AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT

1. Contract Number	Page of Pages	
	1	26

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
0002	See Block 16C		Delinquent Collection Services

6. Issued by: Code	7. Administered by (If other than line 6)
Office of Contracting and Procurement 441 4th Street, NW, Suite 700S Washington, DC 20001	Department of Motor Vehicles 301 C Street, NW Washington, DC 20001

8. Name and Address of Contractor (No. street, city, county, state and zip code)		
Potential Offerors	X	9A. Amendment of Solicitation No. DCKV-2010-R-0001
		9B. Dated (See Item 11) 4/20/2010
		10A. Modification of Contract/Order No.
		10B. Dated (See Item 13)
Code Facility		

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

☒ The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers ☒ is extended. ☐ is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning ____1_____ copies of the amendment: (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.

12. Accounting and Appropriation Data (If Required)

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

X	A. This change order is issued pursuant to (Specify Authority): The changes set forth in Item 14 are made in the contract/order no. in item 10A.
	B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the authority of 27 DCMR, Chapter 36, Section 3601.2.
	C. This supplemental agreement is entered into pursuant to authority of:
	D. Other (Specify type of modification and authority)

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

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

1. Solicitation DCKV-2010-R-0001 is amended as described on pages 2 – 26, and attachment A, B, and C.

   Attachment A: Schedule B.4 – 3 pages
   Attachment B: File layouts – 6 pages
   Attachment C: Questions and Answers – 14 pages

2. The proposal closing date is extended from 6/7/2010 2 PM to **6/14/2010** 2:00 PM.
   a) Item 9, Page 1: Delete: June 7, 2010 **Insert: June 14, 2010**
   b) Section L.3.1, Page 71: Delete: June 7, 2010 **Insert: June 14, 2010**

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

15A. Name and Title of Signer (Type or print)		16A. Name of Contracting Officer James H. Marshall	
15B. Name of Contractor (Signature of person authorized to sign)	15C. Date Signed	16B. District of Columbia (Signature of Contracting Officer)	16C. Date Signed 6-1-10

Item No.	Solicitation Reference	Amendment	Amended Solicitation Language
1	A.9	**Delete:** 7 **Insert:** 5	9. Sealed offers in original and **5** copies for …
2	Section B	**Delete:** Section B in its entirety **Insert:** Section B.	Please see attachment A.
3	B.5	**Delete:** section B.5 in its entirety. **Insert:** section B.5.	B.5 **Any offeror responding to this solicitation must submit with its proposal, a notarized statement detailing any subcontracting plan required by law. Proposals responding to this RFP shall be deemed nonresponsive and shall be rejected if the offeror fails to submit a subcontracting plan that is required by law. For contracts in excess of $250,000, at least 35% of the dollar volume of the contract shall be subcontracted in accordance with section H.12.**
4	C.1	**Insert:** **…** Collection … …(Secondary Collection) **…**	The Government of the District of Columbia Office of Contracting and Procurement, on behalf of the Department of Motor Vehicles (DMV) is seeking the services of a **Collection** Contractor to provide delinquent collection services **(Secondary Collection)** for approximately 355,000 tickets assigned annually.
5	C.1.2.1	**Delete: C.1.2.1 in its entirety.** **Insert:** **C.1.2.1** Assignment - A weekly referral of collection-eligible tickets to the Collections Contractor for secondary collections. As required in Section C, the Contractor shall further assign collection-eligible tickets for secondary collections.	**C.1.2.1 Assignment - A weekly referral of collection-eligible tickets to the Collections Contractor for secondary collections. As required in Section C, the Contractor shall further assign collection-eligible tickets for secondary collections.**

6	C.1.2.6	**Insert:** **…** dollar … **…** to the District as a result of the Collections Contractor's efforts The Contingency Fee Percentage (%) to be paid under the Contract is the percentage proposed by the eventual Contractor and accepted by the District, as stated in Section B CLINs. .	The method of payment to the Collections Contractor for collecting receivables on assigned fee-eligible tickets, calculated as a percentage of the **dollar** amount paid **to the District as a result of the Collections Contractor's efforts. The Contingency Fee Percentage (%) to be paid under the Contract is the percentage proposed by the eventual Contractor and accepted by the District, as stated in Section B CLINs.**
7	C.1.2.12	**Delete:** C.1.2.12 in its entirety. **Insert:** Fee-able – Secondary Collection eligible for Contingency Fee payments under this Collections Contract.	**C.1.2.12 Fee-able – Secondary Collection eligible for Contingency Fee payments under this Collections Contract.**
8	C.1.2.26 C.1.2.27	**Insert:** C.1.2.26 Abandoned Call - A call abandoned by the customer within 45 seconds after entering a call queue. C.1.2.27 WAV format – Waveform Audio File Format, a Microsoft and IBM audio file format standard for storing an audio bitstream on PC's.	C.1.2.26 **Abandoned Call - A call abandoned by the customer within 45 seconds after entering a call queue.** C.1.2.27 **WAV format – Waveform Audio File Format, a Microsoft and IBM audio file format standard for storing an audio bitstream on PC's.**
9	C.2.1.1.1	**Delete:** ensure **Insert:** ensuring	It is the intention of the services resulting from this solicitation to maintain and contribute to **ensuring** the integrity and security of DMV's adjudication services concerned with moving violations, parking, and traffic tickets issued in the District.
10	C.2.2.1.1	**Delete:** 2.28 **Insert:** 2.5	… The District issues approximately **2.5** million tickets annually. The chart below shows the number of tickets written by type and the total value of the fines and penalties for those tickets for fiscal years 2005, 2006, 2007, and 2008.
11	C.2.2.4	**Insert:** Entry of Payments into DMV System	C.2.2.4 Payment of Tickets – **Entry of Payments into DMV System**

12	C.2.2.4.1 C.2.2.4.2	**Delete:** C.2.2.4.1 and C.2.2.4.2 in its entirety **Insert:** **C.2.2.4.1** A citizen may pay in person at a District cashier station located at the main DMV Adjudication Services location, by mail, on the phone, or on the Internet. **C.2.2.4.2** Mail payments are directed to a PO Box, which is handled by the District's Lockbox Contractor. Payments are credited in batch mode to the ticket system, with overnight updating. Images are made of the associated documents. The data, images and an index file are sent to the Ticket Processing Contractor for update. Deposits are made to the District's bank deposit account each day by 5:00 pm. The Lockbox Contractor transmits the data and images to the ticket processing system by 7:00 pm. **C.2.2.4.3** Internet and phone payments are entered via the DMV website. The Ticket Processing Contractor supports credit card processing via a third party processor. Internet and phone payments are credited in real time to the associated tickets.	**C.2.2.4.1 A citizen may pay in person at a District cashier station located at the main DMV Adjudication Services location, by mail, on the phone, or on the Internet.** **C.2.2.4.2 Mail payments are directed to a PO Box, which is handled by the District's Lockbox Contractor. Payments are credited in batch mode to the ticket system, with overnight updating. Images are made of the associated documents. The data, images and an index file are sent to the Ticket Processing Contractor for update. Deposits are made to the District's bank deposit account each day by 5:00 pm. The Lockbox Contractor transmits the data and images to the ticket processing system by 7:00 pm.** **C.2.2.4.3 Internet and phone payments are entered via the DMV website. The Ticket Processing Contractor supports credit card processing via a third party processor. Internet and phone payments are credited in real time to the associated tickets.**
13	C.2.2.5.1	**Insert:** Assignment of Secondary Collection **Delete:** ticket processing system **Insert: …** Ticket Processing System …	C.2.2.5.1. Delinquent Collections – **Assignment of Secondary Collection** A weekly interface from the **Ticket Processing System** to ….
14	C.2.2.5.2.1	**Delete:** 80,711,97 **Insert:** 80,711,997.00	Dollar Value of Assigned Tickets: Total **80,711,997.00**
15	C.2.2.5.2.2	**Insert:** a. The age range of the "legacy" population is 1999	a. **The age range of the "legacy" population is 1999 through June 2007. No average age is available. The**

		through June 2007. No average age is available. The age range of the "current" population is August 2007 to present. No average age is available.	**age range of the "current" population is August 2007 to present. No average age is available.**
16	C.2.2.5.3	**Insert:** …Currently … (Second sentence)	The Collections Contractor is **currently** responsible for…
17	C.3.1.1.1	**Delete:** is **Insert:** as, 3	The Contractor's facility description shall, as applicable, include a detailed discussion of any renovations required to an existing facility or a new build-out **as** required to meet the facility requirements. The Contractor shall ensure that the required renovations or build out are included in the Contractor's Implementation Schedule (C.**3**.12.4.3)
18	C.3.2.3	**Delete: C.3.2.3 in its entirety** **Insert:** **C.3.2.3 Background Checks** The Contractor shall ensure that a criminal and financial background check is conducted for all staff to perform or support the required services. The background check shall include a criminal background check, a financial background check and drug screening, to identify any person who has been or subsequently becomes convicted of any criminal offense involving dishonesty or breach of trust. The Contractor shall not employ staff to work in the Contractor's facility who has been convicted of any criminal offense involving dishonesty or breach of trust. **C.3.2.3.1** The Contractor shall provide background checks for all staff to perform or support the required services at contract award, prior to employment for all new hires, and annually for all staff thereafter. **C.3.2.3.2** The Contractor shall provide a certification at	**C.3.2.3 Background Checks** **The Contractor shall ensure that a criminal and financial background check is conducted for all staff to perform or support the required services. The background check shall include a criminal background check, a financial background check and drug screening, to identify any person who has been or subsequently becomes convicted of any criminal offense involving dishonesty or breach of trust. The Contractor shall not employ staff to work in the Contractor's facility who has been convicted of any criminal offense involving dishonesty or breach of trust.** **C.3.2.3.1 The Contractor shall provide background checks for all staff to perform or support the required services at contract award, prior to employment for all new hires, and annually for all staff thereafter.** **C.3.2.3.2 The Contractor shall provide a certification at contract award and annually thereafter to the COTR,**

		contract award and annually thereafter to the COTR, attesting to the fact that background checks have been completed with no identified criminal offense involving dishonesty or breach of trust.	**attesting to the fact that background checks have been completed with no identified criminal offense involving dishonesty or breach of trust.**
19	C.3.2.6	**Insert:** each of	The Contractor shall develop and provide a position description for **each of** the staff positions identified in the Contractor's Staffing plan and Organization Chart. The position descriptions shall include at a minimum the minimum education requirements, experience requirements, responsibilities, supervisor, performance measures for evaluations and reviews
20	C.3.2.7.1.4	**Delete:** C.3.2.7.1.4 in its entirety. **Insert:** C.3.2.7.1.4 Not Applicable	C.3.2.7.1.4 **Not Applicable**
21	C.3.3.2	**Delete:** hour **Insert:** day	C.3.3.2 The Contractor shall report any incidences of theft including but not limited to diversion of receipts to non-approved accounts, or unauthorized alteration or deletion of data to the COTR via phone and e-mail within one (1) **day** of the incident. The Contractor shall include the nature of the occurrence, steps being taken to investigate, and steps that have been taken to prevent future reoccurrence of the incident
22	C.3.3.3	**Delete**: C.3.3.3 in its entirety **Insert**: C.3.3.3. The Contractor shall credit the District for any expended staff time devoted to the theft or alteration, at the rate of $75 per hour incurred by any District employee assigned to investigate and to verify correction.	**C.3.3.3. The Contractor shall credit the District for any expended staff time devoted to the theft or alteration, at the rate of $75 per hour incurred by any District employee assigned to investigate and to verify correction**.
23	C.3.3.4 C.3.5.1.1.c C.3.7.2.1 and C.3.8	Insert: C.1.1	… (**C.1.1**, Applicable Document …).

24	C.3.4.1	**Delete**: Contractor shall be assigned **Insert:** District shall assign to the Contractor collection-eligible, further assignment	… The **District shall assign to the Contractor collection-eligible** delinquent tickets for **further assignment** action in accordance with the following current ticket assignment criteria and rules:
25	C.3.4.1.f	**Delete**: TIMS **Insert**: Ticket Processing System	… A request for adjudication is shown on **Ticket Processing System** by the ticket:
	C.3.4.1.g	Insert: (C.2.2.2.4)	… deemed liable disposition **(C.2.2.2.4)**,
26	C.3.4.1.2.1	**Delete**: C.3.4.1.2.1 in its entirety **Insert**: C.3.4.1.2.1 The District may elect to conduct an amnesty or settlement program during the period of the contract, offering customers with aged tickets an incentive to pay. In that event, the Contractor shall be notified in writing and shall agree to mail the amnesty or settlement notice, process and update payments, assume all costs of the special mailing and system logic changes, and respond to all customer inquiries that derive from the notice. These services shall be subject to the same contingency fee, upon payment, that applies to other assigned collectibles under the contract. No additional remuneration will be provided.	**C.3.4.1.2.1 The District may elect to conduct an amnesty or settlement program during the period of the contract, offering customers with aged tickets an incentive to pay. In that event, the Contractor shall be notified in writing and shall agree to mail the amnesty or settlement notice, process and update payments, assume all costs of the special mailing and system logic changes, and respond to all customer inquiries that derive from the notice. These services shall be subject to the same contingency fee, upon payment, that applies to other assigned collectibles under the contract. No additional remuneration will be provided.**
27	C.3.5.2.1	**Delete**: C.3.5.2.1 in its entirety **Insert**: C.3.5.2.1 The Contractor shall develop and provide an automated notice schedule to ensure the consolidation of all assigned tickets that pertain to one plate/vehicle owner. If the daily file from the Lockbox Contractor to the District's Ticket Processing Contractor cannot correctly attribute a notice to multiple tickets listed thereon, notices shall be limited to one ticket that is clearly identified on the scan line. The scan line, listing	**C.3.5.2.1 The Contractor shall develop and provide an automated notice schedule to ensure the consolidation of all assigned tickets that pertain to one plate/vehicle owner. If the daily file from the Lockbox Contractor to the District's Ticket Processing Contractor cannot correctly attribute a notice to multiple tickets listed thereon, notices shall be limited to one ticket that is clearly identified on the scan line. The scan line, listing machine readable numbers that identify the notice number and dollar amount, appears at the bottom of**

		machine readable numbers that identify the notice number and dollar amount, appears at the bottom of each notice. C.3.5.2.1.1 The Contractor shall issue Notices that consolidate tickets, provided that tickets not specifically listed on the scan line must be listed on the reverse of the notice with clear language advising that these are also outstanding and may be paid at the option of the customer. C.3.5.2.1.2 If tickets are consolidated, the Contractor shall ensure that the Lockbox Contractor has an agreed means of matching the payment amount to the associated tickets for transmission to the collections and/or ticket processing databases for update.	**each notice.** **C.3.5.2.1.1 The Contractor shall issue Notices that consolidate tickets, provided that tickets not specifically listed on the scan line must be listed on the reverse of the notice with clear language advising that these are also outstanding and may be paid at the option of the customer.** **C.3.5.2.1.2 If tickets are consolidated, the Contractor shall ensure that the Lockbox Contractor has an agreed means of matching the payment amount to the associated tickets for transmission to the collections and/or ticket processing databases for update.**
	C.3.5.2.2.1	Insert: The reporting agent for credit bureau referrals shall be the Contractor.	**C.3.5.2.2.1** The Contractor shall issue via US mail notices at least 30 days prior to the referral of an assigned ticket to a credit bureau specifically stating the intent to refer. **The reporting agent for credit bureau referrals shall be the Contractor.**
28	C.3.5.3	**Delete**: … and work plan … notices to credit bureaus **Insert**: … for District approval … … incorporated in an Installment Payment Plan… …Referral to credit bureaus … …Tickets on payment plans shall exclude tickets issued to District residents who have already been placed on a payment plan by DMV. These will be identified by a	C.3.5.3 The Contractor shall develop and propose, **for District approval,** a strategy **incorporated in an Installment Payment Plan** to implement an installment payment plan permitting customers to pay an agreed dollar amount on a scheduled basis on the total balance due. The Contractor's installment payment plan shall include a standard agreement. The Contractor's installment payment plan shall include the suspension of collection activity including **referral to credit bureaus** for participating customers as long as the customer maintains the payment terms contained in the installment payment plan standard

		suspend status on the the file record from the ticket processing contractor, and are not eligible for collection activity as long as the suspend remains active which is typically six months. …	agreement. **Tickets on payment plans shall exclude tickets issued to District residents who have already been placed on a payment plan by DMV. These will be identified by a suspend status on the the file record from the ticket processing contractor, and are not eligible for collection activity as long as the suspend remains active which is typically six months.** The Contractor's standard agreement shall include a prominent statement that the District, the DC Department of Motor Vehicles, or the Metropolitan Police Department is not a party to the installment payment plan agreement. The District shall not be involved in authorization, establishment or maintenance of these plans and any customer service or payment issues raised by customers shall be handled by the Contractor. The Contractor will receive payment derived from installment plan payments on a contingency fee basis in accordance with payment provisions described in Section G.4.
29	C.3.5.6	Insert: C.3.5.6 Payments C.3.5.6.1 The Contractor shall direct customers to use the DMV payment portals, which include mail payments (PO Box 2014, Washington DC 20013); pay by web (www.dmv.dc.gov); pay by phone (866-893-5023); or in person (301 C Street NW, Washington DC 20001). Contractor notices shall list these payment options. Payments will be reported to the Contractor on the nightly status update file, referenced in Section C.3.6 (File Transfers). C.3.5.6.2 The Contractor shall not direct customers to send money to the Contractor location or bank account.	**C.3.5.6 Payments** **C.3.5.6.1 The Contractor shall direct customers to use the DMV payment portals, which include mail payments (PO Box 2014, Washington DC 20013); pay by web (www.dmv.dc.gov); pay by phone (866-893-5023); or in person (301 C Street NW, Washington DC 20001). Contractor notices shall list these payment options. Payments will be reported to the Contractor on the nightly status update file, referenced in Section C.3.6 (File Transfers).** **C.3.5.6.2 The Contractor shall not direct customers to send money to the Contractor location or bank account.**

		C.3.5.6.3 The Contractor shall be required to pay a pay-by-phone gateway access fee to the ticket processing contractor. This cost is currently ten cents per transaction; the total cost for this item for the period from July 2009 through February 2010 was $276. C.3.5.6.4 The Contractor shall pay all costs associated with credit card transactions such as processing fee or discount fee, by crediting these costs on the monthly invoice. The COTR shall provide the actual costs on a monthly basis to the Contractor for this purpose. The current rate paid by the current Contractor is 1.72% of the dollar amount of each credit card transaction, for ease of calculation. This amount is subject to change if the fees charged by the credit card issuers substantially increase or decrease. C.3.5.6.5 The contractor shall credit the District, on the each monthly invoice, the amount billed to the District by the Lockbox Contractor for processing mail payments in the prior month. The amount to be credited monthly will be provided by the COTR. The amount will be based on the actual price per payment transaction charged by the Lockbox Contractor pursuant to its contract with the District. C.3.5.6.6 The Contractor shall assume all costs of collection activity.	**C.3.5.6.3 The Contractor shall be required to pay a pay-by-phone gateway access fee to the ticket processing contractor. This cost is currently ten cents per transaction; the total cost for this item for the period from July 2009 through February 2010 was $276.** **C.3.5.6.4 The Contractor shall pay all costs associated with credit card transactions such as processing fee or discount fee, by crediting these costs on the monthly invoice. The COTR shall provide the actual costs on a monthly basis to the Contractor for this purpose. The current rate paid by the current Contractor is 1.72% of the dollar amount of each credit card transaction, for ease of calculation. This amount is subject to change if the fees charged by the credit card issuers substantially increase or decrease.** **C.3.5.6.5 The contractor shall credit the District, on the each monthly invoice, the amount billed to the District by the Lockbox Contractor for processing mail payments in the prior month. The amount to be credited monthly will be provided by the COTR. The amount will be based on the actual price per payment transaction charged by the Lockbox Contractor pursuant to its contract with the District.** **C.3.5.6.6 The Contractor shall assume all costs of collection activity.**
30	C.3.6.1	**Changed from** Nightly File to **Nightly Files** **Insert: C.3.6.1.1**	3.6.1 Nightly Files **C.3.6.1.1** The Contractor shall receive a nightly file from the Ticket Processing Contractor listing status changes on

		Renumbered: **C.3.6.1.1 to C.3.6.1.2** **C.3.6.1.2 to C.3.6.1.3**	assigned tickets, including but not limited to a. Payment; b. Hearing request; c. Temporary suspend of collection activity due to court action on a bankruptcy petition; d. Enrollment in an installment payment plan or other reason; and e. Vehicle immobilization. **C.3.6.1.2** The Contractor shall post status changes identified on the nightly file to its collection database. The current collectable status of any ticket shall determine which payments are eligible for a contingency fee, which shall be excluded from a contingency fee and which should be temporarily suspended from further collection activity pending results of a hearing or other action. **C.3.6.1.3** The Contractor shall ensure each transmission includes handshake protocols and documentation that shall validate the next morning that the transaction was successfully transmitted and when it was transmitted.
31	C.3.6.1.3	**Delete**: C.3.6.1.3 in its entirety **Insert**: C.3.6.2 The file protocol shall be agreed by the two parties. Collection notices may list a single ticket or multiple tickets. The scan line shall normally represent the amount due on the single ticket that appears on the front of the notice. If the payment does not match the	**C.3.6.2 The file protocol shall be agreed by the two parties. Collection notices may list a single ticket or multiple tickets. The scan line shall normally represent the amount due on the single ticket that appears on the front of the notice. If the payment does not match the scan line but does match the total of the tickets due on the notice, the Lockbox Contractor shall attach the notice to the check so that the ticket numbers can be**

		scan line but does match the total of the tickets due on the notice, the Lockbox Contractor shall attach the notice to the check so that the ticket numbers can be keyed from the notice. If the payment does not match the scan line or the total of the tickets due on the notice, the Lockbox Contractor shall first apply the payment to the single ticket that appears on the front of the notice, and then apply any remaining balance to the oldest outstanding ticket(s) listed on the notice, identified by ticket issue date. The notice shall again be attached to the payment so that the selected ticket numbers can be keyed. This procedure is subject to modification by written concurrence by the COTR.	**keyed from the notice. If the payment does not match the scan line or the total of the tickets due on the notice, the Lockbox Contractor shall first apply the payment to the single ticket that appears on the front of the notice, and then apply any remaining balance to the oldest outstanding ticket(s) listed on the notice, identified by ticket issue date. The notice shall again be attached to the payment so that the selected ticket numbers can be keyed. This procedure is subject to modification by written concurrence by the COTR.**
32	C.3.6.1.4	**Delete: C.3.6.1.4 in its entirety.** **Insert:** C.3.6.3 Weekly, the Contractor shall send a file to the ticket processing contractor of the credit bureau listings and de-listings that were made during the week so that a record of each listing and de-listing can appear on the associated ticket records in the ticket processing system	**C.3.6.3 Weekly, the Contractor shall send a file to the ticket processing contractor of the credit bureau listings and de-listings that were made during the week so that a record of each listing and de-listing can appear on the associated ticket records in the ticket processing system.**
33	C.3.7.1	**Delete:** two **Insert:** including inquiries, disputes and debt verification five (5)	C.3.7.1 The Contractor shall reply to all incoming correspondence**, including inquiries, disputes and debt verification,** within **five (5)** working days from the …
34	C.3.7.2.2	**Delete: C.3.7.2.2 in its entirety** **Insert:** C.3.7.2.2 If the customer is requesting a copy of the ticket or ticket data that is contained on the ticket detail screen, the Contractor shall have the request forwarded to the correspondence post box (37135) handled by the Ticket Processing Contractor. If during the contract term	**C.3.7.2.2 If the customer is requesting a copy of the ticket or ticket data that is contained on the ticket detail screen, the Contractor shall have the request forwarded to the correspondence post box (37135) handled by the Ticket Processing Contractor. If during the contract term direct access is permitted to the ticket processing system, the Contractor should be able to print these documents without assistance. The customer may also**

		direct access is permitted to the ticket processing system, the Contractor should be able to print these documents without assistance. The customer may also view ticket information on the DMV payment website. The Contractor shall respond to all customer disputes in writing, with a determination, within thirty days of the receipt date.	**view ticket information on the DMV payment website. The Contractor shall respond to all customer disputes in writing, with a determination, within thirty days of the receipt date.**
	C.3.7.2.3	**Delete: C.3.7.2.3 in its entirety** **Insert:** C.3.7.2.3 Bankruptcy claims, deceased claims, vehicle registration disputes and stolen vehicle disputes shall be forwarded to the COTR on a weekly basis for resolution, accompanied by a table listing the account number, ticket number, and customer name. Disputes alleging prior payment shall be referred to the designated Lead Instrument Examiner in DMV Adjudication Services. The Contractor shall handle disputes in accordance with the DMV Guidelines for Handling Common Customer Disputes (Attachment J.11) in addition to the Contractor's knowledge base.	**C.3.7.2.3 Bankruptcy claims, deceased claims, vehicle registration disputes and stolen vehicle disputes shall be forwarded to the COTR on a weekly basis for resolution, accompanied by a table listing the account number, ticket number, and customer name. Disputes alleging prior payment shall be referred to the designated Lead Instrument Examiner in DMV Adjudication Services. The Contractor shall handle disputes in accordance with the DMV Guidelines for Handling Common Customer Disputes (Attachment J.11) in addition to the Contractor's knowledge base.**
35	C.3.7.2.4	**Insert:** a. The contractor shall extract relevant data from the ticket processing contractor's daily status change file to update the status of disputed accounts.	**a. The contractor shall extract relevant data from the ticket processing contractor's daily status change file to update the status of disputed accounts.**
36	C.3.8.1.2	**Insert:** **C.3.8.1.2.2** The COTR reserves the right to request that a call agent be removed from the contract if he or she has reason to believe that the District's interests would better be served if the call agent was not assigned to the contract.	**C.3.8.1.2.2 The COTR reserves the right to request that a call agent be removed from the contract if he or she has reason to believe that the District's interests would better be served if the call agent was not assigned to the contract.** **C.3.8.1.2.3 For calls made after working hours, the**

		C.3.8.1.2.3 For calls made after working hours, the Contractor shall provide a message advising how to make a payment and when to call back.	**Contractor shall provide a message advising how to make a payment and when to call back.**
37	C.3.8.1.3	**Delete:** C.3.8.1.3 in its entirety. Insert: Not Applicable	C.3.8.1.3 **Not Applicable**
38	C.3.8.2	**Delete:** C.3.8.2, C.3.8.2.1, and C.3.8.2.2 in its entirety. **Insert**: C.3.8.2 Reserved	**C.3.8.2 Reserved.**
39	C.3.8.4.1	**Insert:** in WAV format	C.3.8.4.1 The Contractor shall provide recordings **in WAV format** within two …
40	C.3.8.7	**Delete: C.3.8.7 in its entirety.** **Insert:** **C.3.8.7** The Contractor's attempts to reach a customer by phone shall be limited to once per day; once every three days if a message is left; and once every seven days if an agent speaks directly to the customer. The following circumstances shall be excepted from these timelines: (1) a returned call from the customer and (2) a request from the customer for information that requires research, necessitating a returned call to provide the information.	**C.3.8.7 The Contractor's attempts to reach a customer by phone shall be limited to once per day; once every three days if a message is left; and once every seven days if an agent speaks directly to the customer. The following circumstances shall be excepted from these timelines: (1) a returned call from the customer and (2) a request from the customer for information that requires research, necessitating a returned call to provide the information.**
41	C.3.12.3	**Delete:** implementation project plan **Insert:** Implementation Project Plan	The Contractor shall provide an **Project Implementation Plan, …**
42	C.3.12.4.1	**Delete:** C.3.12.4.1 in its entirety. **Insert:** C.3.12.4.1 The Project Implementation Plan including the testing plan and schedule shall not exceed three calendar months in duration. The Contractor shall complete implementation and commence services within 75 calendar days from the date of contract award. …	**C.3.12.4.1 The Project Implementation Plan including the testing plan and schedule shall not exceed three calendar months in duration. The Contractor shall complete implementation and commence services within 75 calendar days from the date of contract award.**
43	C.3.14	**Delete: C.3.14 in its entirety.** **Insert:** The Contractor shall develop and submit a Turnover Plan to be utilized in the event of contract expiration or	C.3.14 Turnover Plan **The Contractor shall develop and submit a Turnover Plan to be utilized in the event of contract expiration or**

		termination of the contract resulting from the RFP. The Turnover Plan shall be submitted by the date on which operations commence pursuant to the contract. The Turnover Plan shall assume that outgoing collections activity will cease sixty days prior to the termination date in order that payments attributable to activity in this contract do not have to be processed by the successor. The Turnover Plan shall include at a minimum the requirements discussed in Section I.14 (Continuity of Services).	**termination of the contract resulting from the RFP. The Turnover Plan shall be submitted by the date on which operations commence pursuant to the contract. The Turnover Plan shall assume that outgoing collections activity will cease sixty days prior to the termination date in order that payments attributable to activity in this contract do not have to be processed by the successor. The Turnover Plan shall include at a minimum the requirements discussed in Section I.14 (Continuity of Services).**
44	F.3	**Delete: Item 23 and 24 in its entirety** **Insert:** **Item 19.1** Credit Bulistings and de-listings file (C.3.6.3) Weekly Item 23 Automated Interface Plan & Testing Plan (C.3.9.1) Within 1 month from date of award Item 24 System staff responsible for administering the system (C.3.9.1) Within 1 month from date of award	**Item 19.1 Credit Bulistings and de-listings file (C.3.6.3) Weekly** **Item 23 Automated Interface Plan & Testing Plan (C.3.9.1) Within 1 month from date of award** **Item 24 System staff responsible for administering the system (C.3.9.1) Within 1 month from date of award**
45	F.3 item 29	**Insert: with monthly invoice.**	Monthly Assignment Summary Report (C.3.10.2.1), **with monthly invoice.**
46	G.4.1	**Delete: the third sentence** **Insert:** The Contractor is responsible for reimbursing DMV for the cost of processing mail payments; the District will not pay these costs. Prior to each month's invoicing, the COTR will advise the Contractor of the actual cost of processing mail payments for that month, and a credit for that amount shall appear on the invoice.	G.4.1 Payment for collection services will be on a contingency fee basis, with fees paid to the Contractor as a percentage of the fees it actually collects on behalf of the District. The Contractor shall be credited a contingency fee on eligible payments that are received in person at a DMV facility, processed by mail, or received through DC DMV portals, to include web payment or phone payment. **The Contractor is responsible for reimbursing DMV for the cost of processing mail payments; the District will not pay these costs. Prior to each month's invoicing, the COTR will advise the Contractor of the actual cost of processing mail payments for that month,**

			and a credit for that amount shall appear on the invoice.
47		**Insert:** i. Monthly Collections Report (C.10.2.2)	**i. Monthly Collections Report (C.10.2.2)**
48	G.4.5	**Delete: G.4.5 in its entirety** **Insert:** If funding becomes available for this purpose during the course of the contract, the District may entertain the possibility of negotiating incentive commissions in addition to the bid commission rate. A contract modification would be required to implement such provision.	**G.4.5 INCENTIVE COMMISSIONS** **If funding becomes available for this purpose during the course of the contract, the District may entertain the possibility of negotiating incentive commissions in addition to the bid commission rate. A contract modification would be required to implement such provision.**
49	G.11.3	**Insert:** Customer allegations that cannot be supported or verified will not result in liquidated damages."	**G.11.3** If the COTR or designee receives customer complaints concerning improper collection practices that are subsequently confirmed, the Contractor shall credit the District $2,500 for each occurrence on the next monthly invoice. Improper collection practices may be associated with violations of the Fair Credit Reporting Act (Applicable Document #2), Fair Debt Collection Practices Act (Applicable Document # 3), professional ethics or unprofessional and rude demeanor with customers. **Customer allegations that cannot be supported or verified will not result in liquidated damages.**
50	H.9	**Delete: H.9 in its entirety** **Insert:** **H.9 SUBCONTRACTING REQUIREMENTS** **H.9.1 <u>Mandatory Subcontracting Requirements</u>** **H.9.1.1** For contracts in excess of $250,000, at least 35% of the dollar volume shall be subcontracted to certified small business	**H.9 SUBCONTRACTING REQUIREMENTS** **H.9.1 <u>Mandatory Subcontracting Requirements</u>** **H.9.1.1 For contracts in excess of $250,000, at least 35% of the dollar volume shall be subcontracted to certified small business enterprises; provided, however, that the costs of materials, goods, and supplies shall not be**

		enterprises; provided, however, that the costs of materials, goods, and supplies shall not be counted towards the 35% subcontracting requirement unless such materials, goods and supplies are purchased from certified small business enterprises. **H.9.1.2** If there are insufficient qualified small business enterprises to completely fulfill the requirement of paragraph H.9.1.1, then the subcontracting may be satisfied by subcontracting 35% of the dollar volume to any certified business enterprises; provided, however, that all reasonable efforts shall be made to ensure that qualified small business enterprises are significant participants in the overall subcontracting work. **H.9.1.3** A prime contractor which is certified as a small, local or disadvantaged business enterprise shall not be required to comply with the provisions of sections H.9.1.1 and H.9.1.2. **H.9.2** **<u>Subcontracting Plan</u>** If the prime contractor is required by law to subcontract under this contract, it must subcontract at least 35% of the dollar volume of this contract in accordance with the provisions of section H.9.1. The prime contractor responding to this solicitation which is required to subcontract shall be required to submit with its proposal, a notarized statement detailing its	**counted towards the 35% subcontracting requirement unless such materials, goods and supplies are purchased from certified small business enterprises.** **H.9.1.2** **If there are insufficient qualified small business enterprises to completely fulfill the requirement of paragraph H.9.1.1, then the subcontracting may be satisfied by subcontracting 35% of the dollar volume to any certified business enterprises; provided, however, that all reasonable efforts shall be made to ensure that qualified small business enterprises are significant participants in the overall subcontracting work.** **H.9.1.3** **A prime contractor which is certified as a small, local or disadvantaged business enterprise shall not be required to comply with the provisions of sections H.9.1.1 and H.9.1.2.** **H.9.2** **<u>Subcontracting Plan</u>** **If the prime contractor is required by law to subcontract under this contract, it must subcontract at least 35% of the dollar volume of this contract in accordance with the provisions of section H.9.1. The prime contractor responding to this solicitation which is required to subcontract shall be required to submit with its proposal, a notarized statement detailing its subcontracting plan. Proposals responding to this RFP shall be deemed nonresponsive and**

		subcontracting plan. Proposals responding to this RFP shall be deemed nonresponsive and shall be rejected if the offeror is required to subcontract, but fails to submit a subcontracting plan with its proposal. Once the plan is approved by the CO, changes to the plan will only occur with the prior written approval of the CO and the Director of DSLBD. Each subcontracting plan shall include the following: **H.9.2.1** A description of the goods and services to be provided by SBEs or, if insufficient qualified SBEs are available, by any certified business enterprises; **H.9.2.2** A statement of the dollar value of the bid that pertains to the subcontracts to be performed by the SBEs or, if insufficient qualified SBEs are available, by any certified business enterprises; **H.9.2.3** The names and addresses of all proposed subcontractors who are SBEs or, if insufficient SBEs are available, who are certified business enterprises; **H.9.2.4** 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.9.2.5** A description of the efforts the prime contractor will make to ensure that SBEs, or, if insufficient SBEs are available, that certified	**shall be rejected if the offeror is required to subcontract, but fails to submit a subcontracting plan with its proposal. Once the plan is approved by the CO, changes to the plan will only occur with the prior written approval of the CO and the Director of DSLBD. Each subcontracting plan shall include the following:** **H.9.2.1 A description of the goods and services to be provided by SBEs or, if insufficient qualified SBEs are available, by any certified business enterprises;** **H.9.2.2 A statement of the dollar value of the bid that pertains to the subcontracts to be performed by the SBEs or, if insufficient qualified SBEs are available, by any certified business enterprises;** **H.9.2.3 The names and addresses of all proposed subcontractors who are SBEs or, if insufficient SBEs are available, who are certified business enterprises;** **H.9.2.4 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.9.2.5 A description of the efforts the prime contractor will make to ensure that SBEs, or, if insufficient SBEs are available, that certified business enterprises will have an equitable**

			business enterprises will have an equitable opportunity to compete for subcontracts;		**opportunity to compete for subcontracts;**
		H.9.2.6	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.9.2.6**	**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.9.2.7	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.9.2.7**	**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.9.2.8	A list of 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 assurances that the prime contractor will make such records available for review upon the District's request; and	**H.9.2.8**	**A list of 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 assurances that the prime contractor will make such records available for review upon the District's request; and**
		H.9.2.9	A description of the prime contractor's recent effort to locate SBEs or, if insufficient SBEs are available, certified business enterprises, and to award subcontracts to them.	**H.9.2.9**	**A description of the prime contractor's recent effort to locate SBEs or, if insufficient SBEs are available, certified business enterprises, and to award subcontracts to them.**
		H.9.3	**Subcontracting Plan Compliance Reporting.** If	**H.9.3**	**Subcontracting Plan Compliance Reporting. If**

		the Contractor has an approved subcontracting plan required by law under this contract, the Contractor shall submit to the CO and the Director of DSLBD, no later than the 21st of each month following execution of the contract, a Subcontracting Plan Compliance Report to verify its compliance with the subcontracting requirements for the preceding month. The monthly subcontracting plan compliance report shall include the following information:	**the Contractor has an approved subcontracting plan required by law under this contract, the Contractor shall submit to the CO and the Director of DSLBD, no later than the 21st of each month following execution of the contract, a Subcontracting Plan Compliance Report to verify its compliance with the subcontracting requirements for the preceding month. The monthly subcontracting plan compliance report shall include the following information:**
		H.9.3.1 The dollar amount of the contract or procurement;	**H.9.3.1 The dollar amount of the contract or procurement;**
		H.9.3.2 A brief description of the goods procured or the services contracted for;	**H.9.3.2 A brief description of the goods procured or the services contracted for;**
		H.9.3.3 The name of the business enterprise from which the goods were procured or services contracted;	**H.9.3.3 The name of the business enterprise from which the goods were procured or services contracted;**
		H.9.3.4 Whether the subcontractors to the contract are currently certified business enterprises;	**H.9.3.4 Whether the subcontractors to the contract are currently certified business enterprises;**
		H.9.3.5 The dollar percentage of the contract awarded to SBEs, or if insufficient SBEs, to other certified business enterprises;	**H.9.3.5 The dollar percentage of the contract awarded to SBEs, or if insufficient SBEs, to other certified business enterprises;**
		H.9.3.6 A description of the activities the Contractor engaged in, in order to achieve the subcontracting requirements set forth in its plan; and	**H.9.3.6 A description of the activities the Contractor engaged in, in order to achieve the subcontracting requirements set forth in its plan; and**
		H.9.3.7 A description of any changes to the activities the	

		Contractor intends to make by the next month to achieve the requirements set forth in its plan. **H.9.4 <u>Enforcement and Penalties for Breach of Subcontracting Plan</u>** **H.9.4.1** If during the performance of this contract, the Contractor fails to comply with its approved subcontracting plan, and the CO determines the Contractor's failure to be a material breach of the contract, the CO shall have cause to terminate the contract under the default clause of the Standard Contract Provisions. **H.9.4.2** There shall be a rebuttable presumption that a contractor willfully breached its approved subcontracting plan if the contractor (i) fails to submit any required monitoring or compliance report; or (ii) submits a monitoring or compliance report with the intent to defraud. **H.9.4.3** A contractor that is found to have willfully breached its approved subcontracting plan for utilization of certified business enterprises in the performance of a contract shall be subject to 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 certified business enterprises, whichever is greater, for each such breach.	**H.9.3.7 A description of any changes to the activities the Contractor intends to make by the next month to achieve the requirements set forth in its plan.** **H.9.4 <u>Enforcement and Penalties for Breach of Subcontracting Plan</u>** **H.9.4.1 If during the performance of this contract, the Contractor fails to comply with its approved subcontracting plan, and the CO determines the Contractor's failure to be a material breach of the contract, the CO shall have cause to terminate the contract under the default clause of the Standard Contract Provisions.** **H.9.4.2 There shall be a rebuttable presumption that a contractor willfully breached its approved subcontracting plan if the contractor (i) fails to submit any required monitoring or compliance report; or (ii) submits a monitoring or compliance report with the intent to defraud.** **H.9.4.3 A contractor that is found to have willfully breached its approved subcontracting plan for utilization of certified business enterprises in the performance of a contract shall be subject to 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 certified business enterprises, whichever is greater, for each such breach.**

51	J.12	Insert: J.12 File Layouts – DC New Business, DC Status Update_Payments, DC Credit Bureau Update, and Lockbox File Transfers	**J.12 File Layouts – DC New Business, DC Status Update_Payments, DC Credit Bureau Update, and Lockbox File Transfers**
52	L.2.7.1.1 a	**Delete: L.2.7.1.1 a. in its entirety.** **Insert:** a. A narrative to describe the Offeror's understanding of the required services (C.3);	**a. A narrative to describe the Offeror's understanding of the required services (C.3);**
53	L.2.7.2.1	Insert: L.2.7.2.1 Offerors can use an alternate format to provide the required information as long as the alternate format used by the offeror provides the same level of detail as that contained in Attachment J.8 Cost/Price Certification and Data Package.	L.2.7.2.1 **Offerors can use an alternate format to provide the required information as long as the alternate format used by the offeror provides the same level of detail as that contained in Attachment J.8 Cost/Price Certification and Data Package.**
54	M.5	**Delete M.5 in its entirety** **Insert M.5**	**M.5. <u>Preferences for Certified Business Enterprises (CBE)</u>** **Under the provisions of the "Small, Local, and Disadvantaged Business Enterprise Development and Assistance Act of 2005", as amended, D.C. Official Code § 2-218.01 *et seq.* (the Act), the District shall apply preferences in evaluating proposals from businesses that are small, local, disadvantaged, resident-owned, longtime resident, veteran-owned, local manufacturing, or local with a principal office located in an enterprise zone of the District of Columbia.** **M.5.1 <u>Application of Preferences</u>** **For evaluation purposes, the allowable preferences under the Act for this procurement shall be applicable to**

			prime contractors as follows: **M.5.1.1 Any prime contractor that is a small business enterprise (SBE) certified by the Department of Small and Local Business Development (DSLBD) will receive the addition of three points on a 100-point scale added to the overall score for proposals submitted by the SBE in response to this Request for Proposals (RFP).** **M.5.1.2 Any prime contractor that is a resident-owned business (ROB) certified by DSLBD will receive the addition of five points on a 100-point scale added to the overall score for proposals submitted by the ROB in response to this RFP.** **M.5.1.3 Any prime contractor that is a longtime resident business (LRB) certified by DSLBD will receive the addition of five points on a 100-point scale added to the overall score for proposals submitted by the LRB in response to this RFP.** **M.5.1.4 Any prime contractor that is a local business enterprise (LBE) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the LBE in response to this RFP.** **M.5.1.5 Any prime contractor that is a local business**

			enterprise with its principal offices located in an enterprise zone (DZE) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the DZE in response to this RFP. **M.5.1.6 Any prime contractor that is a disadvantaged business enterprise (DBE) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the DBE in response to this RFP.** **M.5.1.7 Any prime contractor that is a veteran-owned business (VOB) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the VOB in response to this RFP.** **M.5.1.8 Any prime contractor that is a local manufacturing business enterprise (LMBE) certified by DSLBD will receive the addition of two points on a 100-point scale added to the overall score for proposals submitted by the LMBE in response to this RFP.** **M.5.2 <u>Maximum Preference Awarded</u>** **Notwithstanding the availability of the preceding preferences, the maximum total preference to which a certified business enterprise is entitled under the Act is**

			the equivalent of twelve (12) points on a 100-point scale for proposals submitted in response to this RFP. There will be no preference awarded for subcontracting by the prime contractor with certified business enterprises. **M.5.3 Preferences for Certified Joint Ventures** **When DSLBD certifies a joint venture, the certified joint venture will receive preferences as a prime contractor for categories in which the joint venture and the certified joint venture partner are certified, subject to the maximum preference limitation set forth in the preceding paragraph.** **M.5.4 <u>Verification of Offeror's Certification as a Certified Business Enterprise</u>** **M.5.4.1 Any vendor seeking to receive preferences on this solicitation must be certified at the time of submission of its proposal. The contracting officer will verify the offeror's certification with DSLBD, and the offeror should not submit with its proposal any documentation regarding its certification as a certified business enterprise.** **M.5.4.2 Any vendor seeking certification or provisional certification in order to receive preferences under this solicitation should contact the:** **Department of Small and Local Business**

			Development **ATTN: CBE Certification Program** **441 Fourth Street, NW, Suite 970N** **Washington DC 20001** **M.5.4.3 All vendors are encouraged to contact DSLBD at (202) 727-3900 if additional information is required on certification procedures and requirements.**

SECTION B
CONTRACT TYPE, SUPPLIES OR SERVICES AND PRICE/COST

B.1 INTRODUCTION

The District of Columbia Office of Contracting and Procurement, on behalf of the Department of Motor Vehicles (the "District") is seeking a contractor to provide delinquent collection services for approximately 382,000 tickets assigned annually.

B.2 CONTRACT TYPE

The District contemplates award of a multi-year requirements type contract based on a fixed unit price.

B.3 REQUIREMENTS CONTRACT

The District will purchase its requirements of the articles or services included herein from the Contractor. The estimated quantities stated herein reflect the best estimates available. The estimate shall not be construed as a representation that the estimated quantity will be required or ordered, or that conditions affecting requirements will be stable. The estimated quantities shall not be construed to limit the quantities which may be ordered from the Contractor by the District or to relieve the Contractor of its obligation to fill all such orders.

a. Delivery or performance shall be made only as authorized in accordance with the Ordering Clause, G.10. The District may issue orders requiring delivery to multiple destinations or performance at multiple locations. If the District urgently requires delivery before the earliest date that delivery may be specified under this contract, and if the Contractor shall not accept an order providing for the accelerated delivery, the District may acquire the urgently required goods or services from another source.
b. There is no limit on the number of orders that may be issued. The District may issue orders requiring delivery to multiple destinations or performance at multiple locations.
c. Any order issued during the effective period of this contract and not completed within that period shall be completed by the Contractor within the time specified in the order. The contract shall govern the Contractor's and District's rights and obligations with respect to that order to the same extent as if the order were completed during the contract's effective period; provided that the Contractor shall not be required to make any deliveries under this contract after contract expired.

B.4 PRICE SCHEDULE

B.4.1 BASE PERIOD OF PERFORMANCE

B.4.1.1 Base Period of Performance Year One

Contract Line Item No. (CLIN)	Item Description	Estimated Annual Collection	Contingency Fee (%) Based on Actual Collection	Estimated Total Price
0001	Delinquent collection services as described in Section C.3.	$14,658,000	_____%	$_____

B.4.1.2 Base Period of Performance Year Two

Contract Line Item No. (CLIN)	Item Description	Estimated Annual Collection	Contingency Fee (%) Based on Actual Collection	Estimated Total Price
0101	Delinquent collection services as described in Section C.3.	$14,685,000	_____%	$_____

B.4.2 OPTION YEAR ONE PERIOD OF PERFORMANCE

Contract Line Item No. (CLIN)	Item Description	Estimated Annual Collection	Contingency Fee (%) Based on Actual Collection	Estimated Total Price
0201	Delinquent collection services as described in Section C.3.	$14,685,000	_____%	$_____

B.4.3 OPTION YEAR TWO PERIOD OF PERFORMANCE

Contract Line Item No. (CLIN)	Item Description	Estimated Annual Collection	Contingency Fee (%) Based on Actual Collection	Estimated Total Price
0301	Delinquent collection services as described in Section C.3.	$14,685,000	_____%	$_____

B.4.4 OPTION YEAR THREE PERIOD OF PERFORMANCE

Contract Line Item No. (CLIN)	Item Description	Estimated Annual Collection	Contingency Fee (%) Based on Actual Collection	Estimated Total Price
0401	Delinquent collection services as described in Section C.3.	$14,685,000	_____%	$_____

B.4.5 GRAND TOTAL

Period of Performance	Estimated Total Price
Base Period of Performance Year One (B.4.1.1)	$ _____
Base Period of Performance Year Two (B.4.1.2)	$ _____
Option Year One (B.4.2)	$ _____
Option Year Two (B.4.3)	$ _____
Option Year Three (B.4.4)	$ _____
Grand Total	$ _____

B.5 Any offeror responding to this solicitation must submit with its proposal, a notarized statement detailing any subcontracting plan required by law. Proposals responding to this RFP shall be deemed nonresponsive and shall be rejected if the offeror fails to submit a subcontracting plan that is required by law. For contracts in excess of $250,000, at least 35% of the dollar volume of the contract shall be subcontracted in accordance with section H.12.

DC New Business File Layout
File Name - ASSN_mmddyy.txt
ACS places file on sftp site weekly

Citation Type
Citation
Plate State
Plate
DL State
DL
Issue Date
Issue Time
Name
Address1
Address 2
City
State
Zip
Vehicle Make
Violation Code
Violation Description
Initial Fine Amount
Late Fees
Amount Due
Violation Location
Bootable (Y/N)
Nixie Status
Total Paid
Last Payment Date
Reduction Amount
Last Reduced Date
1st Notice Type
1st Notice Sent
Last Notice Type
Last Notice Sent
Disposition
Disposition Description
Last Disposition Date
Credit Reported
Notice 3 Type
Notice 3 Sent

*Tab Delimited

DC Status Update_Payments File Layout
File Name - 09TRAN_MMDDYY.TXT
ACS places file on sftp site daily

Transaction Date
Citation Number
Plate
Amount Due
Transaction Amount
Reduce Amount
Suspend Status
Suspend Date
Time
Transaction Type
Transaction Source
Boot Payment
Payment Method

*Tab delimited

DC Credit Bureau Update File Layout
File Name - acscredburmmddyy.txt
Collections Contractor places file on sftp site daily by noon except Thursday

Citation Number
FACS Account Number
Credit Reporting Code
Credit Reporting Date

*Tab delimited

Lockbox File Transfers

File Name	Purpose Of File	File Layout Sample	Field Length	Field Description	Sending Party	Receiving Party
Photo Payment Collections to Collections Contractor						
0904T201000408199001kwashing0001M00:	Transfer of Lockbox Payment	0904T	5	Client and Trans Code	Lockbox	Collection agency
		2010004	7	Batch Date		Batch#81-95
		081	3	Batch Num		
		99	2	Filler		
		001	3	Seq Num		
		kwashing	8	Clerk ID		
		000	3	Filler		
		1	1	Payment Type		
		M005424763	11	Citation Num		
		0010000	7	Payment Amt		
		2	1	Payment Method		
		4	1	Payment Acct Type		
		2010004	7	Payment Date		
		772M605	10	Plate/State		
			28	Filler		
Parking/Moving Collections to Collections Contractor						
0904T201013408199001aharden 0001F016968779 0010000242010134 8		0904T	5	Client and Trans Code	Lockbox	Collection Agency
		2010134	7	Dep Date		
		081	3	Batch #		
		99	2	99		
		001	3	Trans #		
		aharden	8	User		
		000	3	000		
		1	1	1		
		F016968779	11	Citation #		
		0010000	7	Amount		
		2	1	Money Kind		

4	1	4
2010134	7	Date Now
	2	Filler
	11	Traffic Citation #
86429HV	8	License #
	2	Driver License State
	21	Driver License #
	18	Filler

Frequency	Method of Communication
Weekdays	Network Share

Weekdays	Network Share