process.			
C.3.2.7. 6	<b>Evaluation Rules:</b> To facilitate flexibility in the maintenance of business rules, the Contractor shall provide a User driven capability to apply the following rules:			
C.3.2.7. 6.1	Create and maintain evaluation rules.			
C.3.2.7. 6.2	Evaluate the inclusion of the current time in a period.			
C.3.2.7. 6.3	Evaluate the inclusion of the current date in a period.			
C.3.2.7. 6.4	Evaluate the parking permit status of the vehicle.			
C.3.2.7. 6.5	Evaluate the state in which the vehicle is registered.			
C.3.2.7. 6.6	Evaluate if a vehicle is on the registration ROSA Exemption List.			
C.3.2.7. 6.7	Evaluate the number of Overdue Tickets.			
C.3.2.7. 6.8	Evaluate Fleet participation status.			
C.3.2.7. 6.9	Evaluate parking restrictions. What is the parking designation: residential			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	area or business area? What are the parking duration restrictions: two hours, four hours?			
<b>C.3.2.7. 7</b>	<b>Calendar:</b> To support scheduling functions, maintain schedules, the Contractor shall:			
C.3.2.7. 7.1	Supply a calendar function.			
C.3.2.7. 7.2	Track what days are District and DMV business days.			
C.3.2.7. 7.3	Supply a scheduling function.			
C.3.2.7. 7.4	Allow scheduling of single event.			
C.3.2.7. 7.5	Allow scheduling of recurring events. (Similar to how Microsoft Outlook schedules recurring events.)			
<b>C.3.2.7. 8</b>	<b>Reports:</b> To view the status of ticket processing activities and to measure change in that status, produce reports using Business Objects. The Contractor shall:			
C.3.2.7. 8.1	Provide the DMV standard Adjudication reports as part of the delivered system.			
C.3.2.7. 8.2	Generate standard reports on a scheduled or recurring basis or on			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	request.			
C.3.2.7. 8.3	Provide the DMV the capability to generate and view reports online via web browser.			
C.3.2.7. 8.4	Enable authorized User to view reports on Web page.			
C.3.2.7. 8.5	Enable an authorized User to print reports.			
C.3.2.7. 8.6	Enable an authorized User to export ad hoc reports to a file that it can later import into other Applications, such as spreadsheets and documents, for documentation and analysis.			
<b>C.3.3</b>	<b>Interfaces</b>			
	<p>To adequately fulfill its tasks, request services from other Systems including DMV and SOAR using web services. The functions as written in this section pertain to services that this Application sends to and receives from other Systems through a secure FTP server located outside the DC infrastructure at the Contractor's site. (Refer to the Technical Addendum for more information on this connectivity.)</p> <p>Unless otherwise noted, the Contractor shall:</p>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.3.1	<b>Centralized Towing System:</b> The Contractor shall:			
C.3.3.1. 1	Interface with the District towing System, which maintains the towing information.			
C.3.3.1. 2	Request towing Fee from the towing System.			
C.3.3.1. 3	Provide information about towing eligible vehicles to the towing System.			
C.3.3.1. 4	Provide DPW information about vehicles that are eligible for release to the towing System. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated and all tow and storage Fees are paid.			
C.3.3.1. 7	<b>DPW AIMS System Interface:</b> (Auto Impoundment Management System). Interface with the District Auto Impoundment Management System which tracks all abandoned vehicles and the activity regarding the vehicles from the time they arrive on the storage lot to the time they are released, auctioned, or scrapped that are impounded at DPW storage facility. The Contractor shall:			
C.3.3.1.	Request storage Fees from the AIMS			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C2.9.1. 3	When traffic tickets are issued, check to see if the vehicle is eligible for other tickets.			
C2.9.1. 4	Automatically determine if the vehicle registration owner's record warrants tickets for other Infractions.			
C2.9.1. 5	Determine if Law Enforcement wants the vehicle (stolen or used in criminal activity).			
C2.9.1. 6	Provide vehicle description based on Tag Number.			
C2.9.1. 7	Determine if the vehicle is eligible for Booting or towing.			
C2.9.1. 8	Determine if the vehicle in its current location is violating any parking restrictions.			
C2.9.1. 9	Determine if the vehicle was towed to its current location. If so, the vehicle is generally not eligible for further tickets resulting from the vehicle's location.			
C2.9.1. 10	Determine if the vehicle registration has expired.			
C2.9.1. 11	Determine if the vehicle warrants tickets for other Infractions.			
C.3.9.2	<b>Ticket Reassignment:</b> To allow Capture of reassigned liability on a			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	photo enforcement ticket, provide functionality to District Users to reassign the ticket to the responsible party. The Contractor shall:			
C.3.9.2. 1	Provide capability for District User reassignment of moving and parking enforcement tickets that are issued to a vehicle registered by a participant of the Fleet Program to the driver's license holder at the request of the Fleet Program participant.			
C.3.9.2. 2	Capture responsible party driver's license number and address and validate new responsible party's Driver License Number to determine if it is an active driver license. Search Destiny for the DL if a DC driver; otherwise, search NLETS or pass-through WALES for validation of non-DC driver licenses.			
C.3.9.2. 3	Enable the reassignment of responsible party to be rolled back. This is necessary if the newly assigned responsible party denies responsibility, or if the reassigned DL provided by the Customer, is not valid.			
C.3.9.2. 4	Assign Treatment Schedule to ticket when the Application reassigns the ticket.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.9.3	<b>Handwritten Ticket Issuance:</b> The ticketing service shall have the capability to Capture and process handwritten ticket data. The Contractor shall:			
C.3.9.3. 1	Gather Information: The Application Captures information from handwritten tickets.			
C.3.9.3. 2	Capture Image of handwritten tickets.			
C.3.9.3. 3	Capture information on handwritten ticket.			
C.3.9.3. 4	Capture information pertaining to the Parking Infraction.			
C.3.9.3. 5	Capture information pertaining to the Moving Infraction.			
C.3.9.3. 6	Read ticket information from ticket (using Optical Character Recognition (OCR) or bar code): ticket number.			
C.3.9.3. 7	Use imaging technology to automate data Capture when possible.			
C.3.9.3. 8	Ensure that the System generated ticket numbers do not duplicate the ticket numbers in the manual ticket books.			
C.3.10	<b>Booting and Towing.</b> Manage the			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Booting and towing process. The functions as written in this section pertain to the Booting enforcement The Contractor shall:			
<b>C.3.10. 1</b>	<b>Boot Eligibility:</b> Determine if a vehicle is eligible for Booting based upon a file downloaded daily to the DPW SFTP Server and then downloaded by DPW to the Handheld Devices.			
C.3.10. 1.1	Enable the assignment of one or more evaluation rules to a tracking type.			
C.3.10. 1.2	Automatically determine when vehicles are eligible for Booting.			
<b>C.3.10. 2</b>	<b>Tow Eligibility.</b> The Contractor shall:			
C.3.10. 2.1	Automatically determine if a Booted vehicle is eligible for towing based on how long it has been Booted.			
C.3.10. 2.2	Consider business days on the calendar when determining if the vehicle is tow-eligible.			
C.3.10. 2.3	Notify the towing System with a file downloaded when a Booted vehicle becomes tow-eligible.			
<b>C.3.10. 3</b>	<b>Fee:</b> There is a Fee associated with Booting a vehicle. The Contractor			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	shall:			
C.3.10. 3.1	Provide the capability to the District User to apply a Booting Fee to a vehicle. Provide the capability to apply a Boot Escape Fee when the Boot is removed by the Customer.			
C.3.10. 4	<b>Boot Release:</b> When an owner satisfies the conditions that led to the Boot, the Boot Crew releases the Boot on the owner's vehicle. The Contractor shall:			
C.3.10. 4.1	Automatically place vehicles in the release queue when they are eligible for release.			
C.3.10. 4.2	Show in the Boot Queue vehicles that are eligible for Boot Release.			
C.3.10. 4.3	Towing and Impoundment: Support the towing and impoundment process. The functions as written in this section pertain to the towing and impoundment process. Unless otherwise noted, the Contractor shall:			
C.3.10. 4.4	Download a file to the DPW SFTP Server containing vehicles that are eligible for towing. A vehicle is eligible for towing if the type of Infraction defines that DPW must tow the vehicle.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.10. 4.5	Automatically determine if a vehicle is eligible for towing. A vehicle is eligible for towing if DPW has Booted it for a certain period.			
C.3.10. 4.6	Notify the towing System about vehicles that are tow-eligible.			
C.3.10. 4.7	Notify the towing System about vehicles that are eligible for release. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated.			
<b>C.3.10. 5</b>	<b>Fees:</b> There is a Fee associated with towing and storing a vehicle. The Contractor shall:			
C.3.10. 5.1	Obtain towing Fee from towing System.			
C.3.10. 5.2	Obtain storage Fee from towing System.			
<b>C.3.11</b>	<b>FLEET PROGRAM</b>			
C.3.11. 1	The Application manages the Fleet Programs. The requirements as written in this section pertain to the governmental, commercial, and rental Fleet Programs. Unless otherwise noted, the Contractor shall:			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.11. 2	<i>Program Maintenance</i>			
C.3.11. 2.1	<p>The Contractor manages the Fleet Program.</p> <ul style="list-style-type: none"> <li>• Facilitate the Fleet application process.</li> <li>• Facilitate a mail-in application process.</li> <li>• Facilitate an online application process.</li> <li>• Generate a contract for Customer signature.</li> <li>• Facilitate the Fleet set-up process.</li> <li>• Facilitate the maintenance of corporate information.</li> <li>• Facilitate the maintenance of Fleet information.</li> <li>• Facilitate the Fleet termination process.</li> </ul>			
C.3.11. 3	<i>Eligibility.</i> The Contractor shall:			
C.3.11.	Verify that an applicant is eligible to			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
3.1	participate in the Fleet Program.			
C.3.911 3.2	Validate eligibility requirements for a company or agency to participate in the Fleet Program.			
C.3.11. 3.3	Fleet companies must either own or have long-term lease agreements on the vehicles.			
C.3.11. 3.4	Fleet companies must register five or more commercial vehicles.			
C.3.11. 3.5	Fleet companies must not have any outstanding parking tickets to register.			
C.3.11. 4	<b>Payee Management.</b> The Contractor shall:			
C.3.11. 4.1	To support the Fleet Program, the Application allows for the reassignment of financially responsible party.			
C.3.11. 4.2	Facilitate the reassignment of responsible payment party.			
C.3.11. 4.3	Send ticket to new responsible party.			
C.3.11. 4.4	Assign Treatment Schedule to ticket when the Application reassigns the ticket.			
C.3.11. 4.5	The Application presents information in a manner that allows the viewer to			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	accomplish its task in the most efficient manner.			
<b>C.3.11. 5</b>	<b>Display summary.</b> The Contractor shall:			
C.3.11. 5.1	Display program summary information: company name, company address, certifying official's name, and certifying official's telephone number.			
C.3.11. 5.2	Display summary information for each vehicle: vehicle registration number, and internal vehicle identification.			
C.3.11. 5.3	Display summary ticket information for each vehicle: ticket number, issue date, Infraction Type, and monetary amount due.			
C.3.11. 5.4	Display adjudication status for each adjudicated ticket: hearing schedule or disposition.			
<b>C.3.11. 6</b>	<b>Display details.</b> The Contractor shall:			
C.3.11. 6.1	Display program detail information: company name, company address, certifying official's name, and certifying official's telephone number, company identification, application date, termination date, and approval code.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.11. 6.2	Display detailed information for each vehicle: vehicle registration number, state, registration expiration date, Vehicle Identification Number (VIN), vehicle make, color, body style, internal vehicle identification, and vehicle owned/leased.			
C.3.11. 6.3	Display adjudication status for each adjudicated ticket: hearing date, disposition, adjudicator code, and all ticket payment information.			
C.3.11. 6.4	Allow a User to print displayed information for offline viewing.			
C.3.11. 6.5	Allow a User to export displayed information to a file that can later be imported in other Applications, such as spreadsheets and documents, for documentation and analysis.			
C.3.11. 7	<i>Miscellaneous.</i> The Contractor shall:			
C.3.11. 7.1	Exempt Fleet vehicles from Booting, but not from towing.			
C.3.11. 7.2	Exclude non-vehicle based tickets from the Fleet Program.			
C.3.11. 8	<i>Treatment Schedule</i>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.11. 8.1	To facilitate the Treatment Process, the Contractor facilitates the creation and maintenance of User defined Treatment Schedules.			
C.3.11. 8.2	Enables the assignment of separate Treatment Schedules to Fleet ticket.			
C.3.11. 9	<b>Rental Fleet Application.</b> The Contractor shall:			
C.3.11. 9.1	Captures information about rental Fleets.			
C.3.11. 9.2	Capture contact information: certifying corporate official.			
C.3.11. 9.3	Capture Fleet information: vehicle information, internal vehicle identification, and vehicle owned/leased.			
C.3.11. 9.4	Capture application information: company identification, application date, termination date, reason for termination, and approval code.			
C.3.11. 10	<b>Government Fleet Application.</b> The Contractor shall:			
C.3.11. 10.1	Captures information about government Fleets.			
C.3.11. 10.2	Capture contact information: certifying agency official.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.11. 10.3	Capture Fleet information: vehicle information, internal vehicle identification, and vehicle owned/leased.			
C.3.11. 10.4	Capture application information: agency identification, application date, termination date, reason for termination, and approval code.			
C.3.11. 10.5	<b>Fleet Program Reporting.</b> Manage the Fleet Programs for ticket processing. The functions as written in this section pertain to the governmental, commercial, and rental Fleet Programs. Unless otherwise noted, the Contractor shall:			
C.3.11. 11	<b>Status Reports:</b> Generate and notify Fleet Program participants and certifying officials of the availability of their regularly scheduled reports.			
C.3.11. 11.1	Generate regularly scheduled Notices to the Fleet Program participants and certifying officials on tickets issued to vehicles registered in the Fleet Program, the current status of those tickets including payments made and hearings requested, and vehicles registered in the program.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.12	<b>Remote Devices.</b> The Contractor shall:			
C.3.12. 1	<b>Remote Devices – General.</b> Capture and process information gathered with remote devices, such as handheld devices and mobile data units. The functions as written in this section pertain to Modular Handheld Devices and MDTs and the function of these remote devices. Unless otherwise noted, the Contractor shall provide the following capability:			
C.3.12. 2	<b>Gather Information:</b> Capture information resulting from any activities relating to parking or moving enforcement using a daily file upload from the DPW SFTP Server or from other manual Tickets entered by the contractor. The Contractor shall:			
C.3.12. 2.1	Gather information pertaining to parking enforcement.			
C.3.12. 2.2	Gather information pertaining to time tracking.			
C.3.12. 2.3	Gather information pertaining to moving enforcement.			
C.3.12. 2.4	Gather information pertaining to registration of out-of-state automobile			

Exhibit 4	Ticket Processing:	Contractor Response	Modify Code	Explanations
	enforcement (ROSA).			
C.3.12. 2.5	Gather information pertaining to Boot enforcement.			
C.3.12. 2.6	Gather information pertaining to towing enforcement.			
C.3.12. 2.7	Gather information pertaining to meter functionality.			
C.3.12. 3	<b>Data Availability:</b> To enable a parking or traffic enforcement officer to effectively enforce parking and moving restrictions, provide access to vital information. The Contractor shall:			
C.3.12. 3.1	Obtain a batch file daily from DMV with vehicle registration information.			
C.3.12. 3.2	Search on the VIN or Tag Number to determine if the vehicle or tag is stolen or wanted.			
C.3.12. 3.3	If the vehicle is wanted by Law Enforcement, alert the officer who Cited the vehicle that the vehicle is wanted by Law Enforcement.			
C.3.12. 3.4	Maintain residential Parking Zone information.			
C.3.12. 3.5	Maintain up-to-date Infraction Type data.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.12. 3.6	Maintain up-to-date ticket forms.			
C.3.12. 3.7	Have access to up-to-date meter inventory information.			
C.3.12. 4	<i>Inquiry:</i> Present information in a manner that allows the traffic enforcement officers to accomplish their tasks in the most efficient manner.			
C.3.12. 4.1	Provide capability to inquire on tickets.			
C.3.12. 4.2	Inquire on ticket based on vehicle Tag Number.			
C.3.12. 4.3	Inquire on ticket based on Vehicle Identification Number (VIN).			
C.3.12. 4.4	Retrieve vehicle activity information based on vehicle Tag Number.			
C.3.12. 4.5	Obtain a file daily from DMV with Vehicle Identification Number (VIN).			
C.3.12. 4.6	Retrieve ticket activity information based on ticket number.			
C.3.12. 4.7	Retrieve ticket activity information based on sighting location.			
C.3.12. 4.8	Retrieve ticket activity information based on badge id.			

<b>Exhibit 4</b>	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.12. 4.9	Retrieve ticket activity information based on any combinations of these parameters.			
C.3.12. 5	<b>Remote Devices – Cameras.</b> Accept digital Images, from the MPD Red Light and Photo Radar Ticket. The functions as written in this section pertain to the Capture and use of Images. Unless otherwise noted, the Contractor shall:			
C.3.12. 5.1	Capture Infraction information directly from the MPD application: camera identification, date and time, sighting location, Infraction Type, maximum allowable vehicle speed, speed of the vehicle, maximum allowable vehicle height, height of vehicle, reliability information, badge id (for radar cameras); beat number, and agency.			
C.3.12. 6	<b>Review Process by MPD Prior to Entry into the Ticketing Service</b>			
C.3.12. 6.1	An authorized officer from MPD shall review queued images from the Red Light Contractor and approve the issuance of a ticket resulting from an Infraction Captured by a traffic camera. If the officer does not deem that the photo is sufficient for a ticket, Capture the photo in a file in the ticketing System for rejected photos along with			

<b>Exhibit 4</b>	<b>Ticket Processing:</b>	<b>Contractor Response</b>	<b>Modify Code</b>	<b>Explanations</b>
	the date and officer ID and an explanation for the rejection. This information can be accessed by camera number, date, officer ID, and location. Otherwise, if the officer deems the photo Captured the violation, the Contractor shall:			
C.3.12. 6.2	Provide security to ensure access and approval is limited to MPD officers.			
C.3.12. 6.3	Accept ticket approval from the MPD System.			
C.3.12. 6.4	Attach to current record for that driver or vehicle or create new record using the Tag Number.			
C.3.12. 6.5	Send the traffic ticket Captured from a traffic camera to the vehicle registration owner. The Notice shall contain the Image and pertinent information. The Notice shall be generated within 72 hours.			
C.3.12. 6.6	Generate a Notice of Infraction on MPD letterhead.			
<b>C.4</b>	<b>Back-Office Service</b>			
<b>C.4.1</b>	<b>Background</b>			
	The Contractor shall provide the people, and equipment required in handling all Correspondence processing (e.g., payments), manual			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	ticket processing, mail-in adjudication, documents imaging and all back office-related activities associated with ticket services. The Contractor shall also provide office space to the District for this operation and include at least two offices for DMV staff.			
C.4.2	<b>PROCESS REQUIREMENTS</b>			
C.4.2.1	<b>Manual Processing</b>			
C.4.2.1. 1	Although the majority of tickets will be electronically Captured the Contractor shall support manual work required to process (e.g., imaging and data entry and payment processing) mail-in requests and manual ticket processing. The mail-in requests include ticket payments that should go to the lockbox operation but are sent by mistake directly to DMV or are deposited in the DMV lobby box. (Note: In general, all payments for a DMV ticket transaction should process directly to the lockbox operation but this does not always occur as desired.) Additionally, other activities include requests for adjudication actions, hearing scheduling, refund processing, appeals, consolidated payments (i.e., one payment for multiple ticket transactions), research and problem			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	resolution, and all other back-office related activities handled by the DMV in reference to ticket processing. Each request may have more than one item or action that is required. The detail of how to handle each is provided below.			
C.4.2.2	<b>Mail-in Ticket Payments</b>			
C.4.2.2. 1	The Contractor may receive mail-in payments. This includes all types of tickets. A Lockbox P.O. Box number is provided on tickets for the Customer to mail payment. Some Customers, however, do not use the PO Box; rather, they send their payment direct to DMV. The P.O. Box number relates to the lockbox service which is a separate RFP. The Back-Office service, however, will also handle receipt of mail that should have gone to the lockbox but was inadvertently sent directly to DMV. The System or Contractor shall provide the following to the District in support of mailed payments:			
C.4.2.2. 2	Process the mailed tickets and payments. This includes: <ul style="list-style-type: none"> <li>• Provide a courier to collect the items from the DMV service centers. Date and time-stamp each.</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• Scan the documents, including the envelopes, into the System, along with validations. Ensure postmark is Captured.</li> <li>• Record the receipt of payment.</li> <li>• Capture and process into the System all Data Elements necessary from each ticket and payment.</li> </ul>			
C.4.2.2. 3	Scan (i.e., a bar code will be present on all documents generated by the System to expedite finding the record in the ticket System). The Contractor shall enter the Data Elements, including but not limited to the following, if available:			
C.4.2.2. 3.1	<ul style="list-style-type: none"> <li>• Tag Number for quality control edits (verifies correct record, Double Blind entry if not obtained using Barcode)</li> <li>• Operator ID (automatically Captured by the System in most cases based on login ID)</li> <li>• Process Date</li> <li>• Amount Paid (Double Blind entry)</li> <li>• Check Number</li> <li>• Method of Payment</li> <li>• Notice Number</li> <li>• Notice Date (delinquent) if applicable</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.4.2.2. 4	Information on the type of Notice to generate is addressed in the ticket processing service provider SOW. Capture ticket data for audit purposes, when the ticket is not found in the System. (This may occur, for example, if someone receives a hand written ticket and comes in to pay before the ticket book is turned in for processing.) This goes into the Ticket System.			
C.4.2.2. 4.1	<ul style="list-style-type: none"> <li>• Operator ID</li> <li>• Process Date</li> <li>• Tag Number (Double Blind entry)</li> <li>• Drivers License Number, if applicable.</li> <li>• Ticket Amount</li> <li>• Amount Paid (Double Blind entry)</li> <li>• Check Number</li> <li>• Method of Payment</li> <li>• Notice Date (delinquent) if applicable</li> <li>• Notice Type if applicable</li> <li>• Ticket Number</li> </ul>			
C.4.2.2. 5	Generate report of payments received.			
C.4.2.2. 5.1	Generate reports electronically, with remote viewing capabilities			
C.4.2.2. 5.2	Generate daily report showing tickets awaiting verification and reconciliation purposes prior to deposit.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.4.2.3	<b>Support error status resolution. The Contractor shall:</b>			
C.4.2.3. 1	Assign error status codes to support all potential errors to include but not limited to:			
C.4.2.3. 2	Ticket number invalid			
C.4.2.3. 3	Program ID invalid: Fleet Program, Rental Program, or Installment Plan.			
C.4.2.3. 4	Resolve all errors within 24 hours depending upon System availability. (not counting System downtime)			
C.4.2.3. 5	Contract, at Contractor's expense, an outside audit firm approved by the District to perform audits of all activity and financial transactions every 3 months.			
C.4.2.4	<b>Manual Ticket Processing.</b>			
C.4.2.4. 1	Approximately 20% of the District Parking Tickets are written by District enforcement officers using manual ticket books. In addition to photo enforcement, moving violations are issued by District police using manual ticket books. Volumes are expected to be 450,000 – 550,000 annually initially, but may decrease as MDT and hand-held devices proliferate. The Contractor shall process these tickets. The Contractor shall:			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<p>1. Provide automated ticket stock to be utilized by ticket writers using remote handheld devices and MDTs. Ticket stock specifications must be linked to the technical requirements of the remote handheld devices and MDTs used and the needs of DPW or other using agencies.</p> <p>2. Maintain inventory control and coordinate inventory levels.</p> <p>3. Include, on invoices to the District, direct costs for ticket printing that shall be reimbursed by the District.</p> <p>4. Be responsible for the proper functioning of ticket stock for the intended purpose.</p>			
C.4.2.4. 1.1	Process tickets for parking and moving violations. These tickets can come from a variety of agencies, including MPD, DPW, GAO, Capital Police, Park Police, and other enforcement agencies.			
C.4.2.4. 1.2	Date and time stamp all tickets processed and assign a batch number (if processed in batch mode).			
C.4.2.4. 1.3	Manually code issuing agency number and violation, and key all Data Elements with double-blind verification, to include:  Parking tickets: ticket number, date/month/year/time, Tag Number, state code, vehicle make, vehicle location (including quadrant), violation code, meter number, Fine amount,			

Exhibit 4	Ticket Processing:	Contractor Response	Modify Code	Explanations
	<p>issuing agency, badge number, and any comments noted on the back of the ticket. For voided tickets, the System shall reflect the dollar amount as \$0. Moving tickets: operator permit number, ticket number, date/month/year/time, Tag Number, state code, vehicle make, violation location (including quadrant), violation code, indicator if hazardous material or CDL license, Fine amount, issuing agency, badge number, CAD number and accident number. For warning tickets, the System shall reflect the dollar amount as \$0.</p>			
<p>C.4.2.4. 1.3.1</p>	<ul style="list-style-type: none"> <li>• Reconcile tickets to the number of records updated and dollar amounts to dollar value written on tickets</li> <li>• Perform edit processing and research edit discrepancies</li> <li>• Generate balancing reports</li> <li>• Store tickets for a minimum period of one year, and retrieve any individual ticket from storage upon User request</li> </ul>			
<p>C.4.2.4. 1.4</p>	<p>The data on the vehicle and owner, if not on the ticket, will be obtained by the service provider from various sources to populate the ticket record.</p>			
<p>C.4.2.4.</p>	<p>Enter manual tickets into the Ticket</p>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
1.5	System by the end of the next business day.			
C.4.2.4. 1.6	<i>Provide error status resolution.</i> The Contractor shall:			
C.4.2.4. 1.6.1	Assign error status codes to support all potential errors to include but not limited to: invalid Infraction code and missing information			
C.4.2.4. 1.6.2	Resolve 95% of all errors within 24 hours working with District Employees. After 24 hours the remaining 5% should be couriered over to the "C" street DMV site, with attention to the Hearing Support Manager.			
C.4.2.4. 1.7	<b>Mail-in Adjudication</b>			
C.4.2.4. 1.7.1	The Customer can either pay a ticket or request adjudication. Adjudication encompasses an in-person hearing request for moving or radar tickets, a request for resolution via mail, web adjudication, re-scheduling of hearings, and potential appeals. The Contractor shall process all of related mail appropriately into the Ticket System. The Contractor shall:			
C.4.2.4. 1.7.2	Provide one Post Office box for adjudication requests that are mailed. The Contractor has the option to obtain more than on PO box to be used for each ticket type, allowing pre-sorting.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.4.2.4. 1.8	<i>Accept and scan all documents provided for the following requests.</i>			
C.4.2.4. 1.8.1	In-person hearing schedule request			
C.4.2.4. 1.8.2	Adjudication by mail including back office support of the Fleet adjudication program.			
C.4.2.4. 1.8.3	Rescheduling of hearing			
C.4.2.5	<b>Appeals.</b> The Contractor shall:			
C.4.2.5. 1	Process the requests into the Ticket System. This includes capturing the Data Elements necessary from the requests and processing the data appropriately. (Details below)			
C.4.2.5. 2	Process any requests placed in the drop box. This will include providing a courier to pick up from each service center (and also deliver to each service center.) This will include, for example, transactions that are incomplete and need to be researched by DMV staff. This also includes capturing the Data Elements necessary from the requests and processing the data appropriately.			
C.4.2.6	<b>Correspondence.</b> The Contractor shall:			
C.4.2.6. 1	Date and time stamp all requests.			
C.4.2.6.	Enter requests directly into the Ticket System. The ticket information will be			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
2	automatically populated if a barcode is available, but the Contractor shall enter the Data Elements; including but not limited to:			
C.4.2.6. 2.1	Employee ID for processing clerk			
C.4.2.6. 2.2	Process Date			
C.4.2.6. 2.3	Type of request (i.e., mail-in adjudication, schedule hearing, reschedule hearing appeals); this shall entail reading of the Correspondence content and designation of a workflow queue into which the Correspondence should be electronically routed for further processing by DMV staff. The Correspondence shall be electronically indexed to the associated ticket number.			
C.4.2.6. 2.4	Notice Date (delinquent) if applicable			
C.4.2.6. 2.5	Notice Type if applicable			
C.4.2.6. 3	Capture and store adjudication request information for audit purposes when ticket is not found in Ticket System. This can occur when a ticket is manually issued to a Customer, and the ticket has not been turned in for processing:			
C.4.2.6.	Process Date			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
3.1				
C.4.2.6. 3.2	Tag Number (if provided)			
C.4.2.6. 3.3	Drivers License Number (if provided)			
C.4.2.6. 3.4	Ticket Amount			
C.4.2.6. 3.5	Notice Date (if applicable)			
C.4.2.6. 3.6	Notice Type (if applicable)			
C.4.2.6. 3.7	Process all adjudication requests within one business day.			
C.4.2.6. 3.8	Image the front (and back if it contains information) of all documents and the front of all envelopes into the Ticket System by ticket number.			
C.4.2.6. 4.	<i>Provide error status resolution.</i>			
C.4.2.6. 4.1	Contractor shall assign error status codes to support all potential errors to include but not limited to: no ticket number and missing information			
C.4.2.6. 4.2	Contractor shall resolve all errors within 24 hours depending upon			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	System availability. (not including System downtime)			
	<b>C.4.2.7 Other Correspondence</b>			
C.4.2.7. 1	If the Contractor receives questions specific to the processing by the Contractor, they shall respond to the Customer and scan a copy of the Correspondence. The Contractor may receive letters asking questions that are not specific to the processing and that the Contractor is unable to answer. In these cases, the Contractor shall forward the original document to the specified person at the appropriate agency (e.g., DMV, adjudication, MPD, DPW). The Contractor shall:			
C.4.2.7. 2	Send the original over to DMV ("C" street), with attention to the Hearing Support Manager.			
C.4.2.7. 3	The Contractor shall also scan, track and store all received Correspondence along with the replies and, where possible, associate the scanned Image with a ticket for the person in question.			
	<b>C.5 Mailing Service SOW</b>			
C.5.1	The Contractor shall provide mailing services that include the ability to generate, fold, stuff and mail the Notices and information. The Contractor shall provide for the resources and the equipment needed to perform this service. Postage shall be			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	billed at cost on a monthly basis. The chart below provides estimated yearly volumes for the Notices sent to Customers.			
C.5.2	The Contractor shall send parking and moving ticket overdue Notices (apx. 800,-000), photo enforcement tickets (apx. 575,000), photo enforcement overdue Notices (apx. 246,000), and hearing appointment letters (apx. 21,000) to Customers each year, exclusive of delinquent collections activity which is a component of a separate RFP.			
C.5.3	The Contractor shall provide the service for a minimum of a two-year contract, with three (optional) one-year extensions. The contract shall also provide for a month-to-month default structure after the initial term is complete. Other term options will be considered.			
C.5.4	The Contractor shall also make recommendations based upon their expertise, for process improvements and best practices that could be implemented by the District in support of this effort.			
C.5.5	<b>PROCESS REQUIREMENTS</b>			
C.5.5.1	<i>Notification PRINTING AND Mailing:</i>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	In support of paper notifications, the Contractor shall:			
<b>C.5.5.2</b>	<b>Printing.</b> The Contractor shall:			
C.5.5.2. 1	Receive an electronic file of notifications from the Ticket Processing System on a daily basis and generate Notices within 24 hours.			
C.5.5.2. 2	Print Notices onto proper forms with proper logo. (Logo will be provided.) Types include but are not limited to:			
C.5.5.2. 3	Ticket forms: the forms used to issue tickets.			
C.5.5.2. 4	Notices forms: the forms used to generate Notices for the Treatment Process.			
C.5.5.2. 5	Pre-drafted Correspondence forms: the forms used for Correspondence outside the normal ticketing and Treatment Process.			
C.5.5.2. 6	Pre-drafted Fleet application forms: the forms used for applying for participation in a Fleet Program.			
C.5.5.2. 7	Pre-drafted Fleet Program contract forms: the forms used for establish participation in a Fleet Program.			
C.5.5.2. 8	Pre-drafted Installment Plan contract forms: the forms used to establish participation in an Installment Plan.			
C.5.5.2.	Mail adjudication hearing records.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
9				
C.5.5.3	<b>Mailing.</b> The Contractor shall:			
C.5.5.3. 1	Mail Forms using address provided on the electronic file. Whenever possible, take advantage of bulk and pre-sorted by zip code rates.			
C.5.5.3. 2	Validate Name and address through a third party Contractor.			
C.5.5.3. 3	Provide all necessary materials in support of mailings.			
C.5.5.3. 4	Ticket forms: the forms used to issue tickets.			
C.5.5.3. 5	Notices forms: the forms used to generate Notices for the Treatment Process shall be User definable and can be edited easily by authorized Users.			
C.5.5.3. 6	Pre-drafted Correspondence forms: the forms used for Correspondence outside the normal ticketing and Treatment Process.			
C.5.5.3. 7	Pre-drafted Fleet application forms: the forms used for applying for participation in a Fleet Program.			
C.5.5.3. 8	Pre-drafted Fleet Program contract forms: the forms used for establish participation in a Fleet Program.			
C.5.5.3. 9	Pre-drafted Installment Plan contract forms: the forms used to establish participation in an Installment Plan.			
C.5.5.3. 10	Mail adjudication hearing records.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
7.1	System via the Web Data Transfer Module.			
C.3.3.1. 7.2	Update the AIMS System with DMV Ticket Payment Penalties and Fees.			
C.3.3.1. 7.3	Update the Ticket Processing System on Tickets paid with auction funds including partial adjustments.			
C.3.3.1. 7.4	Provide information about vehicles that are eligible for release to the AIMS System. Vehicles are eligible for release when all outstanding tickets are paid or adjudicated and all tow and storage Fees are paid.			
C.3.3.2	<i>DPW LPRS Interface.</i> During parking enforcement patrols, the Contractor shall:			
C.3.3.2. 1	Interface with the District's license plate recognition System for vehicle identification and parking enforcement with tire imaging and chalking enforcement.			
C.3.3.2. 2	Integrate LPRS Images with vehicle tag Database for adjudication and Correspondence processes.			
C.3.3.2. 3	Download appropriate file to issue an alert or update to license plate recognition System if tag is wanted or			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	stolen.			
C.3.3.2. 4	Download appropriate file to the DPW SFTP Server to issue alert or update to license plate recognition System if vehicle tag is eligible for and exemption from Register of Out-of-State Vehicle (ROSA) enforcement tickets. All current functions and interfaces will continue to be supported.			
C.3.3.3	<i>DPW Centralized Towing System Interface.</i> The Contractor shall:			
C.3.3.3. 1	Interface through a batch download with the Centralized Towing System's web vehicle locator through use of CAD listener in posting Fees owed on all vehicles towed by DPW.			
C.3.4	<b>Notifications.</b> According to the Treatment Schedule, the Contractor shall:			
C.3.4.1	Support Notice generation, including but are not limited to:			
	<ul style="list-style-type: none"> <li>• Automated (Red Light and Photo Radar) Ticket Issued on MPD letterhead</li> <li>• Automated (Red Light and Photo Radar) Ticket Overdue</li> </ul>			

Exhibit 4	Ticket Processing:	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• Automated (Red Light and Photo Radar) Deemed Admission</li> <li>• Moving Tickets Overdue (Notice of Suspension)</li> <li>• Moving Tickets Deemed Admission</li> <li>• Moving Tickets Non-Compliant Status (to state jurisdiction)</li> <li>• Moving Tickets Compliant Status (to state jurisdiction)</li> <li>• Parking Tickets Overdue</li> <li>• Parking Tickets Deemed Admission</li> <li>• Partial Payment</li> <li>• Post-Hearing Payment Overdue</li> <li>• ROSA Enforcement Information – Notices, warnings and tickets.</li> </ul>			
C.3.4.2	Support Adjudication Correspondence including but are not limited to:			
	<ul style="list-style-type: none"> <li>• Outcome of Adjudication</li> </ul>			

Exhibit 4	Ticket Processing:	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• Hearing Date Scheduled</li> <li>• Appeal Filing Date</li> <li>• Outcome of Appeal</li> </ul>			
C.3.4.3	Support Financial Notices, including but are not limited to:			
C.3.4.3. 1	Overpayment - generate and send a letter for self certifying for any refund checks.			
C.3.4.3. 2	Underpayment - Notices with the amount paid, the amount still due, the date payment is required and the Penalty shall be sent to the Customer.			
C.3.4.3. 3	Late Payment/Delinquent - The Customer should receive a Notice with the amount due, the original due date, the ticket information, the Penalty due, the new due date, and the Penalty escalations.			
C.3.4.3. 4	Print the mail date on all Notices. This is the System generated date plus X days. The number of days is determined by the DMV, through a User defined table, for each Notice.			
C.3.4.4	Prior to sending a Notice, the Contractor shall:			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.4.4. 1	Obtain all Ticket service data related to the Ticket, License Number and Registration of the specific ticket or Notice.			
C.3.4.4. 2	Consolidate all of this information into one Notice and send to the Customer. This one Notice contains all the information the Contractor has regarding outstanding tickets for this Customer. Overdue Tickets and Delinquent Tickets sent to collections are also noted.			
<b>C.3.4.5</b>	<b>Types of Notices:</b>			
C.3.4.5. 1	<i>Paper Notifications.</i> The Contractor shall:			
C.3.4.5. 1.1	Facilitate form printing.			
C.3.4.5. 1.2	Obtain approval of all User defined new or modified forms before they are used.			
<b>C.3.4.6</b>	<i>Tracking Correspondence.</i> The Contractor shall track and store the following in the database:			
C.3.4.6. 1	Image and store all Correspondence received by the DMV.			
C.3.4.6. 2	Track each Notice as the Application			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	sends it.			
C.3.4.6. 3	Track all outgoing Correspondence.			
C.3.4.6. 4	Store an electronic copy of the incoming Correspondence.			
C.3.4.6. 5	Provide web access to view all Correspondence and images to include Notices, Correspondence, Red Light Photo images, and Audio Files.			
C.3.4.6. 6	Track Nixie Processing.			
C.3.4.6. 7	Capture Mailing Date, Correspondence Type, Sender Name, and Sender Address.			
C.3.5	<b>Payment Processing</b>			
C.3.5.1	<i>Payment Processing – GENERAL.</i> For walk-in, mail-in, web, and telephone payments, the Contractor shall:			
C.3.5.1. 1	Process all ticket payment transactions including automated enforcement and paper tickets.			
C.3.5.2	<i>Gather all outstanding ticket payment items</i>			
C.3.5.2. 1	Search for all tickets and associated Fines, penalties, and Fees based on Name, Driver's License Number, Tag			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Number, and VIN.			
C.3.5.2. 2	Tickets include all parking tickets, moving violations, red light and photo radar, Boot and tow, and storage Fees.			
C.3.5.2. 3	If a vehicle is auctioned, the auction proceeds offset outstanding tickets, tow and storage Fees, and any other ticket-related Fees. This is handled by an interface with AIMS. If, however, after all Fees and Fines are paid, there is a remaining balance, the balance shall be credited, by AIMS, to the general fund (SOAR account to be Provided by the DMV). As part of this process, the AIMS System generates a Notice to the Customer identifying the actions taken including listing the ticket Fines and other Fees paid with the auction proceeds and any remaining amount owed by the Customer (assuming the auction Fee did not cover all Fines and penalties). This is accomplished with a two-way interface with the Ticket Processing System providing Ticket information to AIMS and AIMS providing back tickets that were paid or not paid.			
C.3.5.3	<i>One payment for all outstanding ticket payment items.</i> The Contractor shall:			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.3. 1	Allow Customer to pay one payment for all outstanding ticket Fines, penalties, Fees, and to pay for one or more items.			
C.3.5.3. 2	Provide a User defined table to Capture and store District Government General Ledger Account code and a Transaction Identifier.			
C.3.5.3. 3	Support various (Parking/Moving/Red-light/Radar) Ticket Types identified by separate GL Account Codes.			
C.3.5.4	<b><i>Payment Transaction Summary for Finance.</i></b> The Contractor shall:			
C.3.5.4. 1	Send summary payment information on a daily basis to the accounting System (SOAR) electronically, including but not limited to the following:			
C.3.5.4. 2	<b><i>Identification information</i></b>			
C.3.5.4. 2.1	Customer Service Representative ID or Employee ID			
C.3.5.4. 2.3	Date of activity.			
C.3.5.4. 2.4	Activity information, including transaction counts and amounts broken down by the following categories: <ul style="list-style-type: none"> <li>• Ticket activity type</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• GL Account Code for activity</li> <li>• Method of payment activity (support split payments)</li> </ul>			
C.2.5.5	<b>Payment Validation.</b> The Contractor shall:			
C.3.5.5. 1	Process credit card, debit card, E-check, check, verify and accept validation through a secured financial services partner. Note that the payment will be encumbered at the time the check or E-check is processed. If there are insufficient funds to cover the transaction, the payment will be denied. In this case, the check will be imaged and associated with the ticket number including a notation that payment was denied due to insufficient funds and the associated transaction code and authorization for future reference purposes. The Contractor shall send a Notice to the Customer including the check and the reason for denial of service.			
C.3.5.5. 2	Accept authorization from the validation System and the authorization ID, date and time for the appropriate System.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.6	<i>Ticket Payment Processing.</i> The Contractor shall:			
	Support the processing of all Tickets Types.			
C.3.5.6. 1	<i>Ticket Information Retrieval.</i> The Contractor shall:			
C.3.5.6. 1.1	Capture the following Data Elements for each ticket payment. This includes but is not limited to:			
	<ul style="list-style-type: none"> <li>• Ticket Number/s</li> <li>• Ticket type</li> <li>• Tag Number</li> <li>• VIN Number</li> <li>• Driver's License Number (for moving violations)</li> <li>• Name and Address</li> <li>• Due Date</li> <li>• Fine Amount</li> <li>• Boot, Tow and Storage Fees</li> <li>• Penalties</li> </ul>			
C.3.5.6.	<i>Ticket Payment Capture.</i> The			

Exhibit 4	Ticket Processing:	Contractor Response	Modify Code	Explanations
2	Contractor shall:			
C.3.5.6. 2.1	Obtain and store the following ticket payment information during the transaction. This includes but is not limited to:			
	<ul style="list-style-type: none"> <li>• Customer Service Representative ID or Employee ID (not needed for web transactions)</li> <li>• Location ID (where payment is made)</li> <li>• Agency ID</li> <li>• Transaction Purpose Code</li> <li>• Payment Amount</li> <li>• Process Date and Time</li> <li>• Transaction Number (unique identifier assigned by System)</li> <li>• Method of Payment/s (Support Split Payments)</li> <li>• Transaction Vehicle (check #, credit card #)</li> <li>• Ticket number</li> <li>• Account type, i.e. SOAR account</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.6. 2.2	If in-person payment, print the receipt of the payment with the Transaction Number included in the Barcode.			
C.3.5.6. 3	<b><i>Transfer Ticket Payment Information.</i></b> The Contractor shall:			
C.3.5.6. 3.1	Send the following financial information to a designated District of Columbia System. This includes but is not limited to:			
	<ul style="list-style-type: none"> <li>• Ticket Number/s</li> <li>• Customer Service Representative ID or Employee ID</li> <li>• Location ID</li> <li>• Agency ID</li> <li>• Transaction Purpose Code</li> <li>• Amount Paid per ticket</li> <li>• Posting Date (date ticket is considered paid)</li> <li>• Availability Date (date payment is in System)</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• Transaction Number</li> <li>• Method of Payment/s (Support Split Payments)</li> <li>• Transaction Vehicle (check #, credit card #, money order #)</li> <li>• Authorization ID from the validating System for check, credit card and E-check.</li> </ul>			
C.3.5.6. 3.2	<p>When a ticket is not found in the System, Capture ticket data from the Customer for entry into the Ticket Processing Service for audit purposes. This includes but is not limited to:</p>			
	<ul style="list-style-type: none"> <li>• Ticket Number</li> <li>• Batch Number</li> <li>• Batch Date</li> <li>• Process Date</li> <li>• Tag Number</li> <li>• Driver's License Number</li> <li>• Ticket Amount</li> <li>• Amount Paid</li> <li>• Check/Credit Card/Money</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	Order Number/E-check verification number <ul style="list-style-type: none"> <li>• Method of Payment</li> </ul>			
C.3.5.6. 3.3	Once the Ticket is entered into the System, combine the data above in one ticket record along with the Ticket image.			
C.3.5.7	<i>Walk-In Payments.</i> The Contractor shall:			
	Support payments at the DMV service centers.			
C.3.5.7. 1	<i>Image Capture and Storage.</i> The Contractor shall:			
	Capture document Images for exceptions or issues with the payment.			
C.3.5.7. 2	<i>Data Capture, Validation, and Storage.</i> The Contractor shall:			
C.3.5.7. 2.1	Process the following payment methods:			
C.3.5.7. 2.2	Credit Card acceptance and electronic validations.  Debit Card acceptance receipt with pin approval and with signature which is scanned.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.7. 2.3	Cash			
C.3.5.7. 2.4	Money Order			
C.3.5.7. 2.5	E-check			
C.3.5.7. 2.6	E-check acceptance and validation (where the cashier feeds the check into a scanner and the Customer's account is debited for the amount of the check)			
C.3.5.7. 2.7	Check funds are encumbered at the time of payment. If notified that insufficient funds are available, the Customer is notified and the transaction concluded (unless they subsequently decide to pay in cash). Checks are accepted in the System if the check processing System is unavailable.			
C.3.5.7. 2.8	Capture Data Elements for each ticket payment within the System to allow the ability to audit against the Ticket service.			
C.3.5.7. 2.9	Prevent duplicate entry of ticket or payment information			
C.3.5.7. 2.10	Validate and cross check the following data to reduce duplicate payments.			
C.3.5.7. 2.11	<ul style="list-style-type: none"> <li>• Ticket number</li> <li>• Infraction Type</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• Tag Number</li> <li>• Driver's license Number</li> <li>• VIN</li> </ul>			
C.3.5.7. 2	<b>Payments for Missing Tickets.</b> The Contractor shall:			
C.3.5.7. 2.1	Accept a payment against a ticket number.			
C.3.5.7. 2.2	Capture and store VIN, Drivers License, Tag Number and/or other identifying information, if available.			
C.3.5.7. 3	<b>Print and Store Customer Receipt.</b> The Contractor shall:			
C.3.5.7. 3.1	Generate a receipt for the Customer with all pertinent information per ticket type.			
C.3.5.7. 3.2	Provide the DMV electronic storage of receipt information for future audits and tracking.			
C.3.5.7. 4	<b>Web Payments.</b> The Contractor shall:			
	Allow Customers to pay for all parking, red-light and photo radar, and moving violations on the Web using either the ticket or tag number.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.7. 5	<b>Site Appearance, Security, General Functions.</b> The Contractor shall:			
C.3.5.7. 5.1	Mirror existing look and feel of the DC.GOV website and include comments section, contact information and online help.			
C.3.5.7. 5.2	Provide the ability for a customer to obtain a PIN for log in, allowing the capability to view all pertinent information, such as Notices, Ticket Images and Correspondence. However, a PIN is not needed if the customer just plans to pay a ticket(s).			
C.3.5.7. 5.3	Have adequate security to prevent unauthorized Users from viewing information of another Customer.			
C.3.5.7. 5.4	Link to DC.GOV website, and to DPW Towing site.			
C.3.5.7. 6	<b>Phone Payment(IVR)</b> In support of phone payment the Contractor shall:			
C.3.5.7 6.1	Allow Customers to pay for all parking, red-light and photo radar, and moving violations on the phone using either the ticket or tag number.			
C.3.5.7. 6.2	Accept payment with Debit or Credit cards.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.7. 6.3	Have the ability to select each type of activity via the IVR			
C.3.5.7. 6.4	Have the ability for the customer to cancel the transaction at any time during the process			
C.3.5.8	<b><i>Search, Retrieval, and Selection.</i></b> The Contractor shall:			
C.3.5.8. 1	Provide the DMV the ability to search by ticket number, name, VIN, D/L number, and Tag Number to find tickets.			
C.3.5.8. 2	Display all ticket information including associated Images.			
C.3.5.8. 3	Include outstanding tickets, Overdue Tickets and recently paid tickets based on timeframe entered by Customer.			
C.3.5.8. 4	Show either one or all tickets, and payment information based on the ticket and Tag Numbers combination. Do not display name and address or images. Show and allow selection of tickets that must be paid to retrieve a Booted or Towed vehicle and tickets that may be optionally paid.			
C.3.5.8. 5	<b><i>Provide User search capability for Fleet program numbers.</i></b> The Contractor shall:			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.8. 5.1	Allow Customer to log in using the Fleet number/pin, and to select from a list of tickets.			
C.3.5.8. 5.2	Allow Customer to pay all outstanding tickets or select specific tickets for payment or hearing from a list of outstanding tickets.			
C.3.5.9	<b><i>Capture, Validate and Store Payment Information.</i></b> The Contractor shall:			
C.3.5.9. 1	Capture, validate, and store information for ticketing activity. Support payments by the following methods.			
C.3.5.9. 1.1	<ul style="list-style-type: none"> <li>• Credit Card</li> <li>• Debit Card</li> <li>• ACH Debit – (Customers enter the bank routing number and account number from the bottom of their checks, and their accounts are debited for the amount they have authorized/entered before transaction is accepted).</li> </ul>			
C.3.5.9. 1.2	Connect the Customer with a secure payment site (e.g., Verisign), when the Customer is ready to pay.			
C.3.5.9.	<b><i>Post-payment Actions.</i></b> The Contractor			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
2	shall:			
C.3.5.9. 2.1	Allow Customer to print receipts with a printer-friendly format button option.			
C.3.5.9. 2.2	Interface with the towing System to allow for immediate release of Booted or impounded vehicles.			
C.3.5.9. 2.3	Provide the DMV web confirmation of payments.			
C.3.5.9. 3	<b><i>Fleet/Corporate Program payments.</i></b> The Contractor shall:			
C.3.5.9. 3.1	The Fleet/corporate programs module shall support any ticket type or charge type for companies and government agencies that conduct business within the District. Currently, only parking tickets are supported. The System shall:			
C.3.5.9. 3.2	Accept payments over the Web.			
C.3.5.9. 3.3	Display all outstanding tickets.			
C.3.5.9. 3.4	Allow selection of tickets the authorized company representative wants to pay.			
C.3.5.9. 3.5	Provide the DMV totals for all tickets selected for payment.			
C.3.5.9. 4	<b><i>In-Person Payments.</i></b> The Contractor shall:			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.9. 4.1	Allow in-person payments by company representative.			
C.3.5.9. 4.2	Accept payment based upon tickets pre-selected by authorized company representative.			
C.3.5.9. 4.3	Accept a bulk ticket payment with a single check or credit card to cover all outstanding tickets in a Fleet.			
C.3.5.9. 4.4	Accept Payments from Fleet Vehicle Operators			
C.3.5.9. 4.5	Allow anyone to pay tickets issued under a Fleet plan. If the ticket is paid, it will not be reflected on the Fleet plan reports.			
C.3.5.1 0	<b>Installment Plans (payment plans).</b> The Contractor shall:			
	Accommodate payment plans allowing Customers to spread payments for one or more tickets over a fixed period with System-defined terms.			
C.3.5.1 0.1	<b>Eligibility</b>			
C.3.5.1 0.1.2	Provide a User defined capability to Capture rules for payment plan eligibility. DMV staff shall be able to limit plan eligibility by various factors, including DC residence, the amount			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	owed (e.g., \$250 minimum), and previous use of payment plans.			
C.3.5.1 0.1.2	When processing payments in person, determine if the Customer is eligible for a payment plan and alert the cashier/clerk of the Customer's eligibility.			
C.3.5.1 0.2	<i>Plan Setup and Modification.</i> The Contractor shall:			
C.3.5.1 0.2.1	Set up an installment payment plan for eligible Customers with permissions based upon User ID and security.			
C.3.5.1 0.2.2	Provide the DMV each Installment Plan with a "plan" number tied to the person's driver's license number or Tag Number. The plan shall have a due date for installment payments which will result in a 'hold' put on the vehicle or driver record in Destiny such that nonpayment will result in revocation of the vehicle registration or driver license. The Contractor will Provide the DMV payment plan information in a daily batch file. The DMV staff will handle the 'hold' processing in Destiny.			
C.3.5.1 0.2.3	Generate a contract for Customer signature. The contract is with the DMV, accepting responsibility and the			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	stated consequences. Image the contract and link it to the Tickets in question.			
C.3.5.1 0.2.4	Support a suspend status delaying Treatment Process actions for the period of the plan.			
C.3.5.1 0.2.5	Send a suspend status to stop noticing activity on the selected tickets.			
C.3.5.1 0.2.6	Provide the DMV the capability to modify an existing plan by adding additional tickets and Fees or extending the timeframe.			
C.3.5.1 0.2.7	Can only add X tickets and extend X months. (Definable by the DMV)			
C.3.5.1 0.2.8	Payment plan adjustment requires management override.			
C.3.5.1 0.3	<b>Plan Payment Notices.</b> The Contractor shall:			
	Send Notices monthly providing Customers with the status of payments, outstanding balances and time left on the Installment Plan. In addition, the Notice shall provide the DMV a payment slip.			
C.3.5.1 0.4	<b>Plan Information Display.</b> The Contractor shall:			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.1 0.4.1	Display Installment Plan summary level data with defined fields, reflecting current plan status.			
C.3.5.1 0.4.2	Provide the DMV, at a minimum, the following data on payment plans:			
	<ul style="list-style-type: none"> <li>• Plan number</li> <li>• Current status</li> <li>• Name of participant/s</li> <li>• Address of participant/s</li> <li>• Phone number of participant/s</li> <li>• Original amount due and down payment</li> <li>• Agreed-upon payment schedule</li> <li>• Amount of each payment</li> <li>• Beginning date of payments</li> <li>• Current balance due</li> <li>• Tag Number/s</li> <li>• Payment transaction history including all processing dates amounts paid methods of payment</li> <li>• Tickets</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• Participant's Driver License Number/s</li> <li>• Comments</li> </ul>			
C.3.5.1 0.5	<i>Plan Rules Application.</i> The Contractor shall:			
C.3.5.1 0.5.1	Enforce a minimum initial payment of (x) percent of all outstanding ticket Fines, penalties, and Fees. This shall be a User defined capability authorized by a supervisor or manager.			
C.3.5.1 0.5.2	Apply payments to the oldest items first.			
C.3.5.1 0.5.3	Apply any dollar amount that does not cover an entire ticket charges to the next oldest ticket.			
C.3.5.1 0.5.4	Provide the DMV the ability to reinstate ticket enforcement status and normal noticing in the event of an Overdue Ticket.			
C.3.5.1 0.6	<i>Plan Reports</i>			
C.3.5.1 0.6.1	Generate reports to assist the Department in the oversight of the program, including but not limited to:			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• Funds collected by time period</li> <li>• Funds collected by Installment Plans</li> <li>• Number of plans established</li> <li>• Incorrect Payments/Refunds</li> <li>• Number of Defaulted Payment Plans</li> </ul>			
C.3.5.1 0.6.2	When the amount of the payment received is different from the ticket amount, partial payments are applied. If the payment is an overpayment, the additional funds are applied to other outstanding tickets or, if there are no additional tickets, the overpayment is refunded.			
C.3.5.1 1	<i>Partial Payments.</i> The Contractor shall:			
C.3.5.1 1.1	Accept partial payments when money is received via mail.			
C.3.5.1 1.2	<i>Overpayments.</i> The Contractor shall:			
C.3.5.1 1.2.1	Support overpayments with limited automatic refund as defined below.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.1 1.2.2	Apply overpayments to any tickets, Fines, penalties, and Fees based upon a definable schedule of priority.			
C.3.5.1 1.2.3	If no additional Fees or tickets are found, return payment to the Customer.			
C.3.5.1 1.2.4	Provide the DMV an on-line display of the financial history of refunded tickets and imaging of documents when applicable.			
C.3.5.1 1.2.5	Allow subsequent on-line adjustments in Fines, penalties and Fees by Authorized Persons to facilitate customer service.			
C.3.5.1 2	<i>Invalid Payment Transactions.</i> The Contractor shall:			
C.3.5.1 2.1	<i>Dishonored Checks</i>			
C.3.5.1 2.1.1	Support dishonored check processing.			
C.3.5.1 2.1.2	Accept a file from Check Assist System into Ticket Service; apply the bounced check Fee and restart Treatment Process. (NOTE: As funds for checks shall normally be debited at time of payment, bounced checks will only occur if the payment Contractor (e.g., Verisign) service is unavailable			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	and the User must accept the check without being able to determine if there are sufficient funds and debit the account accordingly.)			
C.3.5.1 2.1.3	Block payment by check when a Customer has a prior dishonored check within X time period (months) defined in a database table.			
C.3.5.1 2.1.4	Send dishonored check information to designated District of Columbia System.			
C.3.5.1 2.1.5	Apply the dishonored check Fee to only one charge defined by GL Account Code. A predetermined ranking of all GL Account codes will determine where the charge is applied. The ranking is User definable.			
C.3.5.1 2.1	<b><i>Retracted Credit Card and Debit Card transaction.</i></b> The Contractor shall:			
C.3.5.1 2.2.1	Process credit card and debit card retractions.			
C.3.5.1 2.2.2	Accept a file from the Credit/debit card processing System with the reversal.			
C.3.5.1 2.2.3	Send the retracted charge information to designated District of Columbia System.			
C.3.5.1	<b>Financial reconciliation</b>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
3				
C.3.5.1 3.1	<i>End of Day Closeout – Cashier Window.</i> The Contractor shall:			
C.3.5.1 3.1.1	Support reconciliation for Cashier Window / Counter payments, end of day closeout and “virtual” closeout for breaks/lunch, including audit capability of the cashier function for all drawer payment methods.			
C.3.5.1 3.1.2	Calculate the totals for each charge type and total due for the Customer.			
C.3.5.1 3.1.3	Calculate totals for each payment type and total collected. Includes Cash, Check, Credit Card, Debit Card, E-check, money order, and certified check.			
C.3.5.1 3.1.4	Require cashier/clerk to separately calculate and enter the total for each payment type.			
C.3.5.1 3.1.5	Compare clerk-entered totals to calculated totals. Calculate and identify all adjustments and resulting net payment.			
C.3.5.1 3.1.6	Produce electronic settlement sheet showing charge types totals and total collections.			
C.3.5.1	Provide the DMV a printout of the			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
3.1.7	settlement sheet.			
C.3.5.1 3.1.8	Provide the DMV an electronic acceptance by supervisor (matching drawer contents to electronic settlement).			
C.3.5.1 3.1.9	Prevent the cashier from proceeding with the next day's work until the previous day's accounts have been reconciled.			
C.3.5.1 3.1.10	Provide supervisor override for safety measure described above along with the ability to adjust the accounts and numbers. Track the usage of supervisor overrides.			
C.3.5.1 3.2	<i>End of Day Closeout – Service Location.</i> The Contractor shall:			
C.3.5.1 3.2.1	Support reconciliation for all tellers in a service location for any chosen period.			
C.3.5.1 3.2.2	Calculate totals for each charge type and total due for the location.			
C.3.5.1 3.2.3	Calculate totals for each payment type and total collected. Includes Cash, Check, Credit Card, Debit Card, E-check, money order, and certified check. Calculate all adjustments and resulting net payments for all cashiers.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.1 3.2.4	Produce an electronic settlement sheet showing the total per ticket type and the total collections.			
C.3.5.1 3.2.5	Provide printout for the DMV of the settlement sheet.			
C.3.5.1 3.2.6	For the DMV, provide electronic acceptance by supervisor (matching all drawer contents to electronic settlement sheet) controlled by log-in id.			
C.3.5.1 3.2.7	Prevent duplicate entry of ticket or payment information			
C.3.5.1 3.2.8	Validate and cross check the following data to help eliminate duplicate payments.			
	<ul style="list-style-type: none"> <li>• Ticket number</li> <li>• Infraction Type</li> <li>• Tag Number</li> <li>• Driver's license Number</li> <li>• VIN</li> <li>• Date/Time</li> </ul>			
C.3.5.1 3.2.9	Image documents for exceptions or issues with the payment, such as ticket not found in Ticket service.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.1 3.2.10	Provide authorized supervisors the ability to make adjustments to payment information. These are defined as financial adjustments.			
C.3.5.1 4	<i>Audit.</i> The Contractor shall:			
C.3.5.1 4.1	Include auditing capabilities for transactions.			
C.3.5.1 4.2	Support Electronic Auditing			
C.3.5.1 4.3	Generate automated audit file with all manually processed tickets received.			
C.3.5.1 4.4	Generate automated audit file with all Handheld and MDT generated tickets received.			
C.3.5.1 4.5	Generate automated audit file with all automated (red light and photo radar) tickets generated.			
C.3.5.1 4.6	Generate automated audit file with all paid tickets by method and ticket type, along with the User-id of employee that accepted the payment.			
C.3.5.1 4.7	Provide data for audits to the DMV, including:			
	<ul style="list-style-type: none"> <li>• VIN or Tag Number</li> <li>• Driver's License Number</li> </ul>			

Exhibit 4	Ticket Processing:	Contractor Response	Modify Code	Explanations
	<ul style="list-style-type: none"> <li>• Notice Number</li> <li>• Due Date</li> <li>• GL Account Code</li> <li>• Amount</li> <li>• Ticket Number/s</li> <li>• Fine Amount</li> <li>• Tow or Boot Fees</li> <li>• Penalties</li> <li>• Customer Service Representative ID or Employee ID</li> <li>• Location ID</li> <li>• Payment amount</li> <li>• Process Date</li> <li>• Transaction Number (assigned by System)</li> <li>• Method of Payment/s (Support Split Payments)</li> <li>• Transaction Vehicle (check #, credit card #)</li> </ul>			

<b>Exhibit 4</b>	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.5.1 4.8	Provide an on-line history for Users of all financial adjustments.			
C.3.5.1 4.9	Identify all (Parking/Moving/Red-light/Radar) ticket types by separate GL Account Codes.			
C.3.5.1 4.10	Reflect an on-line indicator or message advising the adjustment transaction and the User-id of the person that made the adjustment.			
C.3.5.1 4.11	Track all Database updates by User, time, date, reason, and location.			
C.3.5.1 4.12	The System shall record each financial activity as a separate transaction. This means that if there is a correction, adjustment, cancellation, or closure of a previous transaction, the Application tracks the correction, adjustment, cancellation, or closure as a separate financial transaction.			
C.3.5.1 4.13	Associate the transaction with a general ledger GL Account Code and the transaction number			
C.3.5.1 4.14	Capture and store charge information: Posting Date and time, monetary amount.			
C.3.5.1 4.15	Capture and store transaction information: availability date and time,			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	User id, agency, site, and purpose. User id defines who posted the financial transaction. Purpose is the reason for the transaction.			
C.3.6	<b>Treatment.</b> The Contractor shall:			
C.3.6.1	Manage the Treatment Process. The Treatment Process defines the procedures for handling and communicating with a Customer who is not following through on an obligation to pay Fines, Fees or penalties. The functions as written in this section pertain to the Treatment Process.			
C.3.6.2	Assign Treatment Schedule to ticket when the Application issues ticket.			
C.3.6.3	Automatically stop the Treatment Schedule when the Customer pays the outstanding balance for the ticket in full.			
C.3.6.4	Automatically halt the Treatment Schedule when the ticket has gone to adjudication or a hearing has been scheduled.			
C.3.6.5	Automatically resume Treatment Schedule for ticket when adjudication disposition is unfavorable to Plaintiff.			
C.3.6.6	<b>Treatment Schedule:</b> To facilitate the Treatment Process, provide capability			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	to the DMV Users for creation and maintenance of Treatment Schedules. The Contractor shall:			
C.3.6.6. 1	Automatically add penalties and Fees as the Treatment Schedule defines.			
C.3.6.6. 2	Automatically move tickets to collection as the Treatment Schedule defines. These are the default tickets.			
C.3.6.6. 3	Automatically send non-compliance information to the vehicle registration System based on the progression of the Treatment Schedule for a ticket issued to a vehicle registration owner as well as when the Customer has satisfied their obligation.			
C.3.6.6. 4	Automatically send non-compliance information to the driver's license System based on the progression of the Treatment Schedule for a ticket issued to a driver as well as when the Customer has satisfied their obligation.			
C.3.6.6. 5	Automatically send non-compliance information to driver's license Systems of other jurisdictions based on the progression of the Treatment Schedule for a ticket issued to a driver as well as when the driver has satisfied their obligation.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.7	<b>Adjudication.</b> The Contractor shall:			
C.3.7.1	Allow a Customer to contest the validity of a traffic Citation through adjudication. A Customer may contest a ticket issued for Parking Infractions, Moving Infractions, and Infractions cited through automated and manual moving enforcement. The Customer submits a request to the DMV for adjudication by mail, telephone, online, or in person to the. When submitting a request for adjudication, the Customer chooses between two different formats for the adjudication: (1) a review of records by adjudicator alone or (2) a face-to-face review of records by Customer and adjudicator.			
C.3.7.2	Parking tickets are typically adjudicated on a walk-in basis while moving violations are scheduled as the Law Enforcement officer is required to be present at the hearing. Customers may, however, waive their right to have the officer present and submit a written defense for consideration by the hearing examiner. Additionally, photo enforcement ticket hearings must be scheduled in advance to allow the government an opportunity to prepare the case jacket.			
C.3.7.3	<i>Adjudication Request:</i> Accept and			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	process adjudication requests. The Contractor shall:			
C.3.7.3. 1	Provide the capability for a Plaintiff to make a request for adjudication in person.			
C.3.7.3. 2	Provide the capability for a Plaintiff to make a request for adjudication by telephone.			
C.3.7.3. 3	Provide the capability for a Plaintiff to make a request for adjudication by mail. Provide a queuing process for multiple reviewers of mail adjudications and capability for decisions to be documented and processed.			
C.3.7.3. 4	Provide the capability for a Plaintiff to make a request for adjudication online.			
C.3.7.3. 5	Ensure that a ticket is eligible for hearing based on when in the Treatment Schedule process the request is received.			
C.3.7.3. 6	Automatically place a ticket in the Plaintiff's Case Folder when the Application has approved it for adjudication.			
C.3.7.3. 7	Automatically request parking meter status from the DDOT meter System when the Application has approved a			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	parking meter ticket for adjudication.			
C.3.7.3. 8	Automatically stop Treatment Schedule when DMV approves adjudication for a ticket.			
C.3.7.4	<b>Case Folder:</b> To ease the review process during hearings, assemble and store a folder (package) that contains all information regarding one or more tickets that are heard together. The Contractor shall:			
C.3.7.4. 1	Enable multiple tickets to be included in a single Case Folder.			
C.3.7.4. 2	Include information in the Case Folder pertaining to each ticket.			
C.3.7.4. 3	Include contact information about the Plaintiff.			
C.3.7.4. 4	Include digital Images associated with tickets.			
C.3.7.4. 5	Include organization information (if any): organization name, organization identification, Application date, address, telephone number, and e-mail address.			
C.3.7.4. 6	Include ticket information: ticket number, vehicle information, Sighting Information, Infraction information, driver contact information, and contact			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	information about the vehicle registration owner, contact information about the vehicle title owner, Customer comments, and official comments.			
C.3.7.4. 7	Include any financial information: payments, refunds, and correction.			
C.3.7.4. 8	Include any Correspondence: outgoing Correspondence and incoming Correspondence.			
C.3.7.4. 9	Include Images of any material provided by the Plaintiff.			
C.3.7.4. 10	Include parking meter status if available.			
C.3.7.4. 11	Assign a case number.			
C.3.7.5	<i>Adjudication Queue:</i> To organize and manage the adjudication process, maintain a queue for unscheduled reviews. The Contractor shall:			
C.3.7.5. 1	Maintain a queue for mail in cases reviewed by the adjudicator alone. When an adjudicator signs onto the System for mail adjudication reviews, the next case in queue will be presented for their review. In mail adjudication and in-person hearings the hearing record will allow the adjudicator to enter extensive comments related to the			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	disposition, in addition to containing boilerplate legal references.			
C.3.7.5. 2	Maintain a queue for unscheduled hearings reviewed by the adjudicator and the Plaintiff.			
C.3.7.5. 3	Maintain a queue for unscheduled online hearings reviewed by the adjudicator and the Plaintiff.			
C.3.7.5. 4	Calculate an approximate hearing time for unscheduled hearings based on number of tickets to adjudicate in the queue, the average duration for adjudication, and the hours of operation.			
C.3.7.6	<i>Traffic Enforcement Officer Schedule:</i> To facilitate the presence of traffic enforcement officers, maintain and communicate a schedule of hearings for the traffic enforcement officers.			
C.3.7.6. 1	Maintain availability schedule for traffic enforcement officers.			
C.3.7.6. 2	Use the availability schedule of the traffic enforcement officer when scheduling hearings where the presence of the traffic enforcement officer is needed.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.7.6. 3	Automatically send an electronic notification to the enforcement agency of scheduled hearings.			
<b>C.3.7.7</b>	<b><i>Interpreter Schedule:</i></b> To facilitate the presence of interpreters, maintain and communicate a schedule of hearings for the interpreters. The Contractor shall:			
C.3.7.7. 1	Maintain availability schedule for interpreters.			
C.3.7.7. 2	Use the availability schedule of the interpreter when scheduling hearings where the presence of the interpreter is needed.			
C.3.7.7. 3	Automatically send an electronic notification to the interpreter of scheduled hearings.			
<b>C.3.7.8</b>	<b><i>Scheduling:</i></b> To service Customers who request adjudication hearings, maintain a schedule defining when a Customer is available for a review. The Contractor shall:			
C.3.7.8. 1	Maintain a schedule for all hearings			
C.3.7.8. 2	Automatically schedule the hearing based on the availability of the officer(s) who issued the ticket(s).			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.7.8. 3	Automatically schedule the hearing based on the availability of an interpreter if needed.			
C.3.7.8. 4	Default a scheduled hearing to the first available time.			
C.3.7.8. 5	Enable the Plaintiff to reschedule a hearing one time, seventy-two hours in advance.			
C.3.7.8. 6	Enable manual change of a hearing time by authorized Users.			
C.3.7.9	<b>Notification:</b> To communicate information, status, and decisions to the Customer; integrate with the notification function. The Contractor shall:			
C.3.7.9. 1	Generate Notice when: <ul style="list-style-type: none"> <li>• the Application denies a request for adjudication or</li> <li>• the adjudicator enters a disposition in a case or</li> <li>• the Application schedules a hearing or</li> <li>• the Plaintiff fails to appear for a scheduled hearing or</li> <li>• the Application reschedules a</li> </ul>			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	hearing or <ul style="list-style-type: none"> <li>the Plaintiff has exceeded its limits for the number of times the Plaintiff can reschedule a hearing</li> </ul>			
C.3.7.9. 2	Gather information needed for a photo enforcement Notice to include any digital Images associated with the Infraction.			
C.3.7.9. 3	Assign Notice Type.			
C.3.7.9. 4	Assign any insert identifier.			
C.3.7.9. 5	Assign Delivery Type.			
C.3.7.9. 6	Pass delivery address as defined by the Delivery Type. Examples of addresses are mailing address, e-mail address, instant message (IM) address, and printer address.			
C.3.7.1 0	<i>Post Decision Activities.</i> The Contractor shall:			
C.3.7.1 0.1	Automatically resume Treatment Schedule for ticket when adjudication disposition is unfavorable to the Plaintiff.			
C.3.7.1 0.2	Automatically close a ticket when adjudication disposition is favorable to			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	the Plaintiff.			
C.3.7.1 0.3	Capture Disposition Code, notes from the adjudicator, and date and time of resolution when a hearing adjudication is resolved.			
C.3.7.1 0.4	Include Disposition Code, notes from the adjudicator, and date and time of resolution in the Case Folder.			
C.3.7.1 0.5	Enable the adjudicator to waive or reduce a ticket Fine.			
C.3.7.1 0.6	Enable the adjudicator to waive or reduce a Fee associated with a ticket.			
C.3.7.1 0.7	Automatically provide final disposition letter to the Plaintiff.			
C.3.7.1 1	<i>Miscellaneous.</i> The Contractor shall:			
C.3.7.1 1.1	Enable a Plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in a single Case Folder.			
C.3.7.1 1.2	Facilitate online access to the Case Folder.			
C.3.7.1 2	<b>Appeal.</b> After an adjudicator has upheld a ticket, the Customer may appeal the decision. The Customer submits a request for appeal by mail,			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations.
	telephone, online, or in person. The Appeals Court then reviews the appeal behind closed doors. Unless otherwise noted, the Contractor shall:			
C.3.7.1 2.1	Accept and process appeal requests.			
C.3.7.1 2.2	Ensure that a ticket is eligible for appeal based on how long after the hearing disposition the hearing request is filed. (For mail-in requests, the appeal is filed on the date the request is postmarked. For walk-in requests, the appeal is filed on the date Customer makes the request. For telephone requests, the appeal is filed on the date the Customer calls to make the request. For online requests, the appeal is filed on the date the Customer makes the online request.)			
C.3.7.1 2.3	Ensure that a ticket is eligible for appeal based on whether the Plaintiff has fulfilled its financial obligation relating to the ticket it wants to appeal.			
C.3.7.1 2.3.1	Plaintiff has paid all Fines, penalties and Fees associated with the ticket.			
C.3.7.1 2.3.2	Plaintiff has paid the appeal Fee.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.7.1 2.3.3	Plaintiff has paid any transcript Fees associated with the appeal, if applicable.			
C.3.7.1 2.4	Make a transcript request (printed and digital file) for appeals regarding tickets for Moving Infractions.			
C.3.7.1 2.5	Capture the Disposition Code to indicate that the appeal is processed if the Plaintiff has satisfied the preconditions for appeal before the end of the appeal period. The Disposition Code shall trigger the generation of an acknowledgement of receipt Notice to the Customer			
C.3.7.1 2.6	Automatically update the Disposition Code to indicate that the appeal is dismissed if the Plaintiff has not been able to satisfy the preconditions for appeal before the end of the appeal period. The Disposition Code shall trigger the generation of an appeal dismissal letter to the Customer.			
C.3.7.1 3	<i>Case Folder:</i> To ease the review process during hearings, assemble and store a folder that contains all information regarding one or more tickets that are heard together. The Contractor shall:			
C.3.7.1	Use the same Case Folder for the			

<b>Exhibit 4</b>	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
3.1	appeal review as was created for the adjudication review.			
<b>C.3.7.1 4</b>	<b>Appeals Queue:</b> To organize and manage the appeals process, maintain a queue or schedule for appeals. The Contractor shall:			
C.3.7.1 4.1	Maintain a schedule or queue for cases reviewed by the Appeals Board.			
C.3.7.1 4.2	Maintain User definable thresholds for the number of cases in a queue.			
C.3.7.1 4.3	Generate an alert for the supervisor when the number of cases in a queue exceeds the threshold.			
<b>C.3.7.1 5</b>	<b>Transcript:</b> To ensure that all available information about a ticket is Captured, maintain and store transcripts. The Contractor shall:			
C.3.7.1 5.1	Capture an image of the court transcript as well as the digital Audio File.			
<b>C.3.7.1 6</b>	<b>Miscellaneous.</b> The Contractor shall:			
C.3.7.1 6.1	Enable a Plaintiff to contest multiple tickets for multiple vehicles in a single hearing. All tickets are included in the same Case Folder.			
C.3.7.1	Provide online access to the Case			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
6.2	Folder to authorized Users.			
C.3.7.1 6.3	Capture Disposition Code, and date and time of resolution when an appeal is resolved.			
C.3.7.1 6.4	Notify DMV of Disposition Code when an appeal is resolved.			
C.3.8	<b>Notification</b>			
C.3.8.1	<b>Notification:</b> To communicate information, status, and decisions to the Customer, in support the notification function. The Application uses a notification service to format and distribute Correspondence. The Contractor shall:			
C.3.8.1. 1	Generate a Notice when <ul style="list-style-type: none"> <li>• the Application accepted a request for appeal</li> <li>• the Application dismisses a request for appeal</li> <li>• the judge enters a disposition for an appeal</li> <li>• the Plaintiff fails to appear for an appeal</li> </ul>			
C.3.8.2	<b>Correspondence.</b> To fulfill its tasks to assist in the ticketing process, store digital image and information on all			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
	incoming and outgoing Correspondence. The functions as written in this section pertain to tracking Correspondence. Unless otherwise noted, the Contractor shall:			
C.3.8.2. 1	<b>Tracking Correspondence:</b> To support the adjudication process, Capture all Correspondence.			
C.3.8.2. 1.1	Track each Notice as the Application generates it.			
C.3.8.2. 1.2	Facilitate the imaging Capture of outgoing Correspondence. If the Notice is computer-generated, ensure a 'copy' of the Notice as printed is attached to the Infraction. If the Notice is a back-office-generated letter, provide the capability to Capture the document in the ticket processing service and link it to the appropriate record.			
C.3.8.2. 1.3	Facilitate the imaging and Capture of conventional incoming Correspondence.			
C.3.8.2. 1.4	Facilitate the Capture of incoming electronic Correspondence.			
C.3.8.2. 1.5	Facilitate the Capture of telephone Correspondence.			

Exhibit 4	<b>Ticket Processing:</b>	Contractor Response	Modify Code	Explanations
C.3.8.2. 1.6	Capture postmarked mailing date, Correspondence Type, name of sender, and address of sender.			
C.3.8.2. 1.7	Facilitate the linkage of Correspondence information to a ticket number.			
C.3.8.2. 1.8	Facilitate the linkage of Correspondence information to a vehicle registration.			
C.3.8.2. 1.9	Facilitate the linkage of Correspondence information to a driver's license.			
C.3.9	<b>Parking and moving violation Enforcement.</b> Assist the traffic enforcement officer in gathering ticket information. The functions as written in this section pertain to the parking enforcement. The Contractor shall provide the following data to Law Enforcement:			
C.3.9.1	<i>Exchange information.</i> The Contractor shall:			
C2.9.1. 1	Provide vehicle and model based on Tag Number.			
C2.9.1. 2	Provide driver information based on vehicle primary owner.			