

<b>SOLICITATION, OFFER, AND AWARD</b>		1. Caption Ticket and Adjudication Services System (TASS)		Page of Pages 1   255	
2. Contract Number	3. Solicitation Number DCTO-2010-R-0012	4. Type of Solicitation <input type="checkbox"/> Sealed Bid (IFB) <input checked="" type="checkbox"/> Sealed Proposals (RFP) <input type="checkbox"/> Sole Source <input type="checkbox"/> Human Care Agreements <input type="checkbox"/> Emergency	5. Date Issued 9/3/2010	6. Type of Market <input type="checkbox"/> Open <input type="checkbox"/> Set Aside <input checked="" type="checkbox"/> Open with Sub-Contracting Set Aside	
7. Issued By: Office of Contracting and Procurement Information Technology Group 441 4th Street, N.W., Suite 700 South Washington, DC 20001			8. Address Offer to: Office of Contracting and Procurement Bid Room 441 4th Street, N.W., Suite 703 South Washington, DC 20001		

NOTE: In sealed bid solicitations "offer" and offeror" means "bid" and "bidder"

**SOLICITATION**

9. Sealed offers in original and 5 copies for furnishing the supplies or services in the Schedule will be received at the place specified in Item 8, or if hand carried to the bid counter located at 441 4th Street, N.W., Suite 703 South until 2:00PM local time Tuesday, November 2, 2010  
(Hour) (Date)

CAUTION: Late Submissions, Modifications and Withdrawals: See 27 DCMR chapters 15 & 16 as applicable. All offers are subject to all terms & conditions contained in this solicitation.

10. For Information Contact	A. Name Priscilla Mack	B. Telephone			C. E-mail Address <a href="mailto:priscilla.mack@dc.gov">priscilla.mack@dc.gov</a>
		(Area Code) 202	(Number) 724-5236	(Ext)	

11. Table of Contents

(X)	Section	Description	Page No.	(X)	Section	Description	Page No.
PART I - THE SCHEDULE				PART II - CONTRACT CLAUSES			
X	A	Solicitation/Contract/Table of Contents	1-4	X	I	Contract Clauses	228-235
X	B	Supplies or Services and Price/Cost	5-13	PART III - LIST OF DOCUMENTS, EXHIBITS AND OTHER ATTACHMENTS			
X	C	Specifications/Work Statement	14-202	X	J	List of Attachments	236
x	D	Packaging and Marking	203				
X	E	Inspection and Acceptance	204				
X	F	Deliveries or Performance	205-208	X	K	Representations, certifications and other statements of offerors	237-240
X	G	Contract Administration Data	209-217	X	L	Instructions, conditions & notices to offerors	241-248
X	H	Special Contract Requirements	218-227	X	M	Evaluation factors for award	249-255

**OFFER**

12. In compliance with the above, the undersigned agrees, if this offer is accepted within 120 calendar days from the date for receipt of offers specified above, to furnish any or all items upon which prices are offered at the price set opposite each item, delivered at the designated point(s), within the time specified herein.

13. Discount for Prompt Payment

10 Calendar days %	20 Calendar days %	30 Calendar days %	___ Calendar days %
--------------------	--------------------	--------------------	---------------------

14. Acknowledgement of Amendments (The offeror acknowledges receipt of amendments to the SOLICITATION):	Amendment Number	Date	Amendment Number	Date

15A. Name and Address of Offeror	15B. Telephone			15 C. Check if remittance address is different from above - Refer to Section G	17. Signature	18. Offer Date
	(Area Code)	(Number)	(Ext)			

**AWARD (TO BE COMPLETED BY GOVERNMENT)**

19. Accepted as to Items Numbered	20. Amount	21. Accounting and Appropriation
22. Name of Contracting Officer (Type or Print)	23. Signature of Contracting Officer (District of Columbia)	24. Award Date

**THIS PAGE TO BE REPLACED BY THE  
RFP COVER PAGE**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**GOVERNMENT OF THE DISTRICT OF COLUMBIA**  
**OFFICE OF THE CHIEF TECHNOLOGY OFFICER**

**REQUEST FOR PROPOSALS**

**NO. DCTO-2010-R-0012**

**TICKET AND ADJUDICATION SERVICES SYSTEM (TASS)**

## TABLE OF CONTENTS

<b>SECTION B CONTRACT TYPE, SUPPLIES OR SERVICES AND PRICE/COST.....</b>	<b>5</b>
<b>B.1 INTRODUCTION.....</b>	<b>5</b>
<b>B.2 CONTRACT TYPE.....</b>	<b>5</b>
<b>B.3 OPEN MARKET SOLICITATION WITH MANDATORY SUBCONTRACTING (SUPPLIES &amp; SERVICES) .....</b>	<b>5</b>
<b>B.4 PRICE SCHEDULE .....</b>	<b>5</b>
<b>SECTION C DESCRIPTION / SPECIFICATIONS / WORK STATEMENT.....</b>	<b>14</b>
<b>C.1 SCOPE .....</b>	<b>14</b>
<b>C.2 APPLICABLE DOCUMENTS.....</b>	<b>15</b>
<b>C.3 DEFINITIONS .....</b>	<b>15</b>
<b>C.4 BACKGROUND (Current Ticket Processing System) .....</b>	<b>20</b>
<b>C.5 TICKET ISSUANCE.....</b>	<b>25</b>
<b>C.6 TICKET LIFE CYCLE.....</b>	<b>33</b>
<b>C.7 HANDHELDS .....</b>	<b>34</b>
<b>C.8 METER INFORMATION .....</b>	<b>39</b>
<b>C.9 NAME AND ADDRESS ACQUISITION.....</b>	<b>42</b>
<b>C.10 INCOMING MAIL AND RESPONSES.....</b>	<b>45</b>
<b>C.11 REGISTRATION OF OUT-OF-STATE VEHICLES (ROSA) .....</b>	<b>49</b>
<b>C.12 SEIZURE AND IMPOUNDMENT ACTIVITIES .....</b>	<b>52</b>
<b>C.13 SCHEDULING A HEARING.....</b>	<b>60</b>
<b>C.14 INTAKE FOR HEARINGS .....</b>	<b>67</b>
<b>C.15 ADJUDICATING TICKETS AND FEES .....</b>	<b>71</b>
<b>C.16 APPEALS AFTER ADJUDICATION.....</b>	<b>82</b>
<b>C.17 OUTGOING NOTIFICATIONS.....</b>	<b>89</b>
<b>C.18 IN-PERSON PAYMENTS .....</b>	<b>91</b>
<b>C.19 OTHER PAYMENT METHODS .....</b>	<b>95</b>
<b>C.20 PAYMENT ADJUSTMENTS.....</b>	<b>100</b>
<b>C.21 BANKRUPTCY .....</b>	<b>104</b>
<b>C.22 FLEET PROGRAM .....</b>	<b>107</b>
<b>C.23 GROUP PROCESSING .....</b>	<b>113</b>
<b>C.24 INSTALLMENT PAYMENT PLAN.....</b>	<b>116</b>
<b>C.25 CELL PHONE (PDA) ACCESS.....</b>	<b>120</b>
<b>C.26 ARCHIVING.....</b>	<b>123</b>
<b>C.27 TABLES.....</b>	<b>124</b>
<b>C.28 IMAGES, DOCUMENTS, AUDIO AND VIDEO FILES.....</b>	<b>128</b>
<b>C.29 REPORTING .....</b>	<b>132</b>
<b>C.30 CUSTOMER INTERNET ACCOUNT .....</b>	<b>136</b>
<b>C.31 SCANNING, INDEXING AND STORAGE REQUIREMENTS.....</b>	<b>139</b>
<b>C.32 HARDWARE .....</b>	<b>147</b>
<b>C.33 TRAINING .....</b>	<b>147</b>
<b>C.34 TRANSITION PLAN AT CONTRACT EXPIRATION .....</b>	<b>149</b>

<b>C.35</b>	<b>PROPOSED STAFFING.....</b>	<b>149</b>
<b>C.36</b>	<b>EASE OF USE.....</b>	<b>150</b>
<b>C.37</b>	<b>DATA CONVERSION .....</b>	<b>153</b>
<b>C.38</b>	<b>INTERFACES.....</b>	<b>154</b>
<b>C.39</b>	<b>DATA CONVERSION AND SECURITY.....</b>	<b>167</b>
<b>C.40</b>	<b>SERVICE LEVEL AGREEMENT AND PERFORMANCE MEASUREMENT</b>	<b>168</b>
<b>C.41</b>	<b>BACK OFFICE AND ADMINISTRATIVE SUPPORT SERVICES.....</b>	<b>171</b>
<b>C.42</b>	<b>PHOTO ENFORCEMENT SYSTEM.....</b>	<b>180</b>
<b>C.43</b>	<b>TECHNICAL ADDENDUM (Contractor informational purposes only).....</b>	<b>188</b>
<b>C.44</b>	<b>MAINTENANCE AND OPERATIONS OF THE IMPLEMENTED SYSTEM COMPONENTS.....</b>	<b>200</b>
<b>C.45</b>	<b>DEVELOPMENT LIFECYCLE FOR CLIN0001 THROUGH CLIN0038 .....</b>	<b>200</b>
	<b>SECTION D PACKAGING AND MARKING .....</b>	<b>203</b>
	<b>SECTION E INSPECTION AND ACCEPTANCE.....</b>	<b>204</b>
	<b>SECTION F DELIVERIES OR PERFORMANCE.....</b>	<b>205</b>
	<b>SECTION G CONTRACT ADMINISTRATION DATA .....</b>	<b>209</b>
	<b>SECTION H SPECIAL CONTRACT REQUIREMENTS .....</b>	<b>218</b>
	<b>SECTION I CONTRACT CLAUSES.....</b>	<b>228</b>
	<b>SECTION J LIST OF ATTACHMENTS .....</b>	<b>236</b>
	<b>SECTION K REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS .....</b>	<b>237</b>
	<b>SECTION L INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS .....</b>	<b>241</b>
	<b>SECTION M EVALUATION FACTORS.....</b>	<b>249</b>

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

**B.1 INTRODUCTION**

**B.1.1** The Government of the District of Columbia, Office of Contracting and Procurement (OCP), on behalf of the Office of the Chief Technology Officer (OCTO) seeks the services of a Contractor to develop, license, install, maintain and support a web-based ticket processing system, Ticket and Adjudication Services System (TASS), which contains data, images, video and transactions for tickets issued to drivers and vehicles in the District of Columbia and which enables District agencies to issue, enforce, and adjudicate tickets and fees, accept payments, and provide customer service. The District is also seeking the services of a Contractor to perform back-office and administrative support services related to TASS.

**B.2 CONTRACT TYPE**

**B.2.1** The District contemplates the award of a firm-fixed price contract with a labor hour component for ongoing maintenance and support of the installed components and a cost reimbursement component, for a base period of three (3) years and two one (1) year options for the requirements stated in the schedules below.

**B.3 OPEN MARKET SOLICITATION WITH MANDATORY SUBCONTRACTING (SUPPLIES & SERVICES)**

**B.3.1** An 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.9.1.

**B.4 PRICE SCHEDULE**

**B.4.1 THREE YEAR BASE – FIRM FIXED PRICE**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Total Price</b>
<b>0001</b>	Base Year 1: Develop, license and install requirements stated in Section C.5.4, TICKET ISSUANCE, Requirements	\$_____
<b>0002</b>	Base Year 1: Develop, license and install requirements stated in Section C.6.3, TICKET LIFE CYCLE, Requirements	\$_____
<b>0003</b>	Base Year 1: Develop, license and install requirements stated in Section C.7.4, HANDHELDS, Requirements	\$_____

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

Contract Line Item No. (CLIN)	Item Description	Total Price
0004	Base Year 1: Develop, license and install requirements stated in Section C.8.4, METER INFORMATION, Requirements	\$ _____
0005	Base Year 1: Develop, license and install requirements stated in Section C.9.4, NAME AND ADDRESS ACQUISITION, Requirements	\$ _____
0006	Base Year 1: Develop, license and install requirements stated in Section C.10.4, INCOMING MAIL AND RESPONSES, Requirements	\$ _____
0007	Base Year 1: Develop, license and install requirements stated in Section C.11.3, REGISTRATION OF OUT-OF-STATE VEHICLES, Requirements	\$ _____
0008	Base Year 1: Develop, license and install requirements stated in Section C.12.4, SEIZURE AND IMPOUNDMENT ACTIVITIES, Requirements	\$ _____
0009	Base Year 1: Develop, license and install requirements stated in Section C.13.4, SCHEDULING A HEARING, Requirements	\$ _____
0010	Base Year 1: Develop, license and install requirements stated in Section C.14.4, INTAKE FOR HEARINGS, Requirements	\$ _____
0011	Base Year 1: Develop, license and install requirements stated in Section C.15.4, ADJUDICATING TICKETS AND FEES, Requirements	\$ _____
0012	Base Year 1: Develop, license and install requirements stated in Section C.16.4, APPEALS AFTER ADJUDICATION, Requirements	\$ _____
0013	Base Year 1: Develop, license and install requirements stated in Section C.17.4, OUTGOING NOTIFICATIONS, Requirements	\$ _____
0014	Base Year 1: Develop, license and install requirements stated in Section C.18.4, IN-PERSON PAYMENTS, Requirements	\$ _____
00015	Base Year 1: Develop, license and install requirements stated in Section C.19.4, OTHER PAYMENT METHODS, Requirements	\$ _____
0016	Base Year 1: Develop, license and install requirements stated in Section C.20.4, PAYMENT ADJUSTMENTS, Requirements	\$ _____
0017	Base Year 1: Develop, license and install requirements stated in Section C.21.4, BANKRUPTCY, Requirements	\$ _____
0018	Base Year 1: Develop, license and install requirements stated in Section C.22.4, FLEET PROGRAM, Requirements	\$ _____
0019	Base Year 1: Develop, license and install requirements stated in Section C.23.4, GROUP PROCESSING, Requirements	\$ _____

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Total Price</b>
0020	Base Year 1: Develop, license and install requirements stated in Section C.24.4, INSTALLMENT PAYMENT PLAN, Requirements	\$ _____
0021	Base Year 1: Develop, license and install requirements stated in Section C.25.4, CELL PHONE (PDA) ACCESS, Requirements	\$ _____
0022	Base Year 1: Develop, license and install requirements stated in Section C.26.4, ARCHIVING, Requirements	\$ _____
0023	Base Year 1: Develop, license and install requirements stated in Section C.27.4, TABLES, Requirements	\$ _____
0024	Base Year 1: Develop, license and install requirements stated in Section C.28.4, IMAGES, DOCUMENTS, AUDIO AND VIDEO FILES, Requirements	\$ _____
0025	Base Year 1: Develop, license and install requirements stated in Section C.29.4, REPORTING, Requirements	\$ _____
0026	Base Year 1: Develop, license and install requirements stated in Section C.30.4, CUSTOMER INTERNET ACCOUNT, Requirements	\$ _____
0027	Base Year 1: Develop, license and install requirements stated in Section C.31.1, SCANNING, INDEXING AND STORAGE REQUIREMENTS, Requirements	\$ _____
0028	Base Year 1: Develop, license and install requirements stated in Section C.32.1, HARDWARE, Requirements	\$ _____
0029	Base Year 1: Develop, license and install requirements stated in Section C.33.1, TRAINING, Requirements	\$ _____
0030	Base Year 1: Develop, license and install requirements stated in Section C.34.1, TRANSITION PLAN AT CONTRACT EXPIRATION, Requirements	\$ _____
0031	Base Year 1: Develop, license and install requirements stated in Section C.35.1, PROPOSED STAFFING, Requirements	\$ _____
0032	Base Year 1: Develop, license and install requirements stated in Section C.36.3, EASE OF USE, Requirements	\$ _____
0033	Base Year 1: Develop, license and install requirements stated in Section C.37.1, DATA CONVERSION, Requirements	\$ _____
0034	Base Year 1: Develop, license and install requirements stated in Section C.38.2, INTERFACES, Requirements	\$ _____
0035	Base Year 1: Develop, license and install requirements stated in Section C.39.1, DATA CONVERSION AND SECURITY, Requirements	\$ _____
0036	Base Year 1: Develop, license and install requirements stated in Section C.40.1, SERVICE LEVEL AGREEMENT AND PERFORMANCE MEASUREMENT, Requirements	\$ _____

Solicitation No. DCTO-2010-R-0012  
 Ticket and Adjudication Services System (TASS)

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Total Price</b>
<b>0037</b>	Base Year 1: Develop, license and install requirements stated in Section C.41.4, BACK OFFICE AND ADMINISTRATIVE SUPPORT, Requirements	\$ _____
<b>0038</b>	Base Year 1: Develop, license and install requirements stated in Section C.42.3, PHOTO ENFORCEMENT SYSTEM, Requirements	\$ _____
<b>0039</b>	Base Year 2: Maintenance and operations of the implemented system components as stated in Section C.44.1	\$ _____
<b>0040</b>	Base Year 3: Maintenance and operations of the implemented system components as stated in Section C.44.2	\$ _____
	<b>GRAND TOTAL B.4.1</b>	\$ _____

**B.4.2 THREE YEAR BASE (YEAR ONE) – LABOR HOUR SCHEDULE**

Provide resource(s) for programming and implementation of changes to the system for work within the scope of this RFP. This is for potential legislative or programmatic changes.

<b>Contract Line Item No. (CLIN)</b>	<b>Labor Category</b>	<b>Hourly Labor Rate</b>	<b>Estimated Annual Labor Hours</b>	<b>Total Amount</b>
<b>0041A</b>	Labor Category: Senior Business Analyst as described in Section C.35.2, Senior Business Analyst Requirement	\$ _____	<b>1,920</b>	\$ _____
<b>0041B</b>	Labor Category: Developer as described in Section C.35.3, Developer Requirement	\$ _____	<b>1,920</b>	\$ _____
	<b>GRAND TOTAL B.4.2</b>			<b>Not-to-Exceed Amount</b> \$ _____

**B.4.3 THREE YEAR BASE (YEAR TWO) – LABOR HOUR SCHEDULE**

Provide resource(s) for programming and implementation of changes to the system for work within the scope of this RFP. This is for potential legislative or programmatic changes.

<b>Contract Line Item No. (CLIN)</b>	<b>Labor Category</b>	<b>Hourly Labor Rate</b>	<b>Estimated Annual Labor Hours</b>	<b>Total Amount</b>
--------------------------------------	-----------------------	--------------------------	-------------------------------------	---------------------

Solicitation No. DCTO-2010-R-0012  
 Ticket and Adjudication Services System (TASS)

<b>0042A</b>	Labor Category: Senior Business Analyst as described in Section C.35.2, Senior Business Analyst Requirement	\$ _____	<b>1,920</b>	\$ _____
<b>0042B</b>	Labor Category: Developer as described in Section C.35.3, Developer Requirement	\$ _____	<b>1,920</b>	\$ _____
	<b>GRAND TOTAL B.4.3</b>			<b>Not-to-Exceed Amount</b> \$ _____

**B.4.4 THREE YEAR BASE (YEAR THREE) – LABOR HOUR SCHEDULE**

Provide resource(s) for programming and implementation of changes to the system for work within the scope of this RFP. This is for potential legislative or programmatic changes.

<b>Contract Line Item No. (CLIN)</b>	<b>Labor Category</b>	<b>Hourly Labor Rate</b>	<b>Estimated Annual Labor Hours</b>	<b>Total Amount</b>
<b>0043A</b>	Labor Category: Senior Business Analyst as described in Section C.35.2, Senior Business Analyst Requirement	\$ _____	<b>1,920</b>	\$ _____
<b>0043B</b>	Labor Category: Developer as described in Section C.35.3, Developer Requirement	\$ _____	<b>1,920</b>	\$ _____
	<b>GRAND TOTAL B.4.4</b>			<b>Not-to-Exceed Amount</b> \$ _____

**B.4.5 THREE YEAR BASE - COST REIMBURSEMENT COMPONENT**

**B.4.5.1** The District will reimburse the Contractor for the following direct costs as listed in the schedule below:

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Annual Price not to Exceed</b>	<b>Three-Year Base Price not to Exceed</b>
<b>0044</b>	Postage for mailing notices and correspondence (not-to-exceed \$1,000,000 per year)	<b>\$1,000,000</b>	<b>\$3,000,000</b>

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Annual Price not to Exceed</b>	<b>Three-Year Base Price not to Exceed</b>
<b>0045</b>	Supplemental workstations, scanners, check verifiers, and printers requested in writing by the Contract Administrator (not-to-exceed \$150,000 per year)	<b>\$150,000</b>	<b>\$450,000</b>
<b>0046</b>	Credit card discount and processing fees and charge-backs (not-to-exceed \$1,500,000 per year)	<b>\$1,500,000</b>	<b>\$4,500,000</b>
<b>0047</b>	Costs for radio communications airtime to support mobile data computer interface with the ticket system for issuing agencies, including handheld ticket issuance devices, MDT computer interface used by boot crews, ROSA and other equipment not provided or supported elsewhere in this contract (not-to-exceed \$300,000 per year)	<b>\$300,000</b>	<b>\$900,000</b>
<b>0048</b>	Network and communication costs necessary to service and support additional sites or to enable existing sites to become full-service, if requested in writing by the Contract Administrator (not-to-exceed \$20,000 per year)	<b>\$20,000</b>	<b>\$60,000</b>
<b>0049</b>	Network cabling for workstation connectivity at existing or additional sites, if requested in writing by the Contract Administrator (not-to-exceed \$10,000 per year)	<b>\$10,000</b>	<b>\$30,000</b>
<b>0050</b>	Procurement of automated and manually issued ticket stock (not-to-exceed \$100,000 per year)	<b>\$100,000</b>	<b>\$300,000</b>
	<b>GRAND TOTAL B.4.5</b>	<b>\$3,080,000</b>	<b>\$9,240,000</b>

**B.4.6 OPTION YEAR ONE – FIRM FIXED PRICE SCHEDULE**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Total Price</b>
<b>1001</b>	Maintenance and operations of the implemented system components as stated in Section C.44.1	\$ _____
<b>1002</b>	Provide back-office and administrative support services as stated in Section C.44.2	\$ _____

Contract Line Item No. (CLIN)	Item Description	Total Price
	<b>GRAND TOTAL B.4.6</b>	\$ _____

**B.4.7 OPTION YEAR ONE – LABOR HOUR SCHEDULE**

Provide resource(s) for programming and implementation of changes to the system for work within the scope of this RFP. This is for potential legislative or programmatic changes.

Contract Line Item No. (CLIN)	Labor Category	Hourly Labor Rate	Estimated Annual Labor Hours	Total Amount
<b>1003A</b>	Labor Category: Senior Business Analyst as described in Section C.35.2, Senior Business Analyst Requirement	\$ _____	<b>1,920</b>	\$ _____
<b>1003B</b>	Labor Category: Developer as described in Section C.35.3, Developer Requirement	\$ _____	<b>1,920</b>	\$ _____
	<b>GRAND TOTAL B.4.7</b>			<b>Not-to-Exceed Amount</b> \$ _____

**B.4.8 OPTION YEAR ONE - COST REIMBURSEMENT COMPONENT**

**B.4.8.1** The District will reimburse the Contractor for the following direct costs as listed in the schedule below:

Contract Line Item No. (CLIN)	Item Description	Annual Price
<b>1004</b>	Postage for mailing notices and correspondence (not-to-exceed \$1,000,000 per year)	<b>\$1,000,000</b>
<b>1005</b>	Supplemental workstations, scanners, check verifiers, and printers requested in writing by the Contract Administrator (not-to-exceed \$150,000 per year)	<b>\$150,000</b>
<b>1006</b>	Credit card discount and processing fees and charge-backs (not-to-exceed \$1,500,000 per year)	<b>\$1,500,000</b>

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Annual Price</b>
<b>1007</b>	Costs for radio communications airtime to support mobile data computer interface with the ticket system for issuing agencies, including handheld ticket issuance devices, MDT computer interface used by boot crews, ROSA and other equipment not provided or supported elsewhere in this contract (not-to-exceed \$300,000 per year)	<b>\$300,000</b>
<b>1008</b>	Network and communication costs necessary to service and support additional sites or to enable existing sites to become full-service, if requested in writing by the Contract Administrator (not-to-exceed \$20,000 per year)	<b>\$20,000</b>
<b>1009</b>	Network cabling for workstation connectivity at existing or additional sites, if requested in writing by the Contract Administrator (not-to-exceed \$10,000 per year)	<b>\$10,000</b>
<b>1010</b>	Procurement of automated and manually issued ticket stock (not-to-exceed \$100,000 per year)	<b>\$100,000</b>
	<b>GRAND TOTAL B.4.8</b>	<b>\$3,080,000</b>

**B.4.9 OPTION YEAR TWO – FIRM FIXED PRICE SCHEDULE**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Total Price</b>
<b>2001</b>	Maintenance and operations of the implemented system components as stated in Section C.44.1	\$ _____
<b>2002</b>	Provide back-office and administrative support services as stated in Section C.44.2	\$ _____
	<b>GRAND TOTAL B.4.9</b>	\$ _____

**B.4.10 OPTION YEAR TWO – LABOR HOUR SCHEDULE**

Provide resource(s) for programming and implementation of changes to the system for work within the scope of this RFP. This is for potential legislative or programmatic changes.

<b>Contract Line Item No. (CLIN)</b>	<b>Labor Category</b>	<b>Hourly Labor Rate</b>	<b>Estimated Annual Labor Hours</b>	<b>Total Amount</b>
<b>2003A</b>	Labor Category: Senior			

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

	Business Analyst as described in Section C.35.2, Senior Business Analyst Requirement	\$ _____	1,920	\$ _____
<b>2003B</b>	Labor Category: Developer as described in Section C.35.3, Developer Requirement	\$ _____	1,920	\$ _____
	<b>GRAND TOTAL B.4.10</b>			<b>Not-to-Exceed Amount</b> \$ _____

**B.4.11 OPTION YEAR TWO - COST REIMBURSEMENT COMPONENT**

**B.4.11.1 The District will reimburse the Contractor for the following direct costs as listed in the schedule below:**

<b>Contract Line Item No. (CLIN)</b>	<b>Item Description</b>	<b>Annual Price</b>
<b>2004</b>	Postage for mailing notices and correspondence (not-to-exceed \$1,000,000 per year)	<b>\$1,000,000</b>
<b>2005</b>	Supplemental workstations, scanners, check verifiers, and printers requested in writing by the Contract Administrator (not-to-exceed \$150,000 per year)	<b>\$150,000</b>
<b>2006</b>	Credit card discount and processing fees and charge-backs (not-to-exceed \$1,500,000 per year)	<b>\$1,500,000</b>
<b>2007</b>	Costs for radio communications airtime to support mobile data computer interface with the ticket system for issuing agencies, including handheld ticket issuance devices, MDT computer interface used by boot crews, ROSA and other equipment not provided or supported elsewhere in this contract (not-to-exceed \$300,000 per year)	<b>\$300,000</b>
<b>2008</b>	Network and communication costs necessary to service and support additional sites or to enable existing sites to become full-service, if requested in writing by the Contract Administrator (not-to-exceed \$20,000 per year)	<b>\$20,000</b>
<b>2009</b>	Network cabling for workstation connectivity at existing or additional sites, if requested in writing by the Contract Administrator (not-to-exceed \$10,000 per year)	<b>\$10,000</b>
<b>2010</b>	Procurement of automated and manually issued ticket stock (not-to-exceed \$100,000 per year)	<b>\$100,000</b>
	<b>GRAND TOTAL B.4.11</b>	<b>\$3,080,000</b>

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

### **C.1 SCOPE**

- C.1.1** The Government of the District of Columbia, Office of Contracting and Procurement (OCP), on behalf of the Office of the Chief Technology Officer (OCTO) seeks the services of a Contractor to develop, license, install, maintain and support a web-based ticket processing system, Ticket and Adjudication Services System (TASS), which contains data, images, video and transactions for tickets issued to drivers and vehicles in the District of Columbia and which enables District agencies to issue, enforce, and adjudicate tickets and fees, accept payments, and provide customer service.
- C.1.2** The system shall be built using service-oriented architecture, be highly modular and scalable, and non-proprietary. The Contractor shall develop and maintain a system that will maintain critical ticketing and related transactional data, images, video and other ancillary files in an environment that allows real-time inputs and outputs with a variety of agencies that rely on the accuracy and timeliness of this information.
- C.1.3** The ticket processing shall integrate seamlessly with other systems from other District agencies. The system requires real-time updates and periodic batch (FTP) updates from the Metropolitan Police Department (MPD), Department of Public Works (DPW), District Department of Transportation (DDOT), and other agencies. TASS shall interface with DESTINY, the District's system for driver and vehicle information.
- C.1.4** The overall goal of this RFP is to enhance the current service for customers by increasing the efficiency of the District's ticketing and adjudication operations. TASS will support ticket processing requirements and Adjudication Services' needs. The RFP includes systems and capabilities to enable our District and federal agency partners and customers to do the following:
- C.1.4.1** Make the ticket processing system as efficient and user friendly as possible.
  - C.1.4.2** Offer customers multiple ways to pay and adjudicate tickets.
  - C.1.4.3** Provide up-to-date information on new violations and personnel and equipment issues, such as an officer's availability for hearings and meter outages.
  - C.1.4.4** Maintain up-to-date and accurate information on customers, vehicles, tickets, and fees.
  - C.1.4.5** Enable customers to perform many transactions online, by phone, or by mail.
  - C.1.4.6** Provide electronic access to evidence for hearing examiners, customers, and ticket-issuing officers.
  - C.1.4.7** Provide capability to allow hearing examiners and others to telecommute, to hold hearings over the Internet, to conference pertinent parties for meetings, and to share documents and images.
  - C.1.4.8** Perform real-time data transfers to and from other District and federal government agencies.
  - C.1.4.9** Provide wireless interface when a ticket is written, based on the tag or permit number, to obtain the name and address of the owner from DESTINY or NLETS

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

as well as any pertinent enforcement information such as valid insurance and registration or suspensions or revocations.

- C.1.4.10** Provide images, audio, and video of all documents, transactions, hearings, and any other documents associated with a case or ticket.
- C.1.4.11** Provide capability to access the system from cell phone and perform all system transactions, if user has required authority, available if directly connected to the system or if accessing web capabilities of the system.
- C.1.4.12** Provide a central repository for all ticket-related data, images, video and audio files and transactions so that agencies, citizens, media, and other interested parties can easily input, receive and access this information, in a secure data center environment.
- C.1.4.13** Increase transparency of ticket-related information to take advantage of data mapping and analysis of core and ancillary data.
- C.1.4.14** Support mobile phone application development using newly-accessible data.
- C.1.4.15** Meet and support business rules and District regulations.

**C.1.5** The purpose of this document is to provide the Statement of Work (SOW) for ticket processing services. In addition to functional capabilities, this document contains technical requirements, specifications, and standards that should be part of the proposed solution.

**C.1.6** At all points in the Ticket and Adjudication Services System (TASS), usability and user-friendliness will be optimized. The number of mouse clicks by system users will be minimized. Whenever desirable, when the user returns to the previous screen the pre-entered information shall be maintained. Dropdown menus will be utilized to the greatest extent possible. Also, context-sensitive search and help functions will be available for use on each screen.

**C.1.7** To give examples of how TASS should work, use cases (for Contractor informational purposes only) have been provided for most sections. The use cases include but are not limited to routine business processes as well as exceptions that must also be handled by the system. Also, background, overviews of each section's topic, and desired outcomes for how the final product should function are included, also for Contractor informational purposes only. In addition to the requirements, the background, use cases, overviews, and desired outcome sections are designed to give the Contractor a clear idea of how the District processes tickets. The Contractor shall only provide a proposed solution to answer the requirements section of each part of this RFP, as specified in the Contract Line Item Number (CLIN) part of Section B, Supplies and Services and Price. The Contractor is not required to answer the background, use case, overview, or desired outcome sections in their response.

## **C.2 APPLICABLE DOCUMENTS**

**C.2.1** Reserved

## **C.3 DEFINITIONS**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

These terms when used in this RFP have the following meanings:

**A**

**Adjudication Services** – a DMV service center that is used primarily for customers to settle tickets either by having a hearing or paying the ticket

**Appeal** – when a customer challenges the initial ruling on a ticket. Certain criteria must be met in order for a customer to be eligible for an appeal

**B**

**Badge Number** – a identifier assigned to each issuing officer, which can contain letters and numbers. The badge number is used for identification purposes but may be reissued within an agency and may be replicated across agencies.

**Bankruptcy** – a legal proceeding ordered by a court which occurs when an individual or organization becomes insolvent and cannot pay creditors

**Batch Processing** – the transmission of a group of data records via an electronic interface

**Booting** – when DPW immobilizes a vehicle that has violated District laws and meets established criteria

**Boolean Options** - of or relating to a combinatorial system devised by George Boole that combines propositions with logical operators

**C**

**CAD Number** – a unique number that identifies an officer from a ticket-issuing agency within the District or federal governments. For MPD, this is a four-digit code and for other issuing agencies, it is a six-digit code that combines the two-digit issuing agency and the officer's badge number.

**Clean Hands Law** – a law that stipulates that DMV will put a stop on driver license or vehicle registration and not allow the customer to conduct transactions with DMV if the customer has overdue tickets or other unpaid obligations to the District

**Computer Aided Dispatch (CAD)** – a computer system used by DPW for booting, towing, and impoundment services

**Correspondence** – Letters received from citizens or companies related to their tickets or accounts

**Courtesy Tow** – when a DPW enforcement vehicle moves a customer's vehicle to a new location when the vehicle is not in violation of a law

**Customer** - an individual or organization that interacts with DMV, DDOT, DPW, MPD, or other issuing or associated agencies

**D**

**Defendant** – a customer who is contesting his or her liability for a ticket

**Department of Motor Vehicles (DMV)** – the District agency that develops, administers, and enforces vehicular laws for the public to ensure public safety through the safe operation of motor vehicles

**Department of Public Works (DPW)** – the District agency that conducts activities related to issuance and enforcement.

**Department of Transportation (DDOT)** – the District agency that conducts activities related to transportation, meters, and issuance.

**DESTINY** – the DMV enterprise system that supports driver requirements including permit issuance, permit control, driver records and medical review; vehicle requirements including vehicle information tracking, title issuance, registration, inspection, insurance, parking permit management, and dealer management; and other operational requirements including service via telephone, internet and mail; financial transaction processing; stop processing; material inventory management; administrative functions; and system interfaces. The ticket processing system will need to interface with DESTINY.

**Disposition** – a final decision that ends an adjudication proceeding by judgment of acquittal or dismissal or which sets the fine or penalty.

**Driver's License Number (DLN)** – a unique number that is included on each license issued to drivers by DMV's.

## **E**

**Enforcement Activity** – the booting, towing, or impoundment of eligible vehicles

**Entity** – something to which tickets, penalties, and fees are tied. An entity could be a customer or a vehicle plate.

**Escaped Boot** – an enforcement boot that a customer has illegally removed from their vehicle.

## **F**

**Fleet Program** – a program that allows organizations that own more than five vehicles, such as businesses or government agencies, to adjudicate and pay tickets all at once.

## **G**

**Group Processing** – the payment or adjudication of multiple tickets under separate vehicle plates or drivers' records.

## **H**

**Hearing** – a legal proceeding in which a customer's case is heard by an examiner in an effort to determine liability.

**Hearing Examiner** – the presiding official during a hearing.

**Hearing Record** – a document that contains a hearing examiner's decision on the liability for a ticket that was issued or associated fees.

## **I**

**Images** – visual information, such as a photo from a traffic camera or a copy of a ticket.

**Installment Payment Plan (IPP)** – a plan that allows customers who meet established criteria to pay their tickets off in increments rather than all at once.

## **L**

**Lockbox** – where customers send their payment for tickets. The lockbox will need to interface with the ticket processing system.

**Low Number Tag** – a District license plate that has a plate number between 1 and 1250. These plates are issued to associates of the mayor and City Council members.

**LPRS** – License Plate Recognition System, used to detect stolen and wanted vehicles

## **M**

**Meter Check** – a service performed where DDOT checks the status of a meter after a customer has filed a complaint for receiving a ticket at a parking meter.

**Metropolitan Police Department (MPD)** – the primary police agency in the District of Columbia, responsible for issuing parking and moving tickets and for automated traffic enforcement, including red-light enforcement, speeding enforcement, gridlock enforcement, height restriction enforcement, and speed-on-green restriction enforcement

**Moving Tickets** – tickets that have been issued because of moving violations.

## **N**

**New Ticket** – a ticket that has been issued and has not aged to the status of an overdue ticket.

**NCIC** – National Crime Information Center, a system used for law enforcement purposes

**Nixie** – a piece of mail that arrives at an incorrect customer address and is returned to the District.

**NLETS** – National Law Enforcement Telecommunications System, which is used to obtain name and address information for vehicle registrations and driver’s licenses.

**Notice of Infraction (NOI)** – a ticket written to a vehicle or motorist in violation of DCMR Title 18 or 31 parking or moving regulations. Also referred to simply as “tickets” in this document.

## **O**

**Office of the Chief Financial Officer (OCFO)** – the District agency that prepares the city’s budget, collects receipts and payments, administers and enforces tax laws, and produces the audited statements of the city’s financial status.

**Overdue Tickets** – tickets that have not been paid within a set amount of time and have incurred penalties.

## **P**

**Parking Tickets** – tickets that have been issued to enforce parking regulations.

**Penalty** – an amount of money equal to the fine that is added to a ticket after it has become overdue.

**Photo Tickets** – a violation that is issued to a plate by a traffic camera.

**Plate Number** – the combination of numbers and letters that appears on a vehicle’s license plate.

## **Q**

**Q-Matic number** – a number that is generated for customers who are placed into a queue when they arrive at DMV centers. This number is created outside the ticket processing system, but may be manually entered into the system for identification purposes.

## **R**

**Real Time** – the instantaneous upload and update of files and information.

**Registered Out-of-State Automobile (ROSA)** – a program designed to identify and ticket vehicles that are not registered in the District but are parked overnight on District streets.

**Report** – documents or files that are created in Business Objects and are designed to include selected information from the ticket processing system.

## S

**Scofflaw** – a driver or vehicle that has accumulated multiple unsatisfied tickets.

**Seizure Activities** – booting, towing, or impounding of a vehicle

**Skeleton Record** – an entry that is created whenever the issuing officer has not submitted the real ticket and customers take actions to settle the ticket.

**Soldiers and Sailors Act** – states that members of the armed services have a valid excuse for missing adjudication hearings at DMV.

**Suspend Code** – a code that creates or stops action on a ticket.

## T

**Table** – a file that can be changed and updated, contains necessary information for various procedures, and provides information that will be populated to appropriate fields as tickets are processed.

**Template** – a standard document that is used to create an official notice that is given or sent to customers. Most templates will have fields that are populated by information in the ticket processing system.

**Tickets** – notices that are written to either customers or plates for photo, parking, or moving violations. Also referred to as Notices of Infraction (NOIs) in this document.

**Ticket Processing System** – a system for the capture, update and storage of ticket data and associated images and transactions.

**Total Amount Due** – the total monetary amount a customer owes, including tickets, penalties, and fees.

**Towing** – when a tow truck moves a vehicle from one location to another. There are two types of towing: courtesy tows and for seizure and enforcement activities.

**Traffic Adjudication Appeals Board (TAAB)** – a group of three individuals that hear and decide appeal cases.

## U

**User Acceptance Testing (UAT)** – Testing performed by the users after beta-testing by the Contractor.

## V

**Vehicle Identification Number (VIN)** – a unique number that each automobile has, used for identification purposes.

**Violation** – occurs whenever a customer acts outside District laws, such as when a driver runs a red light. Violations fall into three main categories: parking, photo enforcement, and minor moving. Ticket fines vary according to the violation.

## W

**Washington Area Law Enforcement System (WALES)** – a system developed by Metropolitan Police Department as a front-end to NCIC and NLETS to maintain all of the District’s arrest and criminal history information, provide access to gun and property registrations.

**C.4 BACKGROUND (Current Ticket Processing System)**

**C.4.1** Tickets, including but not limited to parking, moving, and photo-enforced violations, are issued by DPW, MPD, DDOT and more than 20 other District and federal agencies in the District of Columbia. Notices of Infractions (NOIs, i.e. tickets) are issued to motorists and to the registered owners of vehicles in violation of District traffic laws and regulations. These laws and regulations are promulgated to optimize traffic flow, ensure adequate short-term parking in commercial areas, protect residential parking access, and promote safe driving behavior.

**C.4.2 TICKET TOTALS FOR FY 2006, 2007, 2008, 2009, and 2010**

**C.4.2.1** The District of Columbia issues more than 2 million citations annually. Table - “Ticket Totals for FY 2006, 2007, 2008, 2009, and 2010” shows the number of tickets written by type and fiscal year. The purpose of including table C.4.1.1, showing the number of tickets issued by Fiscal Year, is to enable the Contractors to adequately size their development efforts in their responses.

<b>FISCAL YEAR</b>	<b>2006</b>	<b>2007</b>	<b>2008</b>	<b>2009</b>	<b>2010 through July 2010</b>
MOVING VIOLATIONS	103,231	102,627	112,029	103,172	110,520
PARKING VIOLATIONS	1,668,577	1,623,194	1,687,284	1,759,657	1,433,881
PHOTO ENFORCED VIOLATIONS	663,192	403,856	408,461	646,173	528,658
<b>TOTAL</b>	<b>2,435,000</b>	<b>2,129,677</b>	<b>2,210,774</b>	<b>2,509,002</b>	<b>2,073,059</b>

**C.4.3** For non-photo enforced violations, the ticket is considered issued when it is written and placed on a vehicle or handed to the motorist. For photo-enforced violations, the ticket is considered issued when it is mailed to the registered owner of the vehicle cited for the violation. The back of non-photo enforced violations details the options available to the recipient, which are to pay or request adjudication, with all applicable deadlines. The mailed notice for photo-enforced violations contains the same information. A name and address are captured by the issuing officer for moving violations at the time the ticket is issued. The address of record is obtained from the home state DMV shortly after issuance for parking and prior to issuance for photo-enforced tickets.

**C.4.4** The system will track the payment and aging of tickets. The issuing officer has fifteen calendar days after the ticket is written to submit a ticket for processing. An additional

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

five calendar days are allowed for weekends, holidays, and processing time. Photo-enforced violations must be mailed by the twenty-fifth calendar day following the violation capture. The mail date constitutes the issue date for photo enforced violations. Any parking or moving ticket that is not posted to the ticket processing system within twenty calendar days and any photo-enforced violation that is not mailed and updated within twenty-five calendar days to the ticket processing system is dismissed by the District after it updates. If a transaction occurs, such as a payment or a hearing request, prior to the ticket posting late to the ticket processing system or being mailed in a timely manner, the District dismisses the ticket based on the transaction date plus twenty calendar days.

- C.4.5** Once the ticket is issued, which is considered day zero, the recipient has 30 calendar days to pay the ticket without a penalty. On the 31st calendar day, the amount of the ticket fine is doubled. Depending on the type of ticket, a notice is mailed to vehicle owner(s) or driver before the 50th calendar day advising them that a penalty has been applied and reminding them that they have up to 60 calendar days from the ticket issue date to answer the ticket, by either paying the full amount due or requesting adjudication. Failure to do so may result in the loss of their right to a hearing.
- C.4.6** On the 61st calendar day following issuance, if the ticket has not been answered, the vehicle owner or operator is deemed to have admitted the violation. A second notice is mailed notifying the vehicle owner or operator of their status. For parking violations, an additional \$5 penalty is added to the ticket. Vehicle-based tickets become boot eligible. If the 61st calendar day has passed, the vehicle owner or operator may no longer request a hearing without filing a motion to vacate default judgment (hereafter referred to as “motion”) that explains why the ticket wasn’t answered within the 60-calendar-day period following issuance. If this motion is granted by the hearing examiner, adjudication is possible only for an additional 60 calendar days following the deemed liable finding. If the ticket remains unanswered for more than 120 calendar days after issuance, it is assigned to a collection agency.
- C.4.7** Customers may request adjudication in person, by mail, on the Internet, or by cell phone. The options are to have a scheduled in-person hearing (which is limited to cases that require the issuing officer to be present and photo-enforced violations), to have a walk-in hearing (limited to parking tickets), or to submit mail adjudication. When the customer has an in-person hearing, the DMV Hearing Examiner listens to the testimony of the customer and the issuing officer (if required to attend), reviews the citation and associated images, audio, and video along with any evidence presented, and determines liability based on the testimony and evidence. The Hearing Examiner enters their findings into the ticket processing system and produces a Hearing Record detailing the results of the hearing, including any amount due.
- C.4.8** For mail adjudication, Hearing Examiners review the documents submitted by the recipient and the citation and associated images, audio, and video through the system, and make a decision. The Hearing Examiner may select a boilerplate hearing record

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

containing District traffic laws and regulations or generate a customized hearing record. A Hearing Record is mailed to the customer detailing their findings.

- C.4.9** Customers may have up to 15 calendar days after the Hearing Examiner's decision is rendered for an in-person hearing, or up to 18 calendar days following the mail date of the outgoing Hearing Record for a mail adjudication hearing, to request an appeal of the hearing. If the customer meets the requirements for an appeal, which includes paying the ticket fine and appeal fees, the ticket is reviewed by an Appeals Board and the original decision is upheld or reversed. If the customer wishes to contest the decision of the Appeals Board, they must submit an application to appeal to the DC Superior Court. If ticket(s) remain unpaid following adjudication, a notice is sent and if the ticket remains unanswered, it is turned over to collections.
- C.4.10** The TASS system will process payments and update ticket records that result from in-person, Web, and phone transactions. Mail payments are directed to a post office box and are then processed by the District's lockbox contractor via exchange of FTP'd files. Drop box payments are also handled by the lockbox contractor, as are fleet payments. Payments that are received by the ticket-processing contractor in their correspondence are applied in their office online the day they are received.
- C.4.11** In cases where customers and their tickets meet eligibility requirements established by the District, alternative options for paying tickets through TASS are offered. Customers with multiple tickets can opt to pay the tickets in installments, which the District calls the Installment Payment Plan, or IPP.
- C.4.12** Group processing allows the registered owner of several vehicles to pay all the tickets issued to multiple vehicles in one payment. Also, organizations that own five or more vehicles may enroll in the District's Fleet Program, which allows fleet organizations to manage and review tickets, pay tickets, or request adjudication hearings.
- C.4.13** The Contractor should keep in mind that various District agencies have a stake in ticket processing. Several agencies issue tickets and require their officers to attend hearings on tickets they have issued. These agencies are also responsible for maintaining their own ticketing equipment, such as traffic cameras, handheld ticketing devices, parking meters, and license plate recognition systems. This equipment may generate photo, audio, or video files that will be included in the ticket record as appropriate.
- C.4.14** Many federal government agencies will also be affected because they issue tickets and are responsible for attending hearings. Therefore, methods of sharing information with other agencies are crucial to the District's success with ticket processing. Interfaces with dozens of agencies shall be established and maintained, and agencies will need updated information and possibly training whenever the District changes its rules or policies.
- C.4.15** For example, the system exchanges information with DPW crews that are patrolling District neighborhoods for vehicles that have violated the District's traffic laws and regulations and are eligible for enforcement (booting and towing) actions. These

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

exchanges involve real-time and/or batch data transfers and alert ticket-issuing agencies when vehicles are eligible for enforcement and send information to the system when enforcement actions have been taken. In some circumstances, vehicles may be exempted from enforcement activities. These include, but are not limited to, registered out-of-state (ROSA) vehicles, vehicles registered to customers who have filed for bankruptcy, vehicles registered to customers who are enrolled in an installment payment plan, and fleet vehicles that are enrolled in the District's multi-vehicle registration program.

**C.4.16** Because of the District's unique geography and jurisdictional characteristics, the District's DMV is unusual in that it not only issues licenses, registrations, and permits, as is common for most motor vehicle departments in the United States, but also adjudicates tickets and collects payments. The TASS system for the District needs to be more encompassing than ticket processing systems for other states because of its additional functions with court services and collections.

**C.4.17** The District's ticketing functions require access to data and control over information that is populated into ticket and customer records. To maximize server space, the District has the ability to archive tickets that have aged past an established date. Also, District personnel can run reports through Business Objects to conduct analysis of selected data. In addition, authorized District personnel can make changes to various tables, including but not limited to the disposition, violation, and suspend tables, which affect the ticket record.

**C.4.18** The District also strives to make interactions with its customers as efficient and convenient as possible. In addition to conducting transactions in person, by mail, by regular phone, cell phone, and by Internet, customers have the option of creating an online account that allows them to view their ticket records and may allow them to perform various actions, including but not limited to paying tickets and scheduling hearings, and receiving alerts and announcements from the District via email.

**C.4.19** All subsections that are underlined and begin with the phrase "The Contractor shall..." and "the system shall..." are a summary of the tasks the Contractor must perform in order to demonstrate its ability to provide a dependable, current, and innovative ticket processing system. This refers to all tasks within a subsection. The Contractor may not be able to specifically demonstrate its capability to perform the action requested by the District; in these instances, the Contractor may provide an example of a similar process that it can perform and adapt to the District's needs.

**C.4.20** In the past ticket processing services have included a wide variety of activities including call center, lockbox, data entry, back office, scanning, and collections. At the same time the system has evolved from the automation of tickets to a management information system that is as much focused on adjudication as on the capture and payment of tickets. The past contract pricing model was based on a unit cost per ticket processed as the automation of tickets was the primary focus of the system. That pricing model is no longer relevant. System needs, the constant stream of changes, and strong focus on the adjudication process has moved the system into the realm of a centralized information

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

application. Consequently, the pricing model has evolved into a fixed price for system development and implementation and an annual maintenance cost for the duration of the contract. The system will be owned by the District of Columbia, housed within the District of Columbia infrastructure and network architecture, and supported by the District of Columbia Office of the Chief Technology Officer. Based on the constant stream of changes originating from legislative and operational needs, the contract also includes a stabilization period and subsequent maintenance supported by full-time, on-site contract staff capable of making system changes including database changes.

**C.4.21** System development and implementation includes but is not limited to design, development, training, documentation, and implementation. It is not desired that the system be implemented in phases. The District has had difficulty in the past with systems that were implemented piece-meal with the result that some needs and issues were not identified for one functionality until another functionality was developed. This leads to issues regarding original design versus scope changes, a situation counterproductive to the efficient delivery of operations as well as relations between the Contractor and the District. It is understood, however, that few systems are ever implemented with all requirements fully and accurately identified and implemented. Systems, especially the District's systems, also change frequently resulting in an on-going cycle of design, development and implementation. This is especially valid for the first two to three years of implementation.

**C.4.22** The pricing structure should take into consideration the support staffing needs for stabilization for the first two base years and then the diminishing support staffing needs as the final (at that time) identified changes are implemented in the third base year. The pricing structure also includes optional support staff for the two option years to ensure development and implementation of any new enhancements and continued stabilization of the system.

**C.4.23** One responsibility of the implementation and support staff shall be the training of the current OCTO staff that supports the DESTINY application, the District's driver licensing and vehicle registration system. The new ticket system and DESTINY shall not only need to be fully integrated for purposes such as consolidated noticing and delivery of customer master accounts of all the transactions, but also for current OCTO staff to supplement the implementation efforts and support ongoing operations and maintenance once the system is operational.

**C.4.24** The Contractor's support staff should have the technical and programming skills necessary to make program and database changes. The staff should have expert knowledge of developing and managing reports and special studies. Critical operational requirements not specifically addressed in the RFP and arising during the stabilization period will be accomplished by this support staff. The system shall be structured such that the support staff is fully independent of the need for any additional resources from the Contractor. For example, program changes shall not be dependent upon a database administrator who is not on the support staff. The exception would be network issues.

Network problems should seldom occur due to the redundancy and no single point of failure requirement.

## **C.5 TICKET ISSUANCE**

### **C.5.1 Use Cases (for Contractor informational purposes only)**

**C.5.1.1** Citizen A was issued a Notice of Infraction for not stopping at a stop sign. The Metropolitan Police Department officer who issued the ticket entered his driver's license and vehicle plate number and ancillary data, such as name and address, into a handheld device. The officer also entered the type of violation that occurred and where it occurred. This information was saved in the device to be uploaded to the District's ticket processing system and the officer printed a copy of the ticket for the violator from his handheld device.

**C.5.1.2** A U.S. Park Police officer saw a car parked illegally near the Lincoln Memorial. This officer did not have a handheld device, so she issued a handwritten ticket. The information on the ticket included the time and date of the violation, the location, vehicle's plate number, and the make and model of the vehicle. The officer left a copy of the ticket on the car, and she submitted the ticket for transmittal to OCTO within 15 calendar days when she returned to headquarters.

**C.5.1.3** Citizen B was speeding through the 3<sup>rd</sup> Street Tunnel on Interstate 395 when a speed enforcement camera took a picture of his vehicle and license plate and clocked his speed at 12 miles per hour over the speed limit. A week later, he received a Notice of Infraction for this violation in the mail. The notice included the location and nature of the violation, pictures of his car and license plate, speed at the time of the violation, and the fine that he owes.

### **C.5.2 Overview (for Contractor informational purposes only)**

**C.5.2.1** Parking and minor moving tickets are issued to provide deterrents to unsafe driving behaviors, create parking turnover, and clear hazards created by parked vehicles in the District. More than 30 agencies can issue tickets in the District. Along with the Department of Public Works and the Metropolitan Police Department, some of these agencies include DDOT, DCTC, the U.S. Park Police, U.S. Capitol Police, and the U.S. Secret Service.

**C.5.2.2** The District uses three types of tickets:

**C.5.2.2.1** Hand written tickets, which are issued by officers from various local and federal law enforcement agencies in the District.

**C.5.2.2.2** Handheld tickets, which are issued with the use of electronic devices by officers from various local and federal law enforcement agencies in the District. Handheld

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

tickets may be uploaded in batch or generated real-time with a wireless interface. Handheld tickets may also include one or more photos that may be uploaded in batch or generated real-time with a wireless interface. It should also be noted that the system will be fully PDA or cell phone-integrated. Tickets may be written on a hand-held device that is a cell phone which sends the ticket information to a separate printer in the possession of the ticket enforcement officer. This would also allow for the inclusion of photos and all other capabilities provided in the hand-held devices. (NOTE: Cell phones serve a dual purpose in that citizens may also use them to access the system to pay tickets.)

**C.5.2.2.3** Photo-enforced tickets, which are issued when a photograph is taken of a violation from a traffic camera and sent via the mail to the registered owners of the vehicle involved in the violation. Photo-enforced tickets may contain an video file as well as a standard photo of the violation.

**C.5.2.3** The District wants to make the transfer of data from these various agencies as smooth and efficient as possible. Handheld devices have helped in this regard, and the District plans to make handheld ticketing devices a tool for more ticket-issuing agencies, not just DPW and MPD. Not all issuing officers currently have handheld devices. Any tickets that are written manually must be entered into the system by a data-entry person, with edits and double-blind entry to ensure the highest level of accuracy.

**C.5.2.4** Photo tickets' data, images, and video are uploaded from agencies including but not limited to MPD and DPW via electronic and wireless interfaces.

**C.5.2.5** Because officers write warning tickets or can void tickets after they have been written, the system makes a record of these transactions but does not apply fines, penalties, or other transactions to them. District employees can create "skeleton tickets" in the system if a customer appears to settle the ticket but the issuing officer has not yet submitted the government's copy of the ticket for upload to the system. District employees also need to correct data that was entered into the system erroneously such as the customer's address.

**C.5.2.6** Although it does not issue tickets, DMV has the responsibility for adjudicating tickets and collecting the fines, penalties, and fees associated with the tickets. Accurate tickets must be issued and violation processing operations must be timely and sensitive to the needs of the District and the public.

**C.5.3 Desired Outcomes (for Contractor informational purposes only)**

**C.5.3.1** The District needs a system that facilitates the capture of data from multiple ticket-issuing agencies and transfers data from District databases to the field, and vice versa, in real time or batch. The system must accept data from mobile enforcement wireless devices and from photo enforcement systems. This would include transfer of data from the system in batch or real-time mode.

**C.5.3.2** Because warning tickets or other tickets may be voided after they have been written, the system makes a record of these transactions but does not apply fines, penalties, or dispositions to them. The system shall enable the District to determine if a warning or void tickets is updated to a tag or license record or if it is stored separately.

**C.5.3.3** The Contractor provides data-entry services for handwritten tickets as described in Section C.38 Back Office and Administrative Support Services.

#### **C.5.4 Requirements (CLIN0001)**

##### **C.5.4.1 Issuing Tickets**

**C.5.4.1.1** The system shall have the capability to upload tickets and photo, audio, and video files from handheld devices if the handheld device is not wireless.

**C.5.4.1.2** If the tag is a DC registered vehicle, information shall be obtained from Destiny to populate the ticket record including but not limited to owner(s) name(s) and address. Note that both the primary and secondary owners' information shall be maintained in the ticket record if there are two owners identified for that vehicle in Destiny. Non-DC tag or driver license records shall be accessible for law-enforcement purposes through NLETS.

**C.5.4.1.3** If the handheld device is wireless, the tag number shall be sent from the handheld device by the issuing officer to obtain information from Destiny including but not limited to:

**C.5.4.1.3.1** Insurance expiration date, if insurance has expired.

**C.5.4.1.3.2** Zip code of the owner

**C.5.4.1.3.3** Make, model and color of the vehicle

**C.5.4.1.4** The system shall enable authorized employees to enter information from handwritten tickets and to allow users to access this information.

**C.5.4.1.5** For each ticket that is issued, the system shall create a ticket record that shall contain information populated from the issuing officer's handheld device and from Destiny.

**C.5.4.1.6** The system shall display information about the violation including but not limited to ticket number, status, date and time issued, violation, make and model of car, location of violation, fine amount, penalties, and total amount due.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.5.4.1.7** The system shall also include an image icon on the screen for the ticket record if any images, audio, and video related to the violation are available for viewing.

**C.5.4.1.8** Tickets for moving violations shall be associated with a driver's license record or a person's record if no driver's license is available, such as for a bicycle or pedestrian violation. Tickets for parking violations shall be associated with a vehicle plate number or a vehicle record (using a vehicle identification number) if no license plate is available, such as for no plate violations. The system shall facilitate the identification and validation of these records to ensure they are captured to the correct owner record.

**C.5.4.2 Data Integrity and Security**

**C.5.4.2.1** The system shall ensure that data will be uploaded accurately from handheld and mobile enforcement devices and that all fields from the handheld device will correctly populate the corresponding fields in the system. Ticket information may come from other agency systems via an electronic interface, either in batch or in real time mode.

**C.5.4.2.2** The system shall match tickets issued by handheld devices against a database, such as DESTINY, to acquire the registered owner's name and address.

**C.5.4.2.3** The system shall receive information from handheld devices when these devices are in the field and use a wireless connection to access networks and databases that can safely transmit information to the system.

**C.5.4.2.4** The system shall receive all ticket information from mobile enforcement devices via electronic upload by an interface with ticket-issuing agency devices and the system in batch or real-time mode.

**C.5.4.2.5** The system shall populate all the data that was entered via mobile enforcement devices, data entry from handwritten tickets, or traffic cameras to the correct fields within the system, so the proper information is in the proper place when accessed by the District employees.

**C.5.4.3 Handwritten Tickets**

**C.5.4.3.1** Handwritten tickets have information including but not limited to: time, date, and location of the violation; plate number and state; make, model, and color of the vehicle; officer badge number; issuing agency; and the type of violation that occurred.

**C.5.4.3.2** Issuing officers have 15 calendar days (unless the 15th day falls on a Saturday, Sunday, or official holiday) after the issuance of a ticket to submit the ticket to OCTO for entry into the system.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.5.4.3.3** If the ticket is not entered into the system within 20 calendar days of the issuance date, the system shall include the ticket on a report for dismissal. Upon approval by the District, the tickets shall be dismissed using a District-specified dismissal code.

**C.5.4.3.4** The Contractor shall record the date when handwritten tickets are received and entered into the system.

**C.5.4.3.5** The Contractor shall provide data entry personnel to enter handwritten tickets into the system.

**C.5.4.3.6** The Contractor shall require double-blind entry of all handwritten tickets to detect discrepancies, and any discrepancies shall be reviewed and corrected by a supervisor.

**C.5.4.4 Updating Tickets From Handheld Devices**

**C.5.4.4.1** The system shall have the ability to receive uploaded ticket information from ticket-issuing agencies via an electronic interface, either in batch mode when the unit is docked if the unit is not equipped with wireless communications or in real-time if the unit has wireless communications. The ticket shall update to the ticket database, after DC-registered tickets are verified, as soon as it is received, whether in batch or real-time from the handheld unit.

**C.5.4.4.2** The system shall receive from the mobile enforcement devices information including but not limited to time, date, and location of the violation; plate number and state; make, model, and color of the vehicle; officer badge number; issuing agency; and the type of violation that occurred; captured images (up to four per violation), and comments.

**C.5.4.4.3** The system shall automatically populate information from mobile enforcement devices or batch files to their corresponding data fields on the ticket record, including but not limited to the date and time of the violation and the issuing officer's badge or CAD number.

**C.5.4.4.4** When a mobile enforcement device is placed in its cradle after the shift of an issuing officer, the system shall receive all information from all tickets written during that shift via electronic upload through a batch interface.

**C.5.4.5 Photo Enforcement Violations**

**C.5.4.5.1** The system shall possess the ability to capture information, violation images, video, and ticket images via interface from photo enforcement activities.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.5.4.5.2** The system shall require photo enforcement tickets to have information including but not limited to:

**C.5.4.5.2.1** Time, date, and location of the violation; plate number and state; make of the vehicle; issuing agency; and the type of violation that occurred.

**C.5.4.5.2.2** The system shall automatically populate information from photo enforcement tickets to their corresponding data fields on the ticket record, including but not limited to the date and time and location of the violation.

**C.5.4.5.2.3** The images and video shall be viewable using an icon on any screen in the ticket system. The video player shall include the ability to view in real-time, slow motion, stop motion, rewind, and fast forward, controllable by the user.

**C.5.4.6 Multiple Issuing Agencies**

**C.5.4.6.1** The system shall be able to accommodate issuing officers from many agencies to issue tickets by using a handheld device, sending handwritten tickets to the Contractor's back office and administrative group for manual entry into the system, or by enabling issuance of photo enforcement tickets.

**C.5.4.6.2** The system shall enable issuing officers to input an officer CAD number or a badge number (as a unique issuing officer identifier) each time they login to a handheld device.

**C.5.4.6.3** The system shall accommodate different issuing agencies and be able to provide reporting and activities based on an agency or group of agencies.

**C.5.4.7 Citation Corrections**

**C.5.4.7.1** The system shall allow authorized users to correct erroneous data and to type in the correct information and update the file to reflect the new information. For example, a District employee could correct a registered owner's street address when she appears at Adjudication Services to contest a ticket. All of the changed data shall be viewable online, including the person who changed it and the date and time the change was made. A reason for the change shall be required of the person entering the change and shall be used for audit purposes.

**C.5.4.7.2** Any corrections that are made to data elements mutually shared by TASS and Destiny such as owner's address shall be automatically updated in one system when changes are made to the other system to ensure shared data elements are always in synch.

**C.5.4.7.3** The system shall have the ability to compare the TASS and Destiny databases at a frequency to be identified by the District during the design phase (e.g., weekly, monthly). A method shall be agreed upon during the design phase to identify

records that are found to be out of synch during this comparison process and how to 'fix' them. Unless specified otherwise by the District during the design phase, the administrative and back office support group shall handle resolution of out of synch records.

**C.5.4.8 After Issuance Voids and Warning Tickets**

**C.5.4.8.1** The system shall provide issuing agencies the opportunity to void a ticket before it is entered into the system. The system shall allow authorized persons to submit an online request to void a ticket to the District. The system shall record the date and time the request was made, the requestor's name and agency, and the reason for the request. The system shall generate a weekly void report to the Chief Hearing Examiner for approval.

**C.5.4.8.2** A warning non-photo-enforced moving ticket shall be entered if received from an authorized person from the issuing agency. These shall be viewable only by a selected group of users, determined by the District. Warning ROSA and photo-enforced tickets shall be entered and viewable online by all users.

**C.5.4.8.3** The system shall create a record for voided and warning tickets, which do not carry fines or any penalties, and the voided or warning ticket shall be updated to the tag or DLN record, as determined by the District.

**C.5.4.9 Skeleton Tickets and Records**

**C.5.4.9.1** The system shall enable users to create a "skeleton ticket" that will hold the place in the database of the actual ticket so a customer can schedule a hearing or pay the ticket before a ticket-issuing officer submits a ticket for entry into the system. The system shall use 'drop down' menus whenever possible to facilitate data entry including but not limited to violation code.

**C.5.4.9.2** Similar to tickets, if a customer attempts to pay a boot or tow fee and eligible tickets before information on the boot or tow has been sent to the system by DPW, the system shall enable users to create a "skeleton" boot or tow record.

**C.5.4.9.3** The system shall enable authorized employees to add a ticket and enter all of the requested data elements that will allow the system to track which ticket writers have not submitted tickets in a timely manner, by badge and/or CAD number and issuing agency. This includes but is not limited to the ticket number, issue date and time, violation code and fine, and issuing officer data. The skeleton ticket shall be added to an existing tag or DLN and if one does not exist in the system, the tag or DLN record shall be created with the associated ticket. Adding a boot or tow skeleton record shall also be tied to either an existing tag or the system shall ensure that one is created with the seizure record. At no time shall a ticket or ticket transaction be able to be entered that is not associated with a tag or DLN or a person.

**C.5.4.9.4** When the actual ticket is entered into the system, the system shall merge the skeleton ticket with the citation and any transaction data and create a single ticket record with all issuance and processing data for the ticket number.

**C.5.4.9.5** The system shall include all skeleton tickets processed on a daily report.

**C.5.4.9.6** The system shall generate a follow-up report 20 calendar days after the add date or the transaction date for any type of transaction on a ticket, such as a suspend or scheduled hearing, if the actual ticket still has not been updated to the database. These records shall be included on a dismissal report that will be reviewed by DMV for dismissal upon approval.

**C.5.4.10 Synchronization/Linking With Destiny**

**C.5.4.10.1** When a ticket is issued on a DC-registered vehicle, TASS must query Destiny for a match on the tag or driver license number and obtain the master account number that links that ticket to the associated Destiny records. Changes of certain data elements that occur in TASS will be updated real-time in Destiny and vice versa. Data changes shall be maintained in both systems for historical reference purposes. These data elements shall include but not be limited to customer's address and vehicle owners. If the vehicle, for example, is sold and new DC tags issued, new tickets shall be associated with the new record via the master account number for the new owner. If a person buys a new car and transfers their tags from the old to the new car, the Destiny transaction shall automatically update TASS. TASS shall associate the new vehicle with that tag number. Consequently, tags may be associated with multiple vehicles; however, not at the same time. By capturing the Destiny master account number, all tickets associated with various tags can be associated with the primary and secondary owners in TASS. Non-DC tags shall also have a master record created in TASS with information obtained from the home-state DMV.

**C.5.4.10.2** When a DC tag is found in Destiny, information returned shall include but not be limited to expiration date (if expired or surrendered), insurance date (if expired), or if the tag does not exist in Destiny.

**C.5.4.10.3** Maintaining controls for the person responsible for tickets must include logic to handle the District's program for low number, personalized and organizational tags. The same low tag number (1 through 1250) can be issued to one person for one year and then given to a different person for the next year. Destiny maintains the effective dates for the tag number. When tickets are matched to Destiny to obtain the master account number, the date of tag issuance and expiration should be considered to ensure tickets are assigned to the person with the tag at the date the ticket was issued or for the violation date for photo enforcement tickets.

- C.5.4.10.4** Tickets and records in TASS and driver and vehicle records in Destiny are linked in many ways. One critical relationship is the Clean Hands requirement that no person obtain a government service if they have outstanding fees or fines to the District of Columbia. In this case the service involves the ability to obtain or renew driver licenses and ID cards to register and renew vehicles. If a person has an outstanding ticket which has not been paid in TASS, a real-time update occurs between TASS and Destiny to put a “stop” on the Destiny records associated with the person in question. Conversely, if the person pays the tickets through Destiny so they can renew their registration, for example, a real-time update occurs between Destiny and TASS to note the ticket payment and update the appropriate ticket records.
- C.5.4.10.5** If a person meets the criteria for obtaining a ticket payment plan (IPP) and pays the appropriate fees, fines, and IPP down payment, TASS notifies Destiny in real-time of the IPP and the beginning and ending date of the payment plan. This removes any stops in Destiny and allows the person to obtain driver, ID card, or vehicle services. If the person pays off their IPP, a real-time notification is sent to Destiny that the IPP is satisfied and the date and time this occurred. If the person does not pay off their IPP within the six months’ period, Destiny will automatically send a letter or pending suspension to the person in question.
- C.5.4.10.6** It is very important that the link between tickets and the associated Destiny record be maintained and updated as necessary. To ensure this occurs, a program will be run weekly to ensure all ticket records have a corresponding matching account number in Destiny that includes but is not limited to name and address and VIN. More information on the TASS/Destiny interface is found in the section on Interfaces.

## **C.6 TICKET LIFE CYCLE**

### **C.6.1 Use Case (for Contractor informational purposes only)**

- C.6.1.1** Citizen C received a parking ticket for rush hour violation on April 1<sup>st</sup>. She was scheduled to travel to Europe the next day and planned to address it upon her return two weeks later. The trip was extended until May 2<sup>nd</sup>. By May 2<sup>nd</sup> more than 30 calendar days had elapsed since the ticket was issued. Consequently, the \$100 fine doubled to \$200. Before she received the notice about the doubling and overdue payment, she was temporarily reassigned to Seattle, Washington. She returned to DC on June 6<sup>th</sup>. She found two notices from the District in her mail when she returned. The first notice informed her that the ticket fine had doubled. The second notice informed her that she was deemed liable for the violation because she had not requested a hearing or paid within 60 calendar days of the date the ticket was issued. The second notice also informed her that she had an additional 60 calendar days to file a motion to vacate default judgment explaining why she failed to answer the ticket within 60 calendar days. Her motion must be received by the District within 120 calendar days of the ticket issue date.

## **C.6.2 Overview (for Contractor informational purposes only)**

**C.6.2.1** City Council has established timelines for answering tickets in the District of Columbia. There are specific penalties and repercussions for not responding within the established timelines including but not limited to doubling the fine after 30 calendar days.

**C.6.2.2** The system must manage the treatment of tickets in accordance with the District-defined requirements including but not limited to sending notices to customers, increasing the fine amount, and recording all actions pertinent to the life cycle of the ticket.

## **C.6.3 Requirements (CLIN0002)**

**C.6.3.1** When the system migrates ticket records from the old system, it should ensure the status is accurate including but not limited to noticing dates and fee amounts.

**C.6.3.2** The system shall capture ticket data required to manage the ticket life cycle including but not limited to date, time, violation, and fine amount in all associated transactions.

**C.6.3.3** The system shall apply penalties and automatic dispositions such as deemed liable at appropriate intervals.

**C.6.3.4** The system shall generate appropriate notices at predefined intervals.

**C.6.3.5** Disposition codes, rules and logic defined during the design phase will be used to determine status including but not limited to eligibility for hearings, assignment to collections and enforcement and seizure actions.

## **C.7 HANDHELDS**

### **C.7.1 Use Case (for Contractor informational purposes only)**

**C.7.1.1** Citizen D's vehicle received a parking ticket from the Department of Public Works for being parked at an expired meter. The parking officer typed the vehicle information into an electronic handheld device. When she was finished entering the information, the officer printed a paper copy of the ticket and placed it on the windshield. At the moment that the tag was captured, the handheld system matched the tag against several locally stored files, including boot eligible and stolen/wanted databases. The citizen had reported her vehicle stolen the week before. A wireless email alert was sent to the MPD Stolen Auto Unit and her vehicle was recovered within an hour of the ticket being issued. Because the ticket writer was from a non-police agency, the software worked in silent mode.

The ticket issued to the vehicle was voided after the stolen confirmation was entered in the ticket system by the Auto Theft Unit.

**C.7.1.2** Citizen E was pulled over later that evening by a Metropolitan Police officer for driving the wrong way down a one-way street. The officer used a barcode reader to capture the driver's license and vehicle information in a handheld device. An alert appeared that informed the officer that the vehicle was stolen. However, a ticket was issued to the driver and the issuing officer called for assistance to help with questioning him and investigating the status of the stolen vehicle.

**C.7.1.3** A Taxicab Commission inspector was ticketing a cab for parking more than five feet from a taxicab stand. He noticed that the driver's "face" (the Hack license) did not match the driver's license photograph. He wrote a second ticket for Unlicensed Hacker. The inspector used his handheld device to take photographs of the vehicle's position and the driver. These photographs will be matched to the ticket and will be available to hearing examiners in any adjudication hearings.

## **C.7.2 Overview (for Contractor informational purposes only)**

**C.7.2.1** The issuance of traffic tickets is increasingly done with handheld devices. These devices help facilitate the ticket issuing process by eliminating hand writing, populating some of the ticket information for the officers, and transferring data to a central database quickly. The use of handheld devices decrease the time it takes to issue a ticket and reduces the number of people who drive away before the officer can complete the ticket issuance. However, not every agency has switched to the use of handhelds, thus the Contractor must be able to support the data entry of manually written tickets.

**C.7.2.2** Handheld devices decrease the number of errors on tickets. Issuer error rates are reduced through the use of system prompts and data entry tables that guide the user through the process of issuing a ticket. With fewer mistakes on tickets, the result is fewer dismissals because of ticket errors. By using handhelds, tickets can be entered into the system quicker because data entry employees will not have to key in the information from the tickets.

**C.7.2.3** With faster data uploads, ticket submittal within the 15 calendar day requirement is assured. Same-day management reports for managers and supervisors will help improve performance and monitor errors. Units equipped with wireless modems upload their data to the ticket system and download alerts in near real time.

**C.7.2.4** Another purpose of real-time handheld devices is to identify stolen or wanted vehicles in real-time. For this function, the devices need to have the ability to obtain data from and provide information to databases such as DESTINY, Washington Area Law Enforcement System (WALES) and the National Crime Information Center (NCIC). The District has an authorized unrestricted ORI.

**C.7.2.5** The Contractor is not expected to provide any handheld and mobile devices; however, the Contractor is expected to install, support, service, train, and maintain software on any mobile enforcement equipment and handheld devices, except those belonging to DPW. The DPW devices shall be the responsibility of DPW to ensure changes are made in conjunction with changes required in the ticket processing system within the required timeframe.

**C.7.3 Desired Outcome (for Contractor informational purposes only)**

**C.7.3.1** To increase efficiency and decrease the chance for human error, parking and moving tickets are issued with handheld devices. Ticket-issuing officers enter vehicle and driver information into handhelds, which enables officers to print tickets and upload the ticket information to the District's ticket processing system, where all information populates to the appropriate fields.

**C.7.4 Requirements (CLIN0003)**

**C.7.4.1 Specification Development**

**C.7.4.1.1** The District currently has two vendor-developed handheld software systems; one for parking tickets used by DPW and one used by all other issuing agencies that handle parking and moving ticket issuance. The Contractor shall work with the District to ensure that the existing functionality of the systems is provided to any issuing agency.

**C.7.4.2 Download to Devices**

**C.7.4.2.1** The ticket processing system shall enable a variety of information to be automatically downloaded to the handheld units both in batch mode when the units are docked and in real-time wireless mode including: vehicle registration information for DC residents from DESTINY and for Non-DC residents from WALES or NLETS; stolen and wanted vehicle information including tag and VIN from MPD; residential parking permit (RPP) data from the District to validate the tag and the permit; the infraction table with correct violation codes, descriptions, and fines from the system; meter data, including the meter numbers, location, time limit, and rates, and maintenance information from the DDOT Meter System; handicapped placard data from the District to validate the permit number and tag; VIN from the District to capture ownership and vehicle make and model if the tags are missing; ROSA and RPP sightings, warnings, tickets and exemptions; ticket numbers unique to that unit for issuance; badge table data for issuing officers from the system, with name, badge and CAD and unit; and boot and tow eligibility, including the number and amount of open tickets, heavy hitter status, and aged boot status from the system.

**C.7.4.2.2** Handshakes shall be used to ensure that all of the ticket and other data is successfully downloaded to the devices. Reporting on the success or failure (and

resolution) of the data transfer shall be available to authorized users following each transmission.

**C.7.4.3 Upload from Devices**

**C.7.4.3.1** The system shall upload all ticket information and associated images from handheld devices at the end of each shift when the officer places the handheld devices in its cradle, if the unit is not equipped with wireless communications.

**C.7.4.3.2** Handshakes shall be used to ensure that all of the ticket and other data is successfully downloaded to the devices. Reporting on the success or failure (and resolution) of the data transfer shall be available to authorized users following each transmission.

**C.7.4.4 Wireless Data Exchange**

**C.7.4.4.1** Initially, some agencies will have wireless capability and will interface in real-time with the ticket system. If the unit has wireless, the ticket data and images shall be updated to the ticket system database in near real-time after the ticket is issued. The system shall have the capability to handle real-time transactions. As more devices are brought online, the system shall be scalable and be able to handle the increased real-time traffic. Furthermore, cell phones with Internet access shall have the same ability to interface and exchange data for ticket issuance, record retrieval, etc. as hand-held devices.

**C.7.4.4.2** Handshakes shall be used to ensure that all of the transmitted real-time data is successfully communicated to the devices. Reporting on the success or failure (and resolution) of the data transfer shall be available to authorized users.

**C.7.4.4.3** The system shall use scanline reading technology with tickets issued from handheld devices for capturing, reporting, and payment purposes.

**C.7.4.5 Stolen/Wanted Vehicle Process**

**C.7.4.5.1** The application shall verify all license plates against the MPD stolen vehicle file through real time wireless communications or when the device is cradled. The application shall generate and constantly update a file of stolen license plates, indicating the following data fields of observed or sighted vehicles:

**C.7.4.5.1.1** License plate number or Vehicle Identification Number (VIN)

**C.7.4.5.1.2** State

**C.7.4.5.1.3** Date & Time of Violation or Observation

**C.7.4.5.1.4** Location including block number, street name and quadrant

**C.7.4.5.1.5** Ticket Number if applicable

**C.7.4.5.1.6** Make and Model of Vehicle

**C.7.4.5.2** Alerts will be channeled to MPD, but will be unknown by Parking Officers in accordance with MPD safety guidelines. Abandoned Vehicle Investigators and Tow Truck Operators will be notified of stolen tags as the alert is sent to MPD so they will know not to tow those vehicles.

**C.7.4.5.3** Any tickets issued to stolen vehicles shall be included on a report or screen for review by MPD so they can be validated. Upon validation that the ticket should be voided because the vehicle was reported stolen at the time of issuance, the ticket processing system would void the ticket using a unique code.

**C.7.4.6 Broken Meter, Sign, and Regulations Reporting Requirements:**

**C.7.4.6.1** Data, including meter ID number, relating to malfunctioning parking meters shall be transmitted by handheld devices to or made available to the DDOT Meter Maintenance Department through the central ticket processing system.

**C.7.4.6.2** Issuing officers shall be able to report missing, unreadable, or incorrect signs and other regulations notifications based on their GPS coordinates in the devices and other captured data and images. As these records become more automated, the system shall be able to gather and provide data related to these functions in real-time.

**C.7.4.6.3** The system shall provide a means for handheld devices to perform reconciliation checks between the meter file accessed by parking enforcement personnel and meter conditions found in the field. Discrepancies shall trigger the generation of e-mails describing the discrepancy and containing the meter number and location to be sent to the manager of the DDOT meter maintenance division.

**C.7.4.7 Timed Enforcement for Overtime at Meters and in Parking Zones:**

**C.7.4.7.1** The contractor shall work with DPW, DDOT, MPD, other District agencies, and other contractors outside of this scope of work to develop solutions for sharing data and images related to vehicle time and location observations, captured through agency License Plate Recognition technology and transferred to TASS through real-time wireless connections. Data elements to be shared include:

**C.7.4.7.1.1** Observed Time – should not be able to be altered after being transferred to the ticket writing application

**C.7.4.7.1.2** License / Plate Number – should not be altered after being transferred to the ticket writing application

- C.7.4.7.1.3** Location 1 – address and GPS coordinates of the vehicle when first sighted; can be edited within the ticket writing software
- C.7.4.7.1.4** Location 2 - address and GPS coordinates of the same vehicle when sighted again within the same zone or ward; can be edited within ticket writing software
- C.7.4.7.2** These data will be made available for universal reference by enforcement officers and/or crews from multiple agencies to conduct the following timed parking enforcement operations:
  - C.7.4.7.2.1** Observed time of vehicles parked at meter space
  - C.7.4.7.2.2** Exceeded posted meter time limit as indicated on meters
  - C.7.4.7.2.3** Exceeded double the duration of posted meter time limit indicated on meters for vehicles with handicapped license plate or visibly displayed handicap placard.
  - C.7.4.7.2.4** Overtime Time Limit Sign (TLS) Application Requirements:
  - C.7.4.7.2.5** Observed time of vehicles parked at TLS block
  - C.7.4.7.2.6** Exceeded posted time limit signs (TLS) as displayed on block street signs
  - C.7.4.7.2.7** Overtime Residential Parking Permit (RPP) Application Requirements:
  - C.7.4.7.2.8** Observed time of vehicles parked in a RPP zone space
  - C.7.4.7.2.9** Exceeded posted RPP time limit as indicated on street signs
- C.7.4.7.3** The system shall also provide display of pertinent information to officers of observed vehicles with valid RPP permit or a visitor's permit with expiration date when applicable.

## **C.8 METER INFORMATION**

### **C.8.1 Use Case (for Contractor informational purposes only)**

- C.8.1.1** Citizen F received a parking ticket for being parked at an expired meter while she was having an early dinner with friends near U Street, Northeast. She put coins into the meter, but the meter was malfunctioning and did not add the time to her parking meter. She assumed that she would not receive a parking ticket because the meter was broken. She did not report the meter as broken to the Mayor's Call Center. A ticket-issuing officer from DPW saw that the car was parked at an expired meter, so the officer issued a ticket, which included the meter number. Upon seeing the parking ticket on her windshield after she returned from dinner,

she immediately decided to contest the ticket on the grounds that the meter was broken. The next day she sent a letter to Adjudication that explained the situation to the District. The District's Contractor for ticket processing added the ticket to the queue of meter complaints. Her complaint was also sent to DDOT for a meter check. After performing the meter check, DDOT determined that the meter was broken at the time of the ticket issuance. Using this information from DDOT, the ticket-processing Contractor added the ticket to a report to the Chief Hearing Examiner that comprised tickets to be dismissed because of a meter malfunction. The Chief Hearing Examiner reviewed this report and approved the ticket dismissal, along with the dismissals of other tickets that were issued at malfunctioning meters. After this report was approved, the ticket-processing Contractor entered the appropriate dismissal disposition code. The ticket was dismissed, and the system generated a letter informing her of the dismissal.

### **C.8.2 Overview (for Contractor informational purposes only)**

**C.8.2.1** Many parking tickets are contested by customers on the basis that a parking meter malfunctioned. Without information about customer complaints and meter outages, the DMV has no access to evidence of customers' claims that meters malfunctioned at the time they received a parking ticket.

**C.8.2.2** The District prefers real-time access for TASS to the meter system, which is currently managed by DDOT. Until that is achieved, after modifications to that contract, real-time interfaces that pass data requests and returns between TASS and the DDOT meter system will be required to handle inquiries and adjudication requests.

**C.8.2.3** DDOT checks claims of meter outages as they are reported by customers. After DDOT has completed meter investigations based on customer complaints, an electronic report, which will include both tickets that should be dismissed because of meter malfunctions and tickets that should not be dismissed because meters were found to be functioning properly, will be sent to the District. All meter information will be provided for adjudication.

**C.8.2.4** The District needs up-to-date information on meter outages and repairs from DDOT. Without this data, the District may have to dismiss parking tickets if there is no evidence that meters were properly functioning when a ticket was issued. The Contractor must provide system access to the Mayor's Call Center to submit information on meter outages provided by the customer (who received a ticket for expired meter and believes the meter was broken).

### **C.8.3 Desired Outcome (for Contractor informational purposes only)**

**C.8.3.1** A real-time interface with DDOT's meter system that will transfer information about the status of meter, including but not limited to meter checks and repairs, and will enable the District to either dismiss or uphold parking meter tickets that

are contested based on information provided by DDOT. Reports on parking meters will be comprised of information supplied by DDOT, and will include but not be limited to locations, times, meter numbers, and dates of malfunctions.

#### **C.8.4 Requirements (CLIN0004)**

##### **C.8.4.1 Interface to Meter Vendor to Obtain Outage Data**

**C.8.4.1.1** The Contractor shall establish and maintain an interface with DDOT's meter system in order to provide up-to-date and accurate information on malfunctioning parking meters and meter repairs.

**C.8.4.1.2** The system shall provide information about the status of parking meters to selected District personnel.

##### **C.8.4.2 Automated Validation for Adjudication Requests**

**C.8.4.2.1** The system shall automatically request parking meter status via interface with DDOT when a parking ticket issued at a meter has been continued for meter check.

**C.8.4.2.2** When a disposition or suspend code are entered for a parking ticket, the system shall automatically check a meter's history via interface with DDOT.

**C.8.4.2.3** The system shall send a report of tickets issued at malfunctioning parking meters by email to authorized District personnel, such as the chief hearing examiner, who can review the tickets. The report shall include results of the meter checks.

**C.8.4.2.4** The system shall update ticket records with the appropriate disposition based on the approval of parking meter reports by the chief hearing examiner from the parking meter ticket report.

**C.8.4.2.5** The system shall receive real-time updates from the meter system on meter checks and repairs which are applied to the ticket record.

**C.8.4.2.6** The system shall allow District personnel to access meter information, including but not limited to, the meter rate e.g., 15 minutes per quarter and the meter period e.g., 2-hour meter, by clicking on the meter number or ticket number.

**C.8.4.2.7** The system shall enable hearing examiners to enter the meter or ticket number during hearings to get meter detail including repair information.

##### **C.8.4.3 Meter Management and Repair**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.8.4.3.1** The system shall enable users to view information, which shall be provided via interface with DDOT, on a meter's current status and repair history.
- C.8.4.3.2** For tickets issued at parking meters, the system shall display the meter number among other information related to the ticket.
- C.8.4.3.3** On the page with meter detail, the system shall display information about the meter, including but not limited to location, effective rate, date malfunctioning began, and repair date.
- C.8.4.3.4** On pages that contain meter outages or repair history, the system shall display information including but not limited to the meter's service outages, failures, spot checks, and repairs.
- C.8.4.4 Reporting**
- C.8.4.4.1** The system shall generate an electronic report of tickets issued at parking meters that shall have information including but not limited to location of the meter, time the meter was reported as malfunctioning, date reported as malfunctioning, date of latest repair, disposition code for the violation, the number of tickets issued for that meter since it began malfunctioning, the ticket numbers for tickets that were issued while the meter was malfunctioning, and the amount of fines and penalties that are owed on those tickets.
- C.8.4.4.2** The system shall also generate a daily report that lists tickets issued within 48 hours of a meter complaint.

**C.9 NAME AND ADDRESS ACQUISITION**

**C.9.1 Use Case (for Contractor informational purposes only)**

- C.9.1.1** Officer X issued a ticket with a handheld device to a driver who was driving at night without the headlights on. The driver did not have proof of registration. After capturing the driver's license information, Officer X entered the vehicle's plate number into the handheld and the device came back with a name and address and registration information via wireless interface with a national database. The device showed the name and address of the registered owner of the car, who in this case was also the driver at the time of the violation. After Officer X completed the ticket issuance, the information from his handheld was uploaded wirelessly for real-time update to the ticket system so the customer could request a hearing on the ticket or pay the fine. Information on the vehicle operator driver's license could also be retrieved and validated from NCIC or NLETS. This would ensure the latest possible address was posted on the ticket record.
- C.9.1.2** A DPW ticketing officer issued a parking ticket to a car parked at an expired meter. The officer entered the vehicle's plate into a handheld device, printed the

notice of infraction, and placed it on the vehicle's windshield. When the officer returned after her shift, she placed her handheld device in its cradle. The information from the ticket that was issued with the device was uploaded and transmitted to the District via an interface with DPW. When the information was received by the District, the system acquired the name and address of the registered owner of the parked vehicle by using national databases, such as NLETS.

## **C.9.2 Overview (for Contractor informational purposes only)**

**C.9.2.1** Whenever a ticketing officer from an agency that works within the District issues a ticket on a wireless handheld device, they are able to acquire the name and address of the driver or the registered owner of the vehicle and vehicle information via an interface with a national database of driver information. Accurate name and address acquisition is vitally important to the District because roughly three-quarters of all tickets issued in the District are issued to out-of-state vehicles.

**C.9.2.2** The District needs names and addresses to be acquired quickly, so the information can upload to the District's ticket processing system. Customers often appear at Adjudication Services the day after receiving a ticket to pay the ticket or to request a hearing to contest the ticket and citizens call the Mayor's Call Center right after a ticket is issued. If the ticket information is not uploaded, the clerk can create a skeleton ticket to allow the customer to have a hearing or make a payment. If a ticket does not contain accurate name and address information, sending notices and taking collection actions becomes more difficult.

**C.9.2.3** The District will be responsible for name and address acquisition, which it shall perform by using national databases, such as NCIC or NLETS.

## **C.9.3 Desired Outcome (for Contractor informational purposes only)**

**C.9.3.1** The District requires timely and accurate driver information and owner registration data from all 50 states, the District of Columbia, Canadian and Mexican provinces, and the US State Department, which can be attained via electronic interface with a national law enforcement database. In order to have necessary and accurate information available when a customer comes to pay or contest a ticket the first business day after a ticket is issued, name and address information obtained during ticket issuance should be uploaded to the system at the end of each officer's shift when a handheld device is placed in its cradle or in real-time if using a wireless ticket issuance unit. The name and address information that the District receives outside of the ticket issuance process should be available the next calendar day after a violation occurred and should be uploaded either in real time or at the end of each calendar day.

## **C.9.4 Requirements (CLIN0005)**

**C.9.4.1 Names and Addresses from the Fifty States, the District of Columbia, and Foreign Countries**

**C.9.4.1.1** The system shall enable the District to establish and maintain a connection to a national law enforcement database (or databases) that integrates with NLETS, DESTINY, Departments of Motor Vehicles in the 50 states and in the District of Columbia, and with the US State Department in order to obtain the names and addresses for registered vehicle primary and secondary owners or drivers.

**C.9.4.1.2** The first, middle, and last names shall be captured as separate fields from the registration where possible, to ensure that changes to the order of the name fields do not impact the system's ability to correctly maintain records associated with one individual.

**C.9.4.1.3** The Contractor shall establish the interface using the District's NCIC ORI number.

**C.9.4.2 Diplomatic Tags**

**C.9.4.2.1** The Contractor shall securely maintain an updated list of diplomatic tags from the U.S. State Department. This list shall be the reference whenever a name and address acquisition is performed on diplomatic tags.

**C.9.4.3 U.S. Government Agencies**

**C.9.4.3.1** The system shall have names and addresses for vehicles registered to U.S. Government agencies by obtaining lists of vehicles registered to government agencies.

**C.9.4.3.2** The Contractor shall be responsible for collecting the names and addresses of District government agencies and lists of agencies' registered vehicles from DESTINY.

**C.9.4.4 Returned Mail (Nixies)**

A "nixie" is mail that was sent to a customer but was returned to Contractor because the address was incorrect or the Post Office could not make the delivery. Nixies should be minimized by offering many opportunities for customers to update their name and address in the manner required by the District.

**C.9.4.4.1** The Contractor shall update the name and address for nixies by obtaining updates from various sources, including but not limited to National Change of Address and the U.S. Postal Service. If updates are not immediately available, the Contractor shall inquire again within a week of receiving the nixie.

**C.9.4.4.2** When mail is returned to the District as a nixie, the system shall capture information, including but not limited to the original mail date, the notice or correspondence type, the name and address on the nixie, the plate or permit number associated with the nixie, and the date the nixie was returned.

**C.9.4.5 Low Number DC Tags / Personalized Tags / Organizational Tags**

**C.9.4.5.1** The system shall track the registration of “Low Number Tags,” which are assigned by the Mayor and City Council. Low tags range from plate numbers 1 through 1250, and personalized and organizational tags, regardless of state of issue. These plates may be reassigned to different owners and vehicles each year. Because of this, they are more likely to become “split plates” and have multiple names or addresses tied to them.

**C.9.4.5.2** The system shall have the ability to acquire the name and address and effective and surrender dates for vehicles with these tags by accessing the DESTINY and other DMV databases.

**C.9.4.5.3** The system shall identify new tags as they are updated in DESTINY.

**C.9.4.5.4** Because these tags can be reassigned, the system shall maintain and track separate records by assignment date of the tag for multiple registered owners and vehicles that have been issued the same tag number and shall maintain records of all registered owners and vehicles that have been registered a re-issuable tag number. Only the most recent version of a tag shall be the “active” version of a tag.

**C.9.4.6 Split Plate Maintenance**

**C.9.4.7** The system shall perform regularly scheduled scans of the database to review, identify, and resolve split plates based on business rules provided by the District. For example, the system shall not create a new record when less significant changes, including but not limited to middle name or 9-digit zip code, are made to the registration record.

**C.10 INCOMING MAIL AND RESPONSES**

**C.10.1 Use Case (for Contractor informational purposes only)**

**C.10.1.1** Citizen G of the District received a photo-enforcement ticket for speeding on northbound interstate 395. When she received a NOI by mail, she did not believe the car was hers because she thought the license plate was difficult to read. She decided to contest the ticket by mail, so she wrote a letter and sent it with the NOI to the District’s post office box. Her correspondence was received by the Contractor handling the District’s ticket processing operations. Her letter and the envelope were scanned, saved as images, and indexed to the ticket. It was then placed in the appropriate workflow queue so a hearing examiner could make a

decision. A suspend code was automatically applied to the ticket and further enforcement activity was halted for an established number of days.

### **C.10.2 Overview (for Contractor informational purposes only)**

**C.10.2.1** The District receives mail from customers that covers a variety of requests, which includes mail adjudication and appeals. Some customers contest tickets and appeal decisions by mail. The Contractor will have the responsibility of scanning and indexing the correspondence and any evidence to the correct ticket and placing the correspondence in the appropriate workflow queue.

**C.10.2.2** The Contractor has the responsibility to process mail inquiries. In addition to processing mail in the appropriate workflow queue and applying suspend codes, the Contractor shall also maintain an electronic log of incoming correspondence and shall provide the District access to the log. Also, the District will approve of all content and language of outgoing correspondence before the Contractor puts it into production.

### **C.10.3 Desired Outcome (for Contractor informational purposes only)**

**C.10.3.1** To facilitate the timely processing of tickets, the Contractor's staff shall perform many actions, including but not limited to opening and reviewing all incoming mail, scanning all correspondence, and indexing it to the appropriate ticket. In accordance with the District business rules, all this must be done within 3 business days of receipt. Users can access images of incoming mail, also within 3 business days of receipt. The Contractor routes all documents that require further action to the appropriate workflow queues. The system automatically applies the appropriate suspend codes to the ticket to forestall further enforcement activity, pending review and action by the District. Pursuant to the District's business rules, the Contractor informs ticket respondents of the status of their inquiries by sending outgoing mail.

### **C.10.4 Requirements (CLIN0006)**

#### **C.10.4.1 Queue Maintenance**

**C.10.4.1.1** The Contractor shall scan and save images of incoming mail pertaining to tickets, including but not limited to tickets, letters, evidence, envelopes, and payment documents.

**C.10.4.1.2** The system shall index these images to associated tickets and shall have them available for viewing online by District users and other authorized parties. If the associated ticket isn't in TASS, the Contractor's staff shall enter a tag or driver's license record so that the images are always associated with a ticket that is on a tag or license record.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.10.4.1.3** Images shall be indexed to type, such as ticket, correspondence, payment, driver's license, so that certain categories of images can be made available or be blocked from viewing. These categories shall be determined by the District.
- C.10.4.1.4** If a customer sends a payment to the District's incoming mail P.O. box, the Contractor shall forward the payments to the District's lockbox vendor no later than the next business day.
- C.10.4.1.5** For the mail-handling process, the Contractor shall handle and process all incoming mail within 3 business days of receipt.
- C.10.4.1.6** Based upon the District's business rules, the system shall generate automated outgoing letters that will be sent to customers requesting further action on their part or providing information about their inquiry. All outgoing letters requesting additional information must be approved by the District.
- C.10.4.1.7** The system shall save and index images of all outgoing notices, along with any attachments such as tickets or photos, to their corresponding ticket records.
- C.10.4.1.8** Based upon the District's business rules, the system shall apply the appropriate suspend code to a ticket depending on which workflow queue to which the ticket is assigned. Application of suspend codes prevents adverse actions, such as booting or towing, pending review and action by the District.
- C.10.4.1.9** Where appropriate, the system shall scan correspondence into specific workflow queues that are routed to particular users for further action, including but not limited to reviewing mail adjudication or scheduling hearings.
- C.10.4.1.10** The system shall organize documents in the queues by the date they were received and shall display the number of items in the queue and the date of the oldest item in the queue.
- C.10.4.1.11** The system shall perform a nightly sweep of the queues for documents that have been imaged and added to the workflow or otherwise moved to appropriate queues based on daily activities and as directed by the District.
- C.10.4.1.12** During the sweep, the system shall confirm that paid tickets have been removed from queues, that letters have been sent when appropriate, and that tickets have been reassigned to queues when necessary. Tickets in the queues will be handled in accordance with the District business rules including but not limited to removal of paid tickets, generation of outgoing correspondence and queue reassignments.
- C.10.4.1.13** In the event of deficient images that are caused by equipment malfunction, the Contractor shall repair to full operability or replace any equipment essential to the

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

automated workflow process, within three calendar days of detection by, or notification to, the Contractor and the documents shall be rescanned.

- C.10.4.1.14** If a scanned image is deficient because of a software problem, the Contractor shall repair the problem within one business day of detection by, or notification to, the Contractor and the documents shall be rescanned.
- C.10.4.1.15** After decisions on tickets are made by hearing examiners, the system shall generate outgoing letters and suspends shall be generated and posted to the records in the ticket processing database, in accordance with the District's business rules.
- C.10.4.1.16** The system shall enable authorized District employees to reroute correspondence to other workflow queues. For example, if a hearing examiner sees that an appeal is in the Request for Adjudication queue, the system shall provide the ability for the hearing examiner to move this job to the appropriate queue.
- C.10.4.1.17** The system shall enable an image to be retrieved from the workflow process by ticket number, tag or driver's license number.
- C.10.4.2 Processing Requirements for Specific Input Types**
  - C.10.4.2.1** The Contractor shall scan and save an image of every incoming envelope and incoming correspondence.
  - C.10.4.2.2** The Contractor shall investigate all incoming correspondence without a name or address to obtain the information required to respond to the correspondence.
  - C.10.4.2.3** If the name and address is not on incoming mail, the Contractor shall check envelopes and letters for name and address, assign them to the appropriate queue, obtain the name and address, and apply to the ticket level and generate the appropriate response letter.
  - C.10.4.2.4** The Contractor shall process all mail that comes to the District's PO Box (to be specified).
  - C.10.4.2.5** For some actions, the system shall apply a suspend code on the ticket and hold activity for a set number of days to be determined by the District.
  - C.10.4.2.6** The system shall enable the District to change the lengths of these suspends and holds on activity as needed.
  - C.10.4.2.7** The Contractor shall be responsible for responses to customers, which shall depend on actions that were taken either by the customer or by the District according to District-defined business rules.

**C.10.4.2.8** The Contractor shall index evidence contained in correspondence from the customer to the appropriate ticket. Evidence includes but is not limited to images and audio and video files.

**C.10.4.2.9** When a customer requests documents, including but not limited to copies of tickets, the system shall add these requests to the outgoing mail process.

**C.10.4.3 Quality Control and Validation**

**C.10.4.3.1** The system shall generate an electronic log for correspondence activity. Information in the log shall include but not be limited to the initial daily count of correspondence envelopes and documents, the total number of electronic images scanned, the number of correspondence transactions performed, the daily end balance in each queue, and the number of cases worked. The District shall indicate information to be included in the log and how these numbers shall be generated. The Contractor shall provide authorized District personnel access to this daily log.

**C.10.4.3.2** The Contractor shall scan all documents received as correspondence, including envelopes, into the imaging system and shall validate all images to ensure all information—including but not limited to legible postmarks, mailing address, and return address—are captured in the imaging process.

**C.10.4.3.3** The system shall index all images to their corresponding tickets.

**C.10.4.3.4** The Contractor shall obtain approval by the District of the content of outbound correspondence and notices approved by the District before it is implemented. For more on outgoing mail, please see the section, Outgoing Notifications.

**C.10.4.4 Name and Address Changes in the System Re Incoming Mail and Responses**

**C.10.4.4.1** The system shall maintain a master account for each client whenever possible. When mail is received, when information is received from DESTINY or when any other source of ticket information indicates a name and address change, the system shall update the database only if: the change is license or plate-level and came from another department of motor vehicles, or the change is ticket-level and came from a trusted source defined by the District such as DESTINY or NLETS.

**C.11 REGISTRATION OF OUT-OF-STATE VEHICLES (ROSA)**

**C.11.1 Use Case (for Contractor informational purposes only)**

**C.11.1.1** Citizen H has been caring for his sick mother, who lives in the District, for several weeks and has been sleeping at her house every night. His car, which is registered in Maryland, is frequently parked overnight on District streets. When he was

leaving for work one morning, he discovered that a DPW parking enforcement officer had posted a warning notice on his vehicle. The warning notice indicated that his vehicle was observed twice in the past 30 calendar days for being parked on District streets overnight although it is not registered in the District. Vehicles observed parked on DC public space overnight during a 30 consecutive day period are subject to ticketing for failure to secure DC tags. As a recurring visitor in the District, he reported to a DMV service center to prove his Maryland residency by presenting his apartment lease and a current utility bill, both in his name. He also showed his Maryland driver's license and vehicle registration. DPW issued him a ROSA parking exemption that is valid for a 180 calendar day period, which will prevent his vehicle from being ticketed if it is spotted overnight on DC public space.

### **C.11.2 Overview (for Contractor informational purposes only)**

**C.11.2.1** ROSA stands for "registration of out-of-state automobiles". New residents are required to register their vehicles in the District within thirty calendar days of moving. Upon registration, the vehicle will display a valid DC registration sticker and DC tags when parked or operated on DC public space. Recurring visitors from other states may obtain a ROSA exemption to avoid ticketing for failure to secure DC tags; otherwise, vehicles will be ticketed for failure to register the vehicle in the District.

**C.11.2.2** DPW night crews monitor residential areas for the presence of automobiles not in compliance with the District's vehicle registration requirements. Vehicles are cited for ROSA violations between 11:00pm and 7:00am. If an automobile has been parked on District streets without having DC plates twice within a 30 calendar day period, a warning notice may be issued indicating the automobile is eligible for the issuance of a ticket unless the owner registers the vehicle in the District or applies to DMV for a ROSA exemption.

**C.11.2.3** After a customer receives a ROSA exemption, the customer's vehicle license tag number is entered into the District's ticket management system. The exemption applies to ROSA enforcement only. The vehicle is subject to all other parking regulations. Customers should also note that a ROSA exemption does not act as a parking permit.

### **C.11.3 Desired Outcome (for Contractor informational purposes only)**

**C.11.3.1** To ensure that out-of-state vehicles that have been issued a ROSA exemption are not issued tickets for failure to secure DC tags. The District issues exemptions and the system transfers data in real-time to DPW so parking enforcement officers have the most up-to-date information. A status is displayed on the DPW system screens whenever a vehicle with a ROSA exemption is displayed.

### **C.11.4 Requirements (CLIN0007)**

**C.11.4.1 Creating Exemptions**

- C.11.4.1.1 The system shall enable District employees to issue a ROSA exemption to customers that present the proper documentation.
- C.11.4.1.2 The system shall include, but not be limited to, the following information in ROSA exemptions: email address, state, plate number, entry date, clerk, permit type, expiration date, registered owner's name, and address. The system shall be flexible and allow for changes in the duration of the ROSA exemption.
- C.11.4.1.3 The system shall allow customers to apply for another 180 calendar day exemption after the previous exemption has expired and the customer has received a new ROSA warning.
- C.11.4.1.4 The system shall send an email to the customer within a defined timeframe prior to expiration of the ROSA exemption.
- C.11.4.1.5 ROSA exemptions may be renewed online based on pre-specified data to prevent fraud.
- C.11.4.1.6 The system shall enable customers who have a ROSA exemption but still received a ticket for failure to secure District plates to contest the ticket.

**C.11.4.2 Transmitting ROSA Data**

- C.11.4.2.1 The system shall send new ROSA exemptions to DPW and other issuing agencies via real-time and/or batch interface so newly ROSA-exempt vehicles will not receive warnings or tickets.
- C.11.4.2.2 The system shall apply ROSA statuses to plates, including but not limited to: ROSA exempt, warning-ticket eligible, parking-ticket eligible, issued a ROSA ticket within the last 30 calendar days, previously sighted for a ROSA violation in the last 15 calendar days, and ROSA warning issued within last 15 calendar days.
- C.11.4.2.3 The system shall be updated with new ROSA warnings and tickets that have been issued.

**C.11.4.3 Accessing and Displaying ROSA Data**

- C.11.4.3.1 The system shall display a ROSA exemption when a user searches for an exempt vehicle's plate number.
- C.11.4.3.2 The system shall display a ROSA exemption when a ticket issuing officer enters an exempted vehicle's plate number into a handheld device. The system shall

make this information available in real-time via wireless interface or batch download to the officer's handheld device.

- C.11.4.3.3** The system shall also display a ROSA exemption, including the date the exemption was issued and when it expires, when a hearing examiner accesses the ticket for adjudication.

**C.11.4.4 Parking Permit Tracking Module**

- C.11.4.4.1** The District of Columbia requires a centralized Parking Permit Tracking module as part of the overall Ticket Processing System. That way there will be one central place where parking permits will be recorded by all issuing agencies (DMV, DDOT, and MPD), allowing DPW to access them all in one spot. This will allow the Ticket Processing System to be integrated with the Parking Permit Tracking module so that tags with parking permits in specified locations can be transmitted to handhelds in the field, thereby avoiding issuance of invalid tickets. These parking permits are often used by visitors to the District.

- C.11.4.4.2** The Contractor shall work with the affected agencies to build an online, real-time system that provides for payment, accountability and reporting.

**C.12 SEIZURE AND IMPOUNDMENT ACTIVITIES**

**C.12.1 Use Case (for Contractor informational purposes only)**

- C.12.1.1** Citizen I's car was booted by the District's Department of Public Works (DPW) because it had three unpaid parking tickets that are more than 60 calendar days old. When DPW's boot crew obtained a confirmation on the vehicle's plate number, they booted the vehicle, and a \$75 boot fee was added to his tag record. Citizen I paid the boot fee online and DPW was notified via a real-time interface that the boot could be released. DPW removed the boot within two hours of the payment of the fee. He believes he received the boot unfairly and plans to go to DMV's Adjudication Services tomorrow to request a hearing.

- C.12.1.2** For the Presidential Inauguration, DPW cleared vehicles from the streets along the parade route. DPW "courtesy"-towed one vehicle to a spot around the corner from where it was originally parked. Via a real-time interface the vehicle's new location is available in TASS and will be available to user if the customer calls the Mayor's Call Center or looks online on the District's website.

- C.12.1.3** Citizen J's car was booted yesterday because it had five tickets that were more than 60 calendar days old. His booted vehicle remained on the streets for three calendar days. On day four, the car was towed by DPW to the District's impoundment lot. He paid his tickets and tow fee at DMV Adjudication Services. He then went to District's impoundment lot to retrieve his car. The date and time of the release were updated real-time to TASS.

**C.12.1.4** Citizen K noticed that a vehicle had been parked on her block for several weeks and had not been moved. Upon further investigation, she realized that there were no plates on the vehicle. She called the Mayor's Citywide Call Center to report the vehicle as abandoned. After five business days, the vehicle was towed to the District's impoundment lot. In case the vehicle's owner should search for his vehicle, the District received data about the vehicle from DPW's Abandoned Vehicle Operations via interface.

**C.12.2 Overview (for Contractor informational purposes only)**

**C.12.2.1** Building upon ticketing, seizure activities are some of the District's most effective ways to deter parking violations. Seizure activities compel customers to pay their photo and parking tickets and hopefully demonstrate the importance of following parking and traffic laws. The District boots and tows vehicles to improve public safety, ease the flow of traffic, free up short-term parking spaces for businesses and long-term spaces for residents, and balance motorists' competing needs. The District also removes abandoned and dangerous vehicles from the streets.

**C.12.2.2** Information sharing between TASS and DPW is crucial for seizure activities. Many customers are eager to pay fees to get boots removed from their vehicles and to have their vehicles released from impoundment. In order for that to happen in an efficient manner, the District will need to quickly acquire information on which vehicles have been booted or towed so that information will be available when customers call or visit in person to pay their seizure fees. Therefore, a real-time interface is desired between DPW and TASS.

**C.12.2.3** In special limited circumstances the District moves vehicles without assessing a tow fee such as during special events and for emergencies. The movement of the vehicle is called a "relocation" or courtesy tow. In the instance of a courtesy tow, the customer can call DPW or the Mayor's Call Center to obtain the location of his or her vehicle.

**C.12.3 Desired Outcome (for Contractor informational purposes only)**

**C.12.3.1** To facilitate efficient communication of seizure activities data must move quickly between DPW and TASS. The system verifies boot or tow eligibility, applies the appropriate fees, and facilitates payment of boot or tow fees in person or online.

**C.12.3.2** The District also requires timely data on vehicles that have been booted, towed, stored at the impoundment lot, and abandoned or junked. This includes real-time information and on-demand data reporting. The data needs to be updated as events occur so the District will have accurate and current information.

**C.12.4 Requirements (CLIN0008)**

**C.12.4.1 Determining Eligibility**

**C.12.4.1.1** Seizure eligibility requirements change periodically and the system should be flexible enough to handle changes within 24 hours. Initially, the system shall classify a vehicle as boot eligible if the tickets and plates meet the following criteria:

**C.12.4.1.1.1** Ticket Eligibility - Not archived (active and on the system), not a skeleton (must have actual ticket in system), a violation that is adjudicated at the DMV's Adjudication Services, parking violation, photo violation, not suspended, issue date greater the 12/31/1981, ticket Amount Due > \$5.00, 61 calendar days after issue date, and tickets with liable decisions will be boot eligible 19 calendar days after the hearing.

**C.12.4.1.1.2** Plate Eligibility - At least 3 boot-eligible open tickets, not a vehicle registered in the rental or fleet system, not a government vehicle, and vehicles will be boot eligible 24 hours after a boot is removed

**C.12.4.1.2** The system shall classify a vehicle as an aged boot if it has been booted for 72 hours and the outstanding tickets and boot fee are unpaid.

**C.12.4.1.3** The system shall display booted vehicles, sortable by age, location, amount due, or dispatched for DPW to act on.

**C.12.4.1.4** The system shall provide, by real-time access, a list of boot-eligible vehicles for DPW enforcement with appropriate information to enable DPW to prioritize their enforcement activities.

**C.12.4.2 Booting Support**

**C.12.4.2.1** Data exchanges in this section shall take place in real-time to enable the most accurate possible booting and release actions.

**C.12.4.2.2** The system shall maintain a list of boot-eligible vehicles that is accessible by authorized DPW and other District personnel.

**C.12.4.2.3** The system shall return a confirmation to booting personnel when a vehicle is identified as boot-eligible. DPW personnel will update the system when a boot has been applied to the vehicle.

**C.12.4.2.4** The system shall capture and store the date that a vehicle becomes boot eligible and the date the vehicle loses boot-eligible status and the reason (payment or adjudication, for example).

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.12.4.2.5** Whenever booting actions are taken, the system shall receive real-time information from the booting crew, which shall include but not be limited to the vehicle plate, location including GPS coordinates, color, make, actions taken by the District, date, time, and crew number.
- C.12.4.2.6** After receiving booting information from the booting crew, the system shall automatically update the booted vehicle's record.
- C.12.4.2.7** The system shall automatically apply a boot fee when a vehicle has been booted.
- C.12.4.2.8** The system shall not allow customers to pay boot fees during the time after the crew has initiated booting action until the booting personnel have confirmed completion of the boot action.
- C.12.4.2.9** The system shall also enable users to check the boot status of a vehicle by entering the state and plate number of the vehicle or the VIN, if reported.
- C.12.4.2.10** The system shall notify District personnel via real-time that a boot fee and tickets have been paid and that the boot can be removed from the vehicle.
- C.12.4.2.11** The system shall monitor the boot inventory to ensure personnel can determine how many boots are on vehicles and the equipment numbers.
- C.12.4.2.12** The system shall alert the employee if he/she attempts to enter a boot equipment number that is already in use on another vehicle.
- C.12.4.3 Towing Support**
  - C.12.4.3.1** The system shall maintain a list of tow-eligible vehicles and make that list available to towing personnel.
  - C.12.4.3.2** The system shall return a confirmation to District personnel when a vehicle comes up as tow-eligible.
  - C.12.4.3.3** Whenever towing actions are taken, the system shall receive information from the tow crew, which shall include but not be limited to the vehicle plate, location including GPS coordinates, color, make, actions taken by the crew, date, time, and crew number.
  - C.12.4.3.4** The system shall apply a tow fee when a vehicle has been towed. There are currently three different types of tows and fees; however, this may change and the system shall be able to add tow types, fees, and business rules within 24 hours for up to 20 tow types with associated fees.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.12.4.3.5** The system shall enable employees to locate a customer's vehicle by searching for the state and plate number of the vehicle or the VIN number.
- C.12.4.3.6** The system shall also enable customers to check the status of a towed vehicle online or by their cell phones by submitting the state and plate number of their vehicle.
- C.12.4.3.7** The system shall require payment of all fines and fees before a towed vehicle can be released.
- C.12.4.3.8** If a boot-eligible vehicle receives a courtesy tow, the system shall retain that vehicle's boot eligibility status.
- C.12.4.4 Towing Control Center (TCC) Interface Requirements**
- C.12.4.4.1** The Contractor shall work with DPW, other District agencies including but not limited to, DMV, Metropolitan Police and other vendors to develop a software interface to transmit the following tow data to TASS: license plate number, or VIN, time and date, towed-from location, towed-to location, and TCN number.
- C.12.4.4.2** With wireless data transfer, the application shall enable an automatic transfer of a TCN (tow control number) generated from the District's CAD system into digital Tow forms on an MDT. License plate number, time and date, towed-from location and towed-to location shall be transferred to the TASS from the tow form module in the field computing application.
- C.12.4.4.3** The application shall include an interface to the District's CAD system to transfer data entered by dispatchers into CAD along with the TCN generated by CAD to TASS and the WALES system.
- C.12.4.4.4** The application shall automatically print hard copy record sheets of tow and boot incidents that document the TCN, if applicable, the boot device number, if applicable, license plate, the make, model, color, the original location and the relocation location.
- C.12.4.4.5** The application shall provide an interface to TASS that allows the dispatchers to view booted or towed vehicle status and assign release eligible vehicles to Release crews.
- C.12.4.4.6** The system shall access an interface to TASS to view vehicles in the release queue when they are eligible for release and shall provide a process for assigning the releases to the active release teams by geographic area.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.12.4.4.7 The application shall provide the dispatchers the ability to view at least 12 release notices at a time and the amount of elapsed time since the vehicle has been eligible for release.
- C.12.4.4.8 The application shall allow dispatchers to assign multiple releases to a Release crew at a time.
- C.12.4.4.9 The application shall provide an interface to TASS that allows Customer Service supervisors to alter fees that have been applied in error.
- C.12.4.4.10 The application shall provide a user friendly query interface that allows dispatchers to quickly look up information about tickets, booting, towing, and the abandoned vehicle process based on entry of license plate, VIN, owner name, date and time of ticket or notice/form issuance, status, make and model of car, and other relevant data fields.
- C.12.4.4.11 When a ticket or other outcome is associated with a service request that has been referenced using the handheld device or MDT, that service request will be automatically closed out through an interface with the Customer Service System operated by the Office of Unified Communications.
- C.12.4.4.12 All of these actions shall be viewable in real-time by OUC customer service operators.
- C.12.4.5 Abandoned and Junk Vehicles**
- C.12.4.5.1 The system shall be updated when abandoned or dangerous vehicles have been towed to the District's impoundment lot.
- C.12.4.5.2 The system shall alert DPW personnel when vehicles have been tagged as abandoned or junk and can be removed from the street.
- C.12.4.5.3 The system shall be updated when abandoned and dangerous vehicles are located and impounded.
- C.12.4.5.4 The system shall track the tow and storage fees for an abandoned or dangerous vehicle, which may be in addition to regular towing and storage fees of impounded vehicles. When determining the application of payments of abandoned vehicles, fees related to the abandoned auto impoundment will take precedence over regular impoundment fees.
- C.12.4.6 Hearings and Payment of Fees**
- C.12.4.6.1 A citizen may contest the fees and associated tickets the same business day the vehicle was towed or booted. If payment of boot or tow fees is made after

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

4:00pm on the day the vehicle was booted or towed, the system shall allow the registered owner of the vehicle to appear for a walk-in hearing to contest the fees on the next business day. If the payment is made after the boot or tow date, the vehicle's tickets and fees shall not be eligible for a walk-in hearing. During the course of the contract, the exact timing of this process may change and the system shall be able to accommodate these changes within two weeks of notification by the District.

- C.12.4.6.2** The system shall enable hearing examiners to change fees if they determine that the customer is only liable for part of accrued storage fees or that the customer is only liable for booting, but not towing, fees.
- C.12.4.6.3** A vehicle may only have either a boot fee or a tow fee applied to it at a time. If the vehicle is booted, towed and paid the same calendar day, only the boot fee needs to be paid. If the fees are not paid the same calendar day, the vehicle is booted and towed, the tow fee needs to be paid. Storage fee begin to accrue 24 hours after the vehicle is towed.
- C.12.4.6.4** The system shall apply a storage fee on a calendar day basis after the initial storage fee is assessed if customers do not retrieve their cars within 24 hours of a tow. The algorithm for calculation of fees will be discussed during contract negotiations if clarification is needed and may change throughout the duration of the contract.
- C.12.4.6.5** The system shall maintain a history of each occurrence of the vehicle being booted or towed. A summary of the tickets or other actions, including pertinent dates that caused a vehicle to become boot or tow-eligible shall be maintained so it is retrievable by authorized District personnel.
- C.12.4.6.6** The system shall keep a record of the fees as the information from seizure activities is uploaded in real-time to the database.
- C.12.4.6.7** The system shall require customers to pay their boot or tow fee and all boot or tow-associated tickets on the vehicle tag in order to release the booted or towed vehicle.
- C.12.4.6.8** The system shall enable customers to pay their fees in person, online, and by cell phone (i.e., PDA).
- C.12.4.6.9** If a customer attempts to pay a boot or tow fee and eligible tickets before information on the boot or tow has been sent to the ticket system, the system shall enable District employees to create a "skeleton" boot or tow vehicle record.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.12.4.6.10** When all tickets and fees have been paid, the system shall notify the release crews via real-time interface that the customer's vehicle may now be released from seizure.
- C.12.4.7 Auction and Auto Impound Management System (AIMS) Interface Requirements**
- C.12.4.7.1** The District holds auctions of abandoned and impounded vehicles that have not been claimed by their owners twice a month.
- C.12.4.7.2** An automated data transfer process shall be developed, creating a two-way real-time interface between TASS and AIMS.
- C.12.4.7.3** The AIMS system shall transfer all storage fee data for both short term and long term storage along with any other related fees or charges associated with a vehicle to TASS.
- C.12.4.7.4** The AIMS system shall transfer the auction price to of each vehicle to the TASS. The AIMS system shall access from the TASS all outstanding ticket and fee data for each vehicle stored on the impound lot. The system shall offset outstanding tickets, tow and storage fees, and any other ticket-related fees using the auction proceeds once a vehicle has been auctioned. If, after all fees and fines are paid, there is a remaining balance, the balance shall be credited, by AIMS, to the DMV general fund account.
- C.12.4.7.5** As part of this process, the AIMS system and TASS shall generate a notice to the customer identifying the actions taken, including listing the ticket fines and other fees paid with the auction proceeds.
- C.12.4.7.6** If the citizen still owes money, which will often be the case, this shall be reflected on the statement along with instructions on how they can satisfy their obligations.
- C.12.4.7.7** An interface shall be developed that will allow citizens to see and pay all fees and tickets owed from either the vehicle impound lot or the payment facility so citizens can resolve all debts related to the impoundment of their vehicle in one location and at one time.
- C.12.4.7.8** The system shall enable authorized users to change an impounded or towed vehicle's status to "Auctioned."
- C.12.4.7.9** The system shall apply the auction fee to the tag record when the vehicle is sold at auction or goes for scrap. The system shall be flexible and allow for changes in the fee.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.12.4.7.10** The system shall make a note in the vehicle's account and corresponding ticket accounts that the vehicle was auctioned.

**C.12.4.8 Reports**

**C.12.4.8.1** The system shall possess the ability to create reports related to seizure activities. These reports shall include, but not be limited to, boot-eligible vehicles, vehicles that have been booted in the past 24 hours, vehicles that have been towed in the past 24 hours, and vehicles that are impounded.

**C.12.4.8.2** District users require the capability to configure ad-hoc reports. District and other agency employees shall be trained to configure and run reports relating to their needs.

**C.12.4.8.3** In reports, the system shall display many categories of information (depending on the needs of the user), including but not limited to vehicle plate number, state, the date enforcement activity was taken, the date a vehicle became boot or tow eligible, the number of open tickets for a vehicle, and the total dollar amount of tickets and fees.

**C.12.4.8.4** The system shall generate a daily report of monies applied against tickets and fees.

**C.12.4.8.5** This report shall include but not be limited to the plate number that the money was applied to, the ticket number the money was applied to, the name of the vehicle's registered owner, and the amount of money that was applied.

**C.13 SCHEDULING A HEARING**

**C.13.1 Use Case (for Contractor informational purposes only)**

**C.13.1.1** Officer X issued a ticket to a woman for a red light violation, a moving ticket that carries a fine and points. Citizen L received the ticket and wanted to contest the ticket because she believes the light was not red at the time she went through the intersection. To set up a hearing, she went online and entered her ticket number at the District web site printed on the ticket. The system determined that the ticket was eligible for a hearing and provided the first three dates available. After she selected a hearing time, she printed a confirmation. She will also get an email or mail reminder notification shortly before the hearing date. The ticket will be part of the online real-time information available for Officer X for upcoming scheduled hearings.

**C.13.1.2** Citizen M received a ticket for talking on his cell phone while driving, which was issued by Officer X two weeks ago. He would like to contest the ticket because his Bluetooth was not working and the call was in response to an emergency. He went to Adjudication Services to schedule a hearing. An employee quickly

checked to see if the ticket was eligible for a hearing, based on age of the ticket, and to determine when if any payment was received. The employee searched for hearing dates based on Officer X's availability. He gave Citizen M a choice of three dates. He received the hearing notice with the date and time of his appointment. He will also get a reminder notice by mail or email before his hearing date. He was informed that he could reschedule the hearing, as long as the request arrived at least seven business days before the original hearing date. If the hearing date is changed he would receive an appointment for Officer X's next open hearing time.

### **C.13.2 Overview (for Contractor informational purposes only)**

**C.13.2.1** After an NOI is issued, the citizen has 60 calendar days to request adjudication by mail, in-person, on the Internet or by cell phone (i.e., PDA). After calendar day 61, a motion to vacate judgment may be granted by a hearing examiner during the next 60 calendar days (up to 120 calendar days after issuance) if the customer can demonstrate good cause why he or she failed to request adjudication during the first 60 calendar day period. After 120 calendar days, the ticket cannot be adjudicated and must be paid. A DMV hearing calendar is maintained in the system with specific ticket counts per day and time slots to allow for workload balancing among the hearing examiners. The DMV calendar includes all holidays and can have specific days or time slots closed for administrative purposes. Tickets are evaluated by the system for eligibility prior to scheduling, based on District-supplied rules. For photo enforcement tickets, the hearings are scheduled for specific days and time slots. If the issuing officer is required to be present, the officer's calendar and the DMV hearing calendar are compared by the system to find available matching slots. Citizens can choose the most convenient slot of the first three available and can request sign language interpreters at that time. Citizens and officers are allowed to reschedule a hearing one time each, at least seven business days prior to the hearing to allow for citizen and officer notification. The officer and DMV calendars are maintained by authorized users and reports and online screens are available that show the number of taken and open slots for a given time period, scheduled hearings by issuing officer or other maintained calendar, and performance statistics.

### **C.13.3 Desired Outcome (for Contractor informational purposes only)**

**C.13.3.1** A system that supports maintenance and comparison of calendars for both the DMV, which schedules time slots for the number of tickets a hearing examiner can accommodate in one session based on the type of ticket, and for the issuing officer, who has a limit of the number of tickets that he or she can represent in one hearing.

**C.13.3.2** Minimal rescheduling due to availability conflicts

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.13.3.3** Suspend actions on tickets scheduled for hearings for 10 calendar days beyond the hearing date.
- C.13.3.4** Optimized use of automated notification to ensure both the citizen and officer are informed and reminded to ensure attendance
- C.13.3.5** To minimize the time between the ticket issue date and the hearing date through workload balancing and ticket hearing
- C.13.3.6** Customers schedule hearings by a variety of methods and may request special services, such as sign-language translators. Customers also can reschedule hearings if certain conditions are met. The system sends notices to customers by mail to remind them of upcoming hearings and will add any applicable fees to the customer's amount due. All information is updated in real time after transactions. District personnel can create and run reports that include data on scheduled hearings, such as how many hearings are scheduled and which times are most popular.

**C.13.4 Requirements (CLIN0009)**

**C.13.4.1 Eligibility and Logic Rules**

- C.13.4.1.1** The system shall require the following to determine eligibility for a hearing: the customer must have an open ticket, no payment has been made on the ticket, and the ticket must be less than 61 calendar days old.
- C.13.4.1.2** The system shall apply a late penalty that is equal to the original fine on the ticket to tickets that are not scheduled for a hearing within 30 calendar days of issuance. This may also result in a suspended license for the customer.
- C.13.4.1.3** When scheduling a hearing, the system shall offer dates and times based upon the availability of the issuing officer and DMV Adjudication Services. The calendar shall also be updated with holidays, weekends, or any other days Adjudication Services is closed.
- C.13.4.1.4** In the case of emergencies or unforeseen circumstances that result in closing Adjudication Services, the system shall be updated with the closing date. All hearings scheduled for that date shall be rescheduled based on business rules and procedures provided by the District. Notice shall be provided to the customers of the new hearing date.
- C.13.4.1.5** When a ticket is not eligible for a hearing, case-specific messages shall be displayed or sent to the customer via email. The messages shall include but not be limited to: the ticket is ineligible for a hearing due to an untimely hearing request, the ticket has a liable disposition or has been dismissed and cannot be scheduled. If the ticket is eligible, the hearing should be scheduled, the ticket suspended from

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

actions up to a the District-specified number of calendar days past the hearing date, and the citizen notified of the date and time using the District-specified text appropriate to the scheduling method.

**C.13.4.1.6** After a hearing time has been selected, the system shall update the hearing calendar and issuing officer schedule in real time.

**C.13.4.1.7** The system shall provide a calendar that can be viewed and maintained online by authorized users at each issuing agency, with MPD having multiple issuing units capable of maintaining their own issuing officer calendar.

**C.13.4.2 Issuing Officer Availability and Reporting**

**C.13.4.2.1** The system shall have a unique identification number for each issuing officer that is used for scheduling purposes. For MPD officers, the number is a four-digit number and for all non-MPD officers, it is a six-digit number that is a combination of the two-digit number of the issuing agency and the officer's four-digit badge number.

**C.13.4.2.2** The system shall be able to combine the agency number and badge number for non-MPD officers to create the unique ID number.

**C.13.4.2.3** The system shall enable a calendar to be viewed and maintained online for each issuing agency or combination of agencies.

**C.13.4.2.4** MPD has approximately 20 issuing agencies associated with the department, and all other agencies outside MPD have one agency number. Each agency has two court liaison officers who are responsible for maintaining their agency and officers' calendars using the system. MPD has two court liaison officers for each of their seven districts and for their Special Operations Division.

**C.13.4.2.5** The system shall display each officer's calendar with the number of available tickets that can be scheduled for each slot, the number of tickets already scheduled for each slot, and the number of remaining tickets that can be scheduled for each slot.

**C.13.4.2.6** The system shall have access for this function that is independent of other access and functions, so limited access can be granted.

**C.13.4.2.7** The system shall limit date and time slots to a maximum number of tickets scheduled per officer, determined by DMV.

**C.13.4.2.8** The system shall enable authorized liaison officers to cancel scheduled hearings for their agency for a specific date and time range.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.13.4.2.9** The system shall also enable authorized liaison officers to cancel scheduled hearings for specific issuing officers for a specific date and time range.
- C.13.4.2.10** The system shall reschedule any cancelled hearings to the next available calendar slot for the officer and send the customer notification of the new date and time.
- C.13.4.2.11** The system shall create a letter that informs the customer that the reason for the rescheduling is an “Officer Request.”
- C.13.4.2.12** The system shall maintain a record of the number of officer requested rescheduled tickets and shall restrict the number of rescheduling actions by the issuing agency for a specific ticket to a number to be determined by the District.
- C.13.4.2.13** The system shall enable authorized liaison officers to add a calendar for an officer and modify a court calendar for an officer.
- C.13.4.2.14** The court calendar shall be able to accommodate one, two, three, four, or five days of the week and specific time slots. For example, an officer should be able to have a calendar of 8:30am and 9:30am on the second and fourth Tuesday of each month, 10:00am for each Monday of each month, or 11:00am for the third Friday of each month.
- C.13.4.2.15** The system shall prohibit ticket-issuing officers from scheduling hearing more than specified time in the future.
- C.13.4.2.16** The specified time shall be determined by the District and shall be subject to change at the District’s discretion.
- C.13.4.2.17** The system shall update any changes to an officer’s calendar in real time on the calendar. Rescheduling the hearings that are affected can occur overnight but would preferably occur in real time.
- C.13.4.2.18** Reports and any system screens shall reflect the updated information as quickly as possible, so the reports can be printed quickly and officers can know when they are scheduled for hearings.
- C.13.4.3 DMV Hearing Availability**
  - C.13.4.3.1** The system shall maintain and update a schedule of hearings to be held at Adjudication Services. This schedule will determine the availability of space and hearing examiners at given dates and times.
  - C.13.4.3.2** The system shall display available hearing times based upon the schedules of issuing officers and the District hearing examiners. Customers will choose among times that are available based upon the issuing officer’s and the DMV’s schedule,

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

and District staff will then schedule the hearing and provide the customer with a copy of the date and time of the hearing and the tickets that will be decided at the hearing.

**C.13.4.3.3** The system shall not schedule hearings for moving or parking violations at times that are specifically set aside for photo enforcement tickets, for example, 9:00am, 10:30am, and 2:30pm.

**C.13.4.4 Sign-Language Interpreters**

**C.13.4.4.1** The system shall track a customer's request for a sign-language interpreter.

**C.13.4.4.2** The system shall maintain a schedule of availability of a sign-language interpreter, allow District employees to access interpreters' availability, and schedule hearings that require the presence of a sign-language interpreter.

**C.13.4.4.3** The system shall notify sign-language interpreters by letter and/or email (to be determined during the design phase) that their presence has been requested at a specific date and time and requires confirmation within a specified timeframe. If the sign-language interpreter does not respond within the timeframe, the system shall allow another sign-language interpreter to be selected and notified.

**C.13.4.5 Methods Available for Scheduling**

**C.13.4.5.1** The system shall enable customers to request a hearing either by mail, by cell phone (i.e., PDA), online, or in person.

**C.13.4.5.2** To schedule a hearing by mail, customers submit a written request or check the box marked "deny" on the back of the ticket and send it to the District. The system shall be capable of scanning all submitted pages of that document, indexing the images to all associated ticket numbers (using a scan line printed on the ticket, correspondence, or notice), and evaluating the ticket(s) for hearing eligibility.

**C.13.4.5.3** To schedule a hearing online, using the District's web portal or the Customer PIN Account system, the system shall support entry of the ticket number and, after determining eligibility, shall return a screen with the first three time slots from which the customer can choose one.

**C.13.4.5.4** To schedule a hearing in-person, the system shall enable a District employee to search for the ticket by customer name, tag number or DLN. If the ticket is not in the system yet, the employee shall be able to add the ticket to a customer's existing tag or DLN record as appropriate. The clerks shall be able to enter critical ticket information including but not limited to the tag or driver's license tag or license state and number, violation code (to display long name after entry), issue date and time, and fine amount. If the ticket is eligible, the system shall

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

enable the employee to select a hearing time for the customer based on available dates and times for both the CAD or officer number and the DMV calendar. The system shall enable an employee to print a copy of the Hearing Notice for the customer to sign. The signed Hearing Notice and a copy of the ID of the citizen are scanned and indexed to the ticket record in question.

**C.13.4.6 Scheduled Hearing Notice**

**C.13.4.6.1** The system shall create a notice that will be sent to the customer and inform them of their upcoming hearing. A copy of the notice shall be indexed to the ticket.

**C.13.4.6.2** The information on the notice shall include but not be limited to the tickets being adjudicated at the hearing, date and time of the hearing, the issuing officer's name and agency, where to appear for the hearing, and information on how to reschedule a hearing.

**C.13.4.7 Rescheduling**

**C.13.4.7.1** To request rescheduling for this hearing, the customer must submit a written request to Adjudication Services or make the request in person. The system shall not allow rescheduling if the request is made less than seven business days before the original hearing date. This is to enable the respondent and issuing officer to be notified of the new date and time. An authorized user may override the time limit and enter a new hearing date.

**C.13.4.7.2** The system shall reschedule the hearing for the next available hearing time for the issuing officer.

**C.13.4.7.3** The system shall not permit officers to reschedule hearings more than once.

**C.13.4.7.4** The system shall not permit customers to reschedule hearings more than once.

**C.13.4.7.5** Whenever a hearing is rescheduled, the system shall be updated in real time.

**C.13.4.8 Failure to Appear for a Hearing**

**C.13.4.8.1** If a customer fails to appear (FTA) for a hearing on a moving violation, the result is an assessment of an additional penalty equal to the amount of the original fine. If the violation is a pointable offense, points will be assessed to the customer's driving record. Notice of the FTA decision shall be sent to DESTINY each calendar day.

**C.13.4.8.2** When a customer fails to appear for a hearing, a hearing examiner will determine whether to enter a default judgment. The system will be updated and shall add the assessed penalty to the ticket(s).

**C.13.4.8.3** The customer will receive notice of the examiner decision by mail after the FTA disposition code is entered. The driver may only reschedule a hearing if a hearing examiner approves a timely filed Motion to Vacate Judgment.

**C.13.4.9 Reports**

**C.13.4.9.1** The system shall produce reports for officer availability, DMV availability, and upcoming hearings.

**C.13.4.9.2** As issuing officers and the District makes changes to the calendars, the system including the hearing intake list and daily hearing count shall be updated in real time to allow for accurate reports on scheduled hearings and officer availability.

**C.14 INTAKE FOR HEARINGS**

**C.14.1 Use Case (for Contractor informational purposes only)**

**C.14.1.1** Citizen N received a parking ticket last week that he would like to contest. He believes the proper signage was not in place and argues that he would not have parked where he did if he had seen a No Parking sign. He arrived at the District's Adjudication Services and spoke with an employee, who informed him that he could have a hearing on his ticket that day. He filled out the necessary paperwork, and was given a number that would be called through the Q-Matic numbering system. When his number was called, He reported to the appropriate window and was told which hearing room to go to. The clerk gave a copy of his case information to the hearing examiner

**C.14.1.2** Citizen O received a ticket for not wearing a seat belt. She mailed a request to have a hearing. She received a notice from the District that informed her of the date and time of her hearing. On the day of her hearing, she reported to Adjudication Services. The hearing intake person listed her in attendance and gave her a Q-Matic number that would be called when it was time for her hearing. The officer who issued her ticket was also there, and the hearing-intake employee also made a note of the officer's presence in the ticket-processing system. She was called to the appropriate window and was assigned to a hearing room. The hearing examiner received a copy of the ticket information.

**C.14.1.3** Citizen P received a photo-enforcement ticket for running a red light. He believes that the light appears to be yellow in the picture and scheduled a hearing in person at Adjudication Services. He reported on the day of his hearing, which was scheduled with other photo enforcement hearings at 10:30am. The intake employee noted that he was present and gave him a Q-Matic number. When his number was called, he reported to the appropriate window and was told which hearing room to go to. The window employee gave a copy of the case information to the hearing examiner.

### **C.14.2 Overview (for Contractor informational purposes only)**

- C.14.2.1** Hearings for parking, minor moving, and photo violations are held at the District's Adjudication Services. Some customers schedule their hearings in advance and others come for unscheduled ("walk-in") hearings, which can only be done for parking violations. DMV employees conduct intake of customers for hearings; manage a first-in, first-out queue for unscheduled walk-in hearings; and record the presence of the customer and the issuing officer for scheduled hearings.
- C.14.2.2** Intake processing serves other functions as well. An indirect function of intake processing is measuring the productivity of Adjudication Services by tabulating the number of hearings that occur. Also, by making note of when issuing officers are present for their hearings, the District can calculate the rate of officer "no-shows" and estimate lost revenue because of tickets that are dismissed when officers do not appear for hearings.

### **C.14.3 Desired Outcome (for Contractor informational purposes only)**

- C.14.3.1** To ensure that the District is managing its resources properly and reducing the incidence of hearings on ineligible tickets, the system automatically determines a customer's or ticket's eligibility for a scheduled or unscheduled "walk-in" hearing, depending on the nature of the ticket in question. District personnel can access a customer's record and select tickets for adjudication. District personnel view information including but not limited to the total cases assigned to a hearing examiner, the attendance of ticket-issuing officers, and the total number of cases assigned for a particular date and time. District personnel add and remove cases to a hearing examiner's list of cases to be adjudicated, and customers who do not show for hearings are added to a failed-to-appear list. Customers have the option of filing a motion for a new hearing, which will be granted if they missed the original one for a reason the District considers to be valid. The District reviews data on hearings through reporting abilities provided by the Contractor.

### **C.14.4 Requirements (CLIN0010)**

#### **C.14.4.1 Walk-In Hearings**

- C.14.4.1.1** The system shall determine eligibility for walk-in hearings based on the following criteria: the ticket cannot be scheduled for a walk in hearing if it has already been dismissed, if a hearing examiner entered a liable or continued disposition, or if the ticket is included on an IPP; and paid tickets are not eligible for a hearing unless the payment was made to release a boot or tow and the payment was made the prior business day after 4:00 pm or when the DMV was closed.
- C.14.4.1.2** The system shall enable an employee to check a customer into the system by entering a ticket number, customer's name, or plate permit number.

**C.14.4.1.3** The system shall display all tickets that are eligible for a hearing. The employee may select which tickets the customer would like to contest and add them to the hearing schedule.

**C.14.4.1.4** After the tickets have been selected, the system shall bring up a new screen that displays information that includes but is not limited to the hearing date and time, the customer's name and address, case number, issuing officer name and badge and CAD number, the selected tickets, and the agency that issued the ticket.

**C.14.4.1.5** The employee shall give customers a Q-Matic number and an intake sheet that lists customer name and the ticket number(s) to be adjudicated during the hearing. The system will record a representing Q-Matic service on the intake sheet.

**C.14.4.2 Photo Hearings**

**C.14.4.2.1** Photo hearings are currently available only if they are scheduled but the system should be able to accommodate ad hoc photo ticket hearings during this contract. The system shall not allow walk-in hearings for photo enforcement, unless it is part of a case folder for a Motion to Vacate Judgment.

**C.14.4.2.2** The system shall set aside specific times of the day for hearings for photo enforcement tickets.

**C.14.4.3 Scheduled Hearings**

**C.14.4.3.1** The system shall enable District personnel to search for a customer's hearing time by entering the customer's name, ticket number, or driver's license number.

**C.14.4.3.2** The system shall present a list of all cases scheduled for hearings in the time slot selected.

**C.14.4.3.3** The system shall enable District personnel to select the appropriate case for the customer and add the customer's Q-Matic number to the ticket. Having the Q-Matic number in the record will indicate that customers are present for their hearings.

**C.14.4.3.4** When the issuing officer arrives, the system shall enable the employee to indicate that the officer has arrived.

**C.14.4.3.5** The system shall enable the employee to select cases for hearing examiners and print a copy of the cases for examiners.

**C.14.4.3.6** The system shall update the page and shall remove the assigned cases from the list of scheduled hearings.

**C.14.4.4 Video Conferencing for Issuing Officers**

- C.14.4.4.1** The Contractor shall accommodate issuing officers who wish to provide testimony for their scheduled hearings via video conferencing from their District building. Most of the MPD Districts provide video conferencing facilities from which their officers can testify. The officer testimony shall be viewable on the workstations in the hearing rooms in a separate window so the hearing examiner can view the testimony from their workstation and the respondent can view the testimony from the separate monitor located at the respondent end of the room. The software shall enable questioning of the issuing officer by the hearing examiner and the respondent and other two-way communication to facilitate the officer's testimony.
- C.14.4.4.2** The officer shall be able to obtain electronic copies of the ticket and any evidence or images, such as a crash report, pertaining to the ticket prior to the hearing so he or she can use the images for their testimony.
- C.14.4.4.3** The officer's testimony shall be captured as an audio file associated with any of the tickets adjudicated in the hearing.
- C.14.4.5 Failure to Appear (FTAs)**
- C.14.4.5.1** At the end of the day, there may be some scheduled cases remaining for which customers did not show. These are Failures to Appear (FTAs). FTAs are only applicable to scheduled hearings.
- C.14.4.5.2** The system shall allow the customer to file a motion to vacate default or a request to reschedule. This request will get scanned into the system by an employee, and hearing examiners can review these requests.
- C.14.4.5.3** The system shall provide the appropriate notification based on the decision, an automated letter will be generated if denied, or it would get moved to an FTA-approved queue if it is approved for rescheduling.
- C.14.4.5.4** The system shall save an image of the customer's request to reschedule or motion to vacate default and index the image to the ticket record.
- C.14.4.5.5** If the customer does not appear for the hearing, the system shall enable the hearing examiner to enter FTA dispositions.
- C.14.4.5.6** After this decision is made, the system shall notify the customer by mail of the hearing examiner's decision.

**C.14.4.5.7** At the end of the day the system shall generate a report listing customers and officers who failed to appear for scheduled hearings. The report shall be emailed daily to the Chief Hearing Examiner sorted by photo, parking, and moving violations.

**C.14.4.6 Reporting**

**C.14.4.6.1** The system shall create daily and weekly reports that will display productivity of Adjudication Services. The reports shall be available online to authorized users. This information shall include but not be limited to the number of hearings conducted, number of tickets decided, and the time spent in conducting hearings.

**C.14.4.7 Intake for Hearings**

**C.14.4.7.1** The system shall capture and track hearing times and should record the duration of each hearing.

**C.15 ADJUDICATING TICKETS AND FEES**

**C.15.1 Use Case (for Contractor informational purposes only)**

**C.15.1.1** Citizen Q missed a hearing that he had scheduled with the District because he was admitted to the hospital the day before the hearing. On the day of the hearing, a hearing examiner entered a default judgment on the ticket. Citizen Q decided to file a motion to vacate the judgment because he believes that he had a valid excuse for missing his hearing. He filed a Motion to Vacate Judgment form and took the form and a copy of his recent medical records to the District. A hearing examiner reviewed the Motion and granted him the chance for another hearing.

**C.15.1.2** Citizen R received a parking ticket, which he decided to contest. He arrived at Adjudication Services for a walk-in hearing to have his case heard by a hearing examiner. During the hearing, he entered a plea of “admit with explanation,” and the hearing examiner allowed him to state his case. The hearing examiner then typed his testimony into the system and entered his decision. He explained his decision to Citizen R and gave him a printed copy of the hearing record.

**C.15.1.3** Citizen S scheduled a hearing to contest a minor moving violation. During the hearing, the hearing examiner listened to the testimony of the officer who issued the ticket and of Citizen S, who denied committing the violation. After hearing both testimonies, the hearing examiner typed Citizen S’s and the issuing officer’s testimony into the system and entered his decision. He then explained his decision to Citizen S and gave her a printed copy of the hearing record.

**C.15.1.4** Citizen T scheduled a hearing to contest a photo enforcement violation. During the hearing, the hearing examiner reviewed the images related to the offense and listened to his testimony. The hearing examiner then typed the testimony into the

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

system and entered her decision. She explained her decision to Citizen T and gave him a printed copy of the hearing record.

**C.15.1.5** Citizen U did not think she would be able to get off work to attend a hearing, so she chose to contest her ticket by mail. She filled out the correct form and submitted it to the District along with evidence to support her claim that she should not be held liable for the ticket. A hearing examiner reviewed her written explanation and viewed the evidence she submitted. He entered a decision, and a copy of the decision letter was sent to Citizen U.

**C.15.1.6** Citizen V received a boot on her vehicle at 4:00pm yesterday. She paid the tickets and fee to get the boot off and now wants to challenge them because she believes that she should not have been booted at all. On the next business day, she was able to request a walk-in hearing at the DMV to contest the boot fee she paid the previous day. This was possible because she paid after 4:00 pm on the day she was booted. The hearing examiner listened to her testimony and made a decision, of which she received a copy.

**C.15.1.7** Citizen W's wife and teenage children have been issued many parking tickets while driving vehicles registered to him. In order to adjudicate them all at once, he scheduled a hearing. The clerk was able to schedule the tickets on his vehicles by using the group processing program. Citizen W was able to adjudicate 11 tickets on the three different vehicle tags that are in his name. The hearing examiner heard his testimony and viewed the evidence on each ticket, then made a decision for each ticket and printed a copy of the decision for him.

**C.15.1.8** Company A has a fleet of eight delivery vehicles, all of which receive many parking tickets each month. While settling tickets online, the fleet coordinator decided that there were several tickets that the company would like to contest. The coordinator chose which tickets she wanted to contest and requested a hearing date and time. She received an email with the date and time of the hearing, as well as an attachment with the ticket numbers for the hearing. On the day of the hearing, the coordinator met with a hearing examiner to adjudicate the tickets. The hearing examiner heard the fleet coordinator's testimony for one ticket and entered a decision before moving onto the next ticket. The hearing examiner gave the fleet coordinator a copy of each decision letter.

**C.15.2 Overview (for Contractor informational purposes only)**

**C.15.2.1** Hearings for minor moving, parking and photo enforcement tickets are held by the District's Adjudications Services. It is important that the adjudication process perform efficiently and in a manner that is most convenient for customers. Alternatively, customers have the right to contest tickets if they feel that they have been issued incorrectly. The system must have the flexibility to allow changes to the adjudication business rules including but not limited to the fleet program.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.15.2.2** The system shall provide the capability for online adjudication.
- C.15.2.3** Adjudication hearings are conducted by hearing examiners. Customers and, in some cases, issuing officers participate in hearings. The customer and officer will testify and may present evidence such as accident reports or diagrams. Customers also have the option of contesting their ticket by mail, which is added to a mail-adjudication queue and decided by a hearing examiner.
- C.15.2.4** The system will allow for three pleas from customers: admit (the customer pays the fine in person or by mail), admit with explanation (the customer admits the violation and submits a written explanation), and deny (the customer submits a written defense by mail or presents the defense at a hearing). The customer may only claim one of the following seven defenses if he or she denies the violation:
- C.15.2.4.1** the customer was not the owner or lessee of the vehicle on the date that the ticket was issued
  - C.15.2.4.2** the vehicle or vehicle tags were stolen on or before the date the ticket was issued
  - C.15.2.4.3** the relevant meter was broken through no fault of the customer's
  - C.15.2.4.4** the relevant sign was missing or obscured
  - C.15.2.4.5** the stipulated facts on the ticket are inconsistent or do not support the violation
  - C.15.2.4.6** the vehicle experienced sudden mechanical failure
  - C.15.2.4.7** or the driver or passenger of the vehicle required immediate medical attention (proof of medical attention required)
- C.15.2.5** The hearing examiner has electronic access to all materials related to the case. After hearing the testimony and examining the evidence, the hearing examiner will use the system to create a hearing record containing the statements, a review of the evidence and enters a numerical disposition on the ticket. The examiner prints a copy of the decision for the customer.

**C.15.3 Desired Outcome (for Contractor informational purposes only)**

- C.15.3.1** The District requires an adjudication program that provides hearing examiners with access to case materials in a user friendly format that offers drop-down menus for selecting templates and appropriate disposition codes, as well as a method to record their decisions. Also, the system must give customers many options for requesting adjudication of their tickets that fall within the parameters of the District's laws. The District's hearing examiners adjudicate parking, moving, and photo tickets after the ticket processing system determines the ticket's eligibility for adjudication. Hearing examiners enter testimony and their

decisions, which are then added to a template, and print a copy of the finished hearing record for the customer. An image of the hearing record is saved and indexed to the ticket record(s). Customers have the ability to contest a variety of violations (parking, moving, photo, and fees) in a variety of ways (fleets, groups of tickets, mail-in, and scheduled and unscheduled hearings).

#### **C.15.4 Requirements (CLIN0011)**

##### **C.15.4.1 Determining Eligibility**

**C.15.4.1.1** The system shall determine if the ticket is eligible for adjudication based on the following criteria: the customer must have a ticket that has not been previously adjudicated, an exception is made if the customer has filed a Motion to Vacate Judgment within 120 calendar days, no payment has been made on the ticket, an exception is made for a boot fee and associated tickets paid after 4:00 pm the previous business day, and the ticket must be less than 60 calendar days old.

**C.15.4.1.2** The system shall add a late penalty that is equal to the fine amount to any tickets that are not scheduled for a hearing or answered by mail within 30 calendar days of issuance.

**C.15.4.1.3** The system shall pre-populate fees whenever possible based on District-defined business rules. The system shall also allow a hearing examiner to select fees which do not automatically populate to the hearing record.

**C.15.4.1.4** The system shall not allow the adjudication of a ticket that has received a deemed-liable disposition unless it is within 60 calendar days of the deemed liable date.

**C.15.4.1.5** The system shall make an exception for photo and parking tickets if the customer missed a hearing because of a scheduling error and a default disposition was entered by the hearing examiner.

##### **C.15.4.2 Templates**

**C.15.4.2.1** The system shall maintain multiple templates to be used by hearing examiners while making their decisions on parking, minor moving, and photo violations, as well as boot, tow, and storage fees.

**C.15.4.2.2** The system shall populate the templates with information from the ticket record, free form text and the disposition code entered by the hearing examiner. The populated template can be printed as a hearing record.

**C.15.4.2.3** The system shall enable the examiner to enter decisions on up to thirty parking tickets and display the related freeform text, regulations and decisions in a clear and logical fashion.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.15.4.2.4** The system shall enable the examiner to send the hearing records to the customer by mail or print a copy of the hearing records to give to the customer in person.
- C.15.4.2.5** The system shall use templates to create letters for many adjudication actions, including but not limited to walk-in hearings including decisions on boot, tow and storage fees, scheduled hearings, online adjudication, mail hearings, group processing hearings, and fleet hearings.
- C.15.4.2.6** The system shall use templates that are Word files, password protected, and able to be changed by authorized personnel.
- C.15.4.2.7** The system shall store and maintain templates by ticket type and disposition code to be used by hearing examiners for in-person and mail adjudication decisions. The system's determination of which template to use to create a hearing record shall be dependent on the disposition entered by the examiner.
- C.15.4.2.8** Alternatively, the system shall enable hearing examiners to select the desired template for a hearing record for multiple ticket types by using a dropdown menu, with options that would be based upon the violation and disposition for the ticket.
- C.15.4.2.9** The system shall populate the template for the hearing record with information to correspond with various fields, including but not limited to respondent's name, vehicle state and plate number, room, case number, date, time, citation number, violation code, infraction, disposition, fine, penalty, amount due, statement of fact, findings of fact, and conclusions of law.
- C.15.4.2.10** The system shall enable the hearing examiner to see the entire hearing record as changes are being made to the document. The system shall save the document periodically as it is created.
- C.15.4.2.11** The system shall provide the hearing examiner the opportunity to spell-check and edit the document before the hearing record is completed.
- C.15.4.2.12** The system shall save a copy of the final hearing record as an image and index the image as part of the corresponding ticket record.
- C.15.4.2.13** The system shall allow authorized District personnel to make and save changes to hearing-record templates.
- C.15.4.3 Ticket Disposition Rules and Logic**
- C.15.4.3.1** The District has specific business rules and disposition codes that govern the treatment of ticket fines, penalties and fees. Those codes can dismiss ticket fines in whole or part and allow the reduction of fines. Periodically new codes are needed.

**C.15.4.3.2** The system shall allow the District to use existing disposition codes that prescribe the treatment of tickets including but not limited to the automatic reduction of ticket fines, boot, tow and storage fees.

**C.15.4.3.3** The system shall allow the District to add new disposition codes.

**C.15.4.3.4** The system shall automatically apply penalties to tickets based on their age.

**C.15.4.3.5** The system shall group the codes by type and allow the District to prepare reports on their use by hearing examiners.

**C.15.4.4 Evidence**

**C.15.4.4.1** All evidence submitted electronically or by mail including but not limited to photos, documents including but not limited to the issuing officer's notes, deployment logs and the customer's evidence, shall be received by the Contractor and scanned into the system as part of the ticket record.

**C.15.4.4.2** The Contractor shall receive photos and documents and scan them into the system as part of the ticket record.

**C.15.4.4.3** The system shall enable hearing examiners to access all scanned images in a clear resolution, adjust the size of the images, and zoom to see greater detail of images.

**C.15.4.4.4** The system shall stage reduced-size versions of the images, which shall be a part of each ticket and presented in a consistent order to be defined by the District (for example, the image of the ticket is always first, followed by the issuing officer's notes, then the customer's letter and evidence.)

**C.15.4.4.5** The system shall display a larger view of the image after a user clicks on a reduced-size version of the image.

**C.15.4.5 Recording**

**C.15.4.5.1** The system shall make an audio and video recording of each ticket or seizure hearing that is held by the District.

**C.15.4.5.2** The system shall save recordings and index them to corresponding tickets. These files shall have both audio and video capabilities.

**C.15.4.5.3** The system shall provide a user-friendly method (e.g., menu) for retrieving the recording for a hearing based on case number, hearing date and time, customer name, and ticket number.

**C.15.4.6 Motion to Vacate Judgment**

**C.15.4.6.1** When a customer does not contest a parking or photo enforcement ticket by mail or by appearing at a hearing within 60 calendar days of the ticket issue date, the customer may submit a Motion to Vacate Judgment by mail or in person to determine whether the ticket may still be contested. However, the customer's Motion to Vacate Judgment must be received within 120 calendar days from the date the ticket was issued or the motion shall be rejected.

**C.15.4.6.2** The Contractor shall provide an automated process to generate a letter or e-mail response to Motions that arrive by mail more than 120 calendar days after the ticket issue date.

**C.15.4.6.3** When a customer fails to appear for a hearing, the system shall enable the hearing examiner to enter a default judgment based on available evidence. The customer may submit a Motion to Vacate Judgment form along with relevant evidence, within 60 calendar days of the missed hearing to request another date.

**C.15.4.6.4** However, the system shall determine whether the customer's Motion to Vacate Judgment was received within 60 calendar days of the missed hearing date. If the motion is not timely the system shall generate an appropriate letter or e-mail response.

**C.15.4.6.5** If a timely motion arrives by mail, the Contractor shall send the customer an acknowledgment letter to the address of record.

**C.15.4.6.6** Before adjudication processes are begun, the system shall enable authorized District personnel to override the system and allow a customer to have a hearing after filing a Motion to Vacate Judgment based upon the following criteria: the vehicle was registered in the customer's name or the customer has notarized power of attorney from the registered owner, the judgment was entered within the last 60 calendar days, and the customer proves that there was a valid excuse for missing the hearing and has a substantial defense of the violation.

**C.15.4.6.7** The system shall enable hearing examiners to access the ticket being contested and all related information by entering the ticket number into a search field.

**C.15.4.6.8** The system shall enable hearing examiners to enter a decision on Motions to Vacate Judgment and shall notify the customer in person or by mail of the decision.

**C.15.4.7 Walk-In Hearings**

**C.15.4.7.1** The system shall enable customers to have an unscheduled, walk-in hearing for parking violations, boot and tow fees, and Motions to Vacate Judgment.

- C.15.4.7.2** The system shall enable hearing examiners to access the ticket being contested and all related information by entering the ticket number into a search field.
- C.15.4.7.3** The system shall enable hearing examiners to have access to all related case materials, including but not limited to the ticket, photo evidence, and the issuing officer's notes.
- C.15.4.7.4** The system shall enable the hearing examiner to enter text and a numeric disposition into the system and then transfer this information to a template, which shall be printed and given to the customer (i.e., the hearing record).
- C.15.4.8 Hearing Records**
- C.15.4.8.1** The system shall enable hearing examiners to access the ticket being contested and all related information by entering the ticket number, driver license number or vehicle tag number into a search field.
- C.15.4.8.2** The system shall enable the hearing examiner to have access to all related case materials, including but not limited to the ticket, photo evidence, and the issuing officer's notes.
- C.15.4.8.3** The system shall enable the hearing examiner to create a hearing record by selecting the appropriate template, adding text as needed and enter the disposition code that corresponds to the decision.
- C.15.4.8.4** The system shall then transfer the hearing examiner's decision to a template, which shall be printed and given to the customer.
- C.15.4.9 Mail Adjudication**
- C.15.4.9.1** The system shall require that a customer's adjudication request must be received within 60 calendar days of the ticket issue date or mail date for photo enforcement tickets.
- C.15.4.9.2** If an adjudication request is received by mail or e-mail within 60 calendar days of the ticket issue date, the system shall consider it to be mail adjudication and shall add it to the appropriate workflow queue.
- C.15.4.9.3** If the request is received between 60 and 120 calendar days after the ticket issue date, the system shall consider it to be a Motion to Vacate Judgment and shall add it to the appropriate workflow queue.
- C.15.4.9.4** If the customer does not contest the ticket within 30 calendar days, the system shall add a penalty equal to the fine to the ticket on the 31<sup>st</sup> day. If the 31<sup>st</sup> day

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

falls on a Saturday, Sunday, or a holiday, the system shall extend the deadline to the next business day.

- C.15.4.9.5** The customer shall complete the back of the ticket and mark “deny” and submit a written statement contesting the ticket. The system shall have the ability to accept any evidence a customer submits, including but not limited to photographs or receipts.
- C.15.4.9.6** The system shall enable evidence to be scanned and maintained as images that are indexed as part of the corresponding ticket.
- C.15.4.9.7** The system shall stage cases in each queue, on a first-in, first-out basis.
- C.15.4.9.8** The system shall enable examiners to review all relevant case materials, including but not limited to the ticket, the customer’s correspondence, photos, and other evidence submitted by the customer.
- C.15.4.9.9** The system shall allow the examiner to chose the appropriate template and enter free form text as needed and disposition codes.
- C.15.4.9.10** The system shall transfer the hearing examiner’s decision to a template, which shall be printed and mailed to the customer by the Contractor.
- C.15.4.9.11** The system shall save a copy of the hearing record as an image, which shall be indexed to the corresponding ticket.
- C.15.4.9.12** The system shall notify the customer by mail of the hearing examiner’s decision.
- C.15.4.9.13** The system shall also facilitate online adjudication, which shall function similarly to mail-in adjudication with email taking the place of regular mail. The system shall provide the online capability for the customer to upload evidence to the case folder.
- C.15.4.10 Photo Enforcement**
- C.15.4.10.1** The system shall maintain all photos, videos and deployment log submitted as evidence for photo enforced violations related to photo hearings and enable hearing examiners to access them by clicking on the reduced-size version of the image. The data, images and videos shall be provided from District and other issuing agencies.
- C.15.4.10.2** The system shall set aside specific time slots in the scheduling program for photo enforcement hearings, to be determined by the District.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.15.4.10.3** The system shall enable hearing examiners to access the ticket being contested and all related information by entering the ticket number into a search field.
- C.15.4.10.4** The system shall enable the hearing examiner to have access to all related case materials, including but not limited to the ticket, photo evidence, and the issuing officer's notes.
- C.15.4.10.5** The system shall enable the examiner to enter the decision into the system.
- C.15.4.10.6** The system shall transfer the hearing information to a template, which shall be printed and given to the customer.
- C.15.4.11 Fees**
- C.15.4.11.1** When a vehicle is booted, the system shall apply the boot fee to the vehicle's summary record and set the vehicle's status to Booted.
- C.15.4.11.2** If the vehicle is then towed, the system shall change the boot fee to a tow fee and change the vehicle's status to Towed.
- C.15.4.11.3** If the vehicle is then impounded, the system shall apply daily storage fees, and the vehicle's status shall change to impounded.
- C.15.4.11.4** The system shall not permit a boot fee and a tow fee to be on the same vehicle record at the same time. Only one of these fees may be on a vehicle tag at a time.
- C.15.4.11.5** The system shall enable a customer to contest fees that were paid after 4:00pm the day the customer's vehicle was booted or towed. The hearing must occur on the business day after the vehicle was towed or booted or the fees and corresponding tickets are not eligible for a hearing.
- C.15.4.11.6** The system shall not allow adjudication for bad check fees or escaped boot fees. Only boot, tow, and storage fees are eligible for adjudication.
- C.15.4.11.7** If there is a prior disposition on a fee, the system shall not allow the fee to be adjudicated again.
- C.15.4.11.8** The system shall enable the District employees to select all the tickets and fees to adjudicate and schedule a walk-in hearing in order to generate a case number.
- C.15.4.11.9** The system shall facilitate the adjudication of fees on a walk-in basis.
- C.15.4.11.10** For fee adjudication, the system shall not require hearing examiners to enter anything into the violation field in the hearing record.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.15.4.11.11** When the hearing examiner accesses the ticket by searching the system for the ticket number or tag number the system shall display the current amount due for the boot-eligible tickets and the boot, tow and storage fees, if applicable.
- C.15.4.11.12** The system shall record the disposition description information to the ticket associated with the fee, including but not limited to disposition code, plea, hearing officer, date, and time.
- C.15.4.11.13** The system shall not allow the examiner to change the amount of the tow or boot fee but shall permit dismissal of all fees or reduction of the storage fees.
- C.15.4.11.14** The system shall enable the hearing examiner to enter the decision into the system, which shall then be transferred to the hearing record template.
- C.15.4.11.15** The system shall enable hearing examiners to add or edit language in the template and print a copy of the hearing record to give to the customer.
- C.15.4.11.16** If the customer's vehicle is still in an active seizure state, the system shall release the seizure if the appropriate fees are dismissed. DPW's enforcement staff shall be notified in real time via electronic interface that the vehicle should be released.
- C.15.4.12 Group Processing**
- C.15.4.12.1** The system shall allow walk-in hearings for group processing, which allows an examiner to decide as many as 30 eligible tickets on up to five vehicles registered to the same owner or on multiple drivers' licenses associated with the same person. Each group for adjudication may contain up to 30 tickets, and can be added to a case number in group processing.
- C.15.4.12.2** The system shall allow multiple tickets on different ticket records to be adjudicated at one hearing.
- C.15.4.12.3** The system shall provide the capability to change the business rules related to group processing at the District's discretion.
- C.15.4.12.4** The system shall display the following information for group processing: the name and address information of the owner of each entity selected, the total number of tickets to be adjudicated for the group, and the total amount due for the group, including any boot, tow, and storage fees.
- C.15.4.12.5** For each ticket and fee included in the group, the system shall display information, including but not limited to the ticket number, the plate or license associated with the ticket, the issue date and time, the current amount due, and the violation.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.15.4.12.6** The system shall enable the hearing examiner to access the tickets for group-process adjudication by entering the corresponding group number.
- C.15.4.12.7** The system shall enable the hearing examiner to scan evidence, add text, and a disposition for each ticket within the group on a template or hearing record.
- C.15.4.12.8** The system shall index all scanned images to the corresponding ticket record.
- C.15.4.12.9** The system shall enable the hearing examiner to enter the decisions into the system and shall then transfer this information to a hearing record template, which shall be printed and given to the customer.
- C.15.4.13 Fleets**
- C.15.4.13.1** The system shall provide examiner with the capability to adjudicate tickets for multi-vehicle companies in a user friendly and efficient manner.
- C.15.4.13.2** The system shall provide hearing examiners with the name of the companies requesting adjudication and the scheduled hearing date and time.
- C.15.4.13.3** The system shall enable the hearing examiner to choose which ticket to adjudicate by clicking on ticket numbers from a list of open tickets that the fleet company has selected for adjudication.
- C.15.4.13.4** The system shall enable hearing examiners to have access to all materials related to fleet tickets, including but not limited to ticket numbers, the fleet company name and address, the name of fleet coordinator, and the amount of the fines and penalties.
- C.15.4.13.5** The system shall enable the hearing examiner to enter the dispositions individually or apply the same disposition to multiple tickets at the same time on a multi-vehicle disposition entry screen.
- C.15.4.13.6** The system shall automatically populate necessary hearing information to a hearing record template, which can be printed and given to the customer or that the customer can retrieve at a later date by logging in to the company's fleet account.
- C.15.4.13.7** The Contractor shall provide an employee to train new fleet users, manage questions and concerns for fleet coordinators.

**C.16 APPEALS AFTER ADJUDICATION**

**C.16.1 Use Case (for Contractor informational purposes only)**

**C.16.1.1** Citizen X received a ticket on his vehicle for being parked on a street with signage advising of AM and PM rush-hour restrictions. He requested a hearing to contest the ticket. During the hearing, he alleged that he was several minutes late returning to his vehicle following minor surgery. The hearing examiner held him liable for the infraction. The hearing record given to him after the hearing contained standard language advising that the decision could be appealed on the basis of the original record. He decided to appeal the ticket. He completed an appeals application and attached the note from the doctor's office verifying that he had surgery on the date of the infraction. As required, he mailed in the \$10 appeal fee and the amount owed on the ticket. His application and receipt of payment were scanned and uploaded to the ticket system. This was not a moving infraction, so the transcript fee was not applicable. He received a form letter generated by the ticket system acknowledging acceptance of his appeal. His appeal was placed in an electronic workflow queue for processing and appeared on a weekly report. A District processing clerk listed his ticket number, along with other ticket numbers to be heard by the Traffic Adjudication Appeals Board (TAAB), on an e-mail message and sent the message to each TAAB member. When they got to his case, TAAB reviewed the documents that had been scanned to the Image Viewer in the ticket system, including a copy of the ticket, correspondence from the customer, hearing record, appeals application form, and payment receipt. TAAB cited that the appellant had sent in a doctor's statement that did not indicate the time of surgery. When TAAB convened, it determined that the doctor's statement was insufficient and also not admissible in the appeal because it was not part of the original record at the hearing. TAAB issued a final order that affirmed the hearing examiner's decision. Because the appellant had already paid the ticket and appeal fee, no additional payment was required. TAAB's order was mailed to the appellant in a timely fashion.

**C.16.1.2** After receiving a liable disposition at the conclusion of her in-person hearing for a parking violation, Citizen Y decided that she would appeal the hearing examiner's decision. She went to the District's web site and entered her email address as the site requested so she could begin the appeals process. She uploaded a Word document that stated her intent and reason to appeal. After her file was uploaded, she was prompted to pay the necessary appeals fees, but she did not have to pay the transcript fee because this was a parking, not a moving violation. She entered her credit card information and paid the necessary fee. She then received a confirmation email from the District stating that her appeal had been submitted properly. If she did not meet one of the District's business rules for appeals, such as filing late, the system would deny her appeal and provide the business rule which she did not meet.

## **C.16.2 Overview (for Contractor informational purposes only)**

**C.16.2.1** An appeal of a decision on a ticket may be filed if the customer denied the violation and was found liable. Or, if the customer admitted to the ticket violation with an explanation and requested a change in the fine amount and that request

was denied. Only decisions made by a hearing examiner may be appealed. Customers may appeal tickets for parking, moving, and photo violations; the fines and penalties imposed by the hearing examiner; and the denial of a Motion to Vacate Judgment. The District's Traffic Adjudication Appeals Board (TAAB) considers the ticket, testimony, and evidence presented at the original hearing, the hearing transcript, and the customer's written statement describing the basis of the appeal. Personal appearances before TAAB are not permitted. TAAB does not consider any evidence which was not presented to the hearing examiner.

**C.16.2.2** The District facilitates an appeals process to allow for every opportunity to get the correct ruling on a case. An appeal offers the customer more than one chance to have the evidence viewed and have their ticket dismissed. However, the District requests that appeals only be filed under certain circumstances; otherwise, many more customers would file appeals in the hopes that their ticket would be dismissed, thereby creating much more work for TAAB and requiring the use of more of the District's resources.

**C.16.2.3** Another risk in this process is providing a timely response to appellants. TAAB currently has over a year's worth of cases to adjudicate. The appeals process must work efficiently to avoid any additional backlog of cases. Unless the appeals process can be streamlined, the backlog of cases to be heard by TAAB may become overly long.

### **C.16.3 Desired Outcome (for Contractor informational purposes only)**

**C.16.3.1** The system needs to make the appeals process accessible and efficient for customers. In addition, TAAB must have access to all case materials and a means to enter and save decisions and notify the customer of the decision. The system determines the eligibility of a customer's request and creates a case file, including materials from the original violation and hearing, for an appeal. After the eligibility of an appeal is determined, the system applies the appropriate fees to the customer. The system generates decision letters from TAAB and sends them to the customer.

### **C.16.4 Requirements (CLIN0012)**

#### **C.16.4.1 Filing an Appeal**

**C.16.4.1.1** The system shall enable the appellant to request an appeal by mail, on the Internet, or in person after an adjudicator has entered a finding of liability.

**C.16.4.1.2** The system shall create a case number for this appeal, create a folder for the case, maintain all materials related to the case, and allow the TAAB to access the materials, enter a decision, and create a Board Order that will be timely mailed to the appellant. For example, tickets must be appealed within 15 calendar days of an in-person decision or 18 calendar days of a mailed decision.

**C.16.4.1.3** The system shall apply the District’s business rules for appeal eligibility and treatment of appeal tickets.

**C.16.4.1.4** After the statement of appeal is submitted and the fines are paid, the system shall generate a confirmation that the customer may keep for his or her records.

**C.16.4.2 Determining Eligibility**

**C.16.4.2.1** The system shall allow appellants to appeal tickets that meet the District’s eligibility requirements. Similar to all ticket business processes, the eligibility logic may change during the course of the contract and the system shall be able to modify the logic, error messages, and processes associated with these changes. Currently, the eligibility criteria include:

**C.16.4.2.1.1** The disposition entered by a hearing examiner is “liable.”

**C.16.4.2.1.2** The appeal was filed within 15 calendar days of the disposition date for in-person hearings or within 18 calendar days of the disposition date for mail hearings.

**C.16.4.2.1.3** The ticket does not already have a final appeal disposition.

**C.16.4.2.1.4** The ticket and fees related to the appeal have been paid in full.

**C.16.4.2.1.5** An appeals form has been completed explaining the reason for the appeal request and has been submitted.

**C.16.4.2.2** Based on predefined rules for eligibility, for appeals filed in person, the system shall provide an online indicator to the District employee that a ticket is eligible for appeal.

**C.16.4.2.3** For mail appeal requests, the system shall determine if the mail-in request is eligible using the established rules for appeals.

**C.16.4.2.4** The system shall send a letter to notify the appellant that the request for appeal has been accepted or denied.

**C.16.4.2.5** If denied, the system shall note the specific reason for the denial in the letter.

**C.16.4.2.6** At the time of appeal acceptance, the system shall apply appropriate fees based on the predefined business rules.

**C.16.4.3 Appeal Case Management**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.16.4.3.1** The system shall maintain a record of the documents in the case. The documents may include but not be limited to images of the ticket, photo images, the hearing transcript, appeal application, hearing record, and the appellant's evidence for use in the appeal.
- C.16.4.3.2** In order to appeal the hearing examiner's decision, a copy of the transcript of the hearing may be required. The system shall provide information—including but not limited to case number, hearing room number, time and date of the hearing, and name of the hearing examiner—on tickets that require a transcript to enable the District to request a copy of the transcript from the transcript vendor.
- C.16.4.3.3** The system shall identify tickets that need transcripts and generate the audio file for forwarding to the transcription agency. Once completed, the transcripts are returned to the vendor for imaging and associated with the appropriate ticket record(s).
- C.16.4.3.4** The system shall charge a \$50 transcript deposit fee to customers whose appeal requires a transcript.
- C.16.4.3.5** The system shall also notify the District if any transcript request is not entered into the system within 60 calendar days of the date the letter was received so the District can re-request the transcript.
- C.16.4.3.6** The system shall obtain necessary transcripts within 60 calendar days of the date the appeal was filed.
- C.16.4.3.7** If the transcript is not received within 60 calendar days, the system shall dismiss the ticket and send a notification to the customer.
- C.16.4.3.8** The system shall notify the appellant of the dismissal by mail, and file for the appellant to receive a refund of all related penalties and fees, which shall be paid by the District.
- C.16.4.3.9** The system shall enable users to scan written transcripts as images and index them to corresponding tickets.
- C.16.4.3.10** If the number of pages in the transcript exceeds the number covered by the transcript deposit fee, the system shall send a letter to the customer describing the new transcript fee and the amount due.
- C.16.4.3.11** The system shall adjust the transcript fee to reflect the new amount due.
- C.16.4.3.12** If the additional fee is not paid within a specified time period, the system shall generate a disposition canceling the appeal and shall adjust the amount due to zero.

**C.16.4.3.13** The system shall notify the appellant by mail that the appeal was cancelled due to non-payment of the full transcript deposit fee.

**C.16.4.3.14** The system shall provide the TAAB access to case materials including but not limited to images of the violation, the ticket, the hearing transcript, payment receipt, appeal application, hearing record, and the appellant's evidence for use in the appeal.

**C.16.4.4 Workflow Logic for Appeal Requests by Mail**

**C.16.4.4.1** When applications and fees are submitted by the appellant, the system shall record the lockbox receipt date as the batch date and shall determine whether the appeal meets eligibility requirements.

**C.16.4.4.2** If the ticket is not eligible for appeal, the system shall add the ticket to a queue for manual review by a District employee.

**C.16.4.4.3** If the District employee determines that the ticket is eligible for an appeal, the system shall refer the ticket to either the queue for tickets that require a transcript or the queue for tickets that do not need a transcript.

**C.16.4.4.4** If the District employee confirms that the ticket is not eligible for appeal, the system shall notify the appellant by mail that the request for appeal has been denied and the basis for the denial.

**C.16.4.4.5** If the ticket is eligible for appeal the system shall inform the appellant by mail that the request for an appeal has been accepted.

**C.16.4.4.6** If a transcript is not required, the system shall apply an appeals fee and shall then add these tickets to the queue for appeals that are ready to be decided.

**C.16.4.4.7** If the system determines that a transcript is required for this appeal, the system shall assess an appeal fee and a fee for the transcript, the amounts of which will be decided by the District and are subject to change, to the ticket.

**C.16.4.4.8** For tickets that require a transcript, the system shall create a weekly report that will include, but not be limited to, the disposition date, time, room number, hearing examiner, and ticket number.

**C.16.4.4.9** The system shall also reminders for the transcripts not received within 60 calendar days of the transcript-request date on this report.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.16.4.4.10** The system shall then generate the transcript file and forwarded it to the transcribing agency. When completed, the Contractor shall scan the file and associate it with the appropriate record.
- C.16.4.4.11** If the transcript is not received within 60 calendar days of the transcript-request date, the system shall dismiss the ticket, refund all fees, and notify the appellant by mail.
- C.16.4.4.12** If the transcript is received within 60 calendar days of the request, the system shall determine if an additional fee based on the number of transcript pages is due and will identify an additional per page fee, to be determined by the District, for each page that the transcript is over 10 pages. The system shall notify the appellant by mail if additional fees have been incurred for the transcript.
- C.16.4.4.13** If the system determines that an additional transcript fee is not due, the system shall scan all transcript pages to a queue for appeals that are ready to be decided.
- C.16.4.4.14** At 16 calendar days after the date that this letter for additional transcript fees is sent to the appellant, the system shall determine if the ticket has been fully paid.
- C.16.4.4.15** If the ticket has been fully paid, the system shall send the transcripts for scanning into a queue for appeals that are ready to be decided.
- C.16.4.4.16** If the ticket has not been fully paid at 16 calendar days after the letter for additional transcript fees was sent, the system shall send a letter to the appellant informing that their appeal has been cancelled for non-payment of the transcript.
- C.16.4.4.17** The system shall reduce the penalty to the cost for additional transcript pages, and the appeal request will be cancelled.
- C.16.4.5 Adjudication by the TAAB**
- C.16.4.5.1** The system shall enable the TAAB to enter its decision and create a Board Order and shall capture the TAAB's decision to Board Order that is sent to the appellant. The document shall contain information, including but not limited to the date of the decision, the decision itself, fines the appellant must pay, or refunds the appellant may receive.
- C.16.4.5.2** The system shall maintain a refund file for all paid amounts, which will be refunded to the appropriate appellants by the District.
- C.16.4.5.3** To facilitate the development of Board Orders, the system shall support the use of multiple templates for selection by TAAB to minimize manual entry. The District has the right to change or modify the templates, similar to all ticket business processes.

**C.16.4.5.4** The system shall enable TAAB members to create a digital certificate that will populate their signatures into appeals decision notifications.

**C.16.4.5.5** The system shall generate a refund file for all paid amounts if TAAB overturns the hearing examiner's decision.

## **C.17 OUTGOING NOTIFICATIONS**

### **C.17.1 Use Case (for Contractor informational purposes only)**

**C.17.1.1** Last month, Citizen Z was issued a photo-enforcement ticket for driving 11 to 15 miles per hour over the speed limit. Because she did not pay or adjudicate the ticket within 30 calendar days of issuance, the District sent her a notification that the ticket was overdue and a penalty equal to the amount of the original fine was added to the ticket (i.e., the ticket fine doubled). The notification included images that a traffic camera had taken of the violation. The next business day, she went to Adjudication Services because she believed that both the original ticket and the penalty added for it being overdue were erroneous. She scheduled a hearing for a few weeks later. Several days before her hearing, she received a reminder by email that she had an upcoming hearing. She eventually was found liable for the infraction by the hearing examiner. Still, she was not satisfied that she owed for the ticket. So she filed an appeal of the hearing examiner's decision. Her appeal was accepted, and she received a notification in the mail that explained that her appeal was accepted and described the appeals process. For each of the notifications that Citizen Z received, there was a template that the District uses to send these letters. The template created the notification by using boilerplate text and populating empty fields from corresponding information in the ticket record. If any images were associated with the ticket, the notification includes the image(s). If Citizen Z had created an online user account with the District, she would have received email notifications about actions taken on her account in addition to the regular mail notifications.

### **C.17.2 Overview (for Contractor informational purposes only)**

**C.17.2.1** Notices are sent to customers any time actions have been taken or are about to be taken on their accounts or on their vehicles. For example, a customer will receive a notice whenever a parking ticket payment has gone past the 31<sup>st</sup> calendar day, a decision has been made on a mail adjudication case, or when a license has been suspended because of unpaid tickets and fees. Notices are important to the District in encouraging customers to pay tickets and fees in a timely manner and to inform customers of any enforcement actions that may have been taken against them, such as a license suspension. Any images associated with the ticket, whether photo enforcement or parking tickets or otherwise, shall be included in every notice. If the notification exceeds one page in length, the District may request the notification be printed front and back.

**C.17.3 Desired Outcome (for Contractor informational purposes only)**

**C.17.3.1** In all cases, the system or Contractor should send notices to customers in accordance with the District's business rules. The Contractor sends notices to customers by regular mail or by email if the customer has a PIN account. The system saves copies of all mail notices as images and indexes the images to the corresponding ticket record. Notices are printed on the District letterhead.

**C.17.4 Requirements (CLIN0013)**

**C.17.4.1 Include Images**

**C.17.4.1.1** Whenever images are related to a ticket, the Contractor shall provide the capability to include these images in the notice that is sent to the customer. The number of images shall be determined by the District during the design phase.

**C.17.4.1.2** With photo enforcement tickets, the Contractor shall always include images related to the violation.

**C.17.4.2 Text and Content Management**

**C.17.4.2.1** For all mail notices, the system shall use existing notice templates that the District has approved to create notices that will be sent to customers. For reference, two examples of mailed notices are included at the end of this section. Information that may identify the customers involved in the violations has been obscured.

**C.17.4.2.2** The Contractor shall permit the District to make changes to all notices whenever the District sees fit.

**C.17.4.2.3** The system shall print all outgoing mail notices on the District letterhead.

**C.17.4.2.4** The system shall send notices to customers based upon timing rules established by the District.

**C.17.4.3 Email Notices**

**C.17.4.3.1** The system shall offer email notices to be sent to the customer with a PIN when certain actions have been or are about to be taken. These actions may include but not be limited to the issuance of new tickets, the application of penalties, the application of mail-in payments, upcoming hearings, and the assignment of tickets to collections.

**C.17.4.3.2** The system shall offer email notices to be sent to the customer about special District announcements. These announcements may include but not be limited to closings at the DMV, new features on the web site, and new District programs.

**C.17.4.3.3** Even if customers have agreed to receive alerts and announcements by email, the system shall still send to these customers any mail sent to general District clients. For more information see the section, “User Account with PIN.”

**C.17.4.4 Consolidated Noticing**

**C.17.4.4.1** If a customer should be sent a notice for any reason, all open ticket status information shall be included on the notice. For example, if the customer is to be sent a notice for a ticket not paid within 30 calendar days and, if the customer has an overdue ticket, the notice shall contain information on both tickets. Additionally, because the system is integrated with DESTINY, the notice shall contain any pertinent license renewal, registration renewal, or any other notice that would have been generated within a specified timeframe (to be determined during the design phase) of that notice’s regular generation date. Consequently, consolidated noticing refers to notices that consolidate pertinent ticket, driver license, adjudication, inspection, vehicle registration and any other District-related information that would have initiated generation of a letter or notice to the person in question.

**C.17.4.4.2** If the customer is scheduled for a hearing or an appeal or other adjudication actions and is also to be sent a ticket-related notice, the notice shall contain all customer-related information.

**C.17.4.4.3** The format and contents of consolidated notices shall be determined by the District including but not limited to use of colors, variable text, and thumbnails versus full photo images.

**C.17.4.4.4** If the customer has an Internet account with a PIN, the consolidated notice will contain a link to the customer’s account.

**C.17.4.5 Capture Notices as Images**

**C.17.4.5.1** For all notices that are sent to customers by regular mail, the Contractor shall capture a copy of the notice as an image, which shall be indexed to the corresponding ticket record.

**C.17.4.5.2** The system shall enable users to access images of notices when a user views the corresponding ticket record or customer account.

**C.18 IN-PERSON PAYMENTS**

**C.18.1 Use Case (for Contractor informational purposes only)**

**C.18.1.1** Citizen AA has several cars registered in her name and her teenage children have incurred tickets on all of them. She decided to go to Adjudication Services to pay

**Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)**

all these tickets. A District employee created a group payment for her so she could pay all these tickets at one time. She then went to the cashier's office, told the cashier her group number, and used a check to pay all the tickets. The cashier took the check and ran it through a check reader. This traced the routing and account number to her bank to determine if she had sufficient funds to pay the total amount of the group. The check on her account came back positive that she could cover the payment. After the payment was made, her record was updated to show the payment. The monetary amount of the payment was added to a journal that maintained a daily log of the cashier's activity in real time. At the end of the cashier's shift, she went over the balance total that was on the daily journal of transactions, which the cashier was able to print. She noticed that there was a ten dollar discrepancy between what the journal said her total should be and what she had actually collected throughout her shift. The cashier reviewed her counts and the journal with her supervisor. They discovered the discrepancy, and the supervisor logged onto the cashier's workstation and changed the total of one of the day's transactions. At the end of the day, the supervisor of cashiers ran a report that tabulated the total amount of payments each cashier processed that week, the total amount processed by transaction type (credit, check, cash, etc.), and the total amount processed by date. In real-time, the District's ticket processing system transferred payment information to SOAR, the District's computerized accounting system. The information was transferred over a secure connection to secure customers' financial information. The payments will be identified by the appropriate accounting attributes for deposit into the correct SOAR account including but not limited to accounts for DMV, DDOT DCTC, DPW, and MPD. (NOTE: Identification of the appropriate accounting attributes is required for all payments regardless of the source such as the Internet.)

**C.18.2 Overview (for Contractor informational purposes only)**

**C.18.2.1** The District offers customers the option of paying tickets, fees, and penalties in-person so they can settle tickets quickly when they come to Adjudication Services. After the payments are made, the customers' records are updated in real time. With real-time updates, enforcement activities will cease as soon as tickets are paid. Also, in-person payments allow customers to pay tickets by multiple methods (e.g., split payments) including payments online or by mail.

**C.18.2.2** The District needs all payment transactions to be uploaded to the District's electronic accounting system as each payment is made. All cashiers will be responsible for balancing their records at the end of the day. Supervisors have the ability to reconcile discrepancies at closeout so all accounts will balance.

**C.18.3 Desired Outcome (for Contractor informational purposes only)**

**C.18.3.1** Customers can pay tickets at the cashier's office at Adjudication Services by cash, echeck, check, money order, credit card, or debit card. Customers with tickets on multiple vehicles registered in their name can pay their tickets in groups. Cashiers

provide a receipt for each transaction, and the receipts are saved as images and indexed to their corresponding ticket records. All payments are processed in real time, and all customer accounts and ticket records are updated in real time. In addition, DPW will be notified in real time via electronic interface when a payment has been made and seizure activities on a vehicle may stop. Checks and money orders are scanned, saved as images, and indexed to the corresponding ticket number. Supervisors validate and have the ability to reconcile cashiers' daily closeouts. Reports of processed payments are available to the District personnel, and all payment transactions are uploaded to SOAR via interface.

#### **C.18.4 Requirements (CLIN0014)**

##### **C.18.4.1 General Requirements for Processing In-Person Payments**

**C.18.4.1.1** The system shall enable cashiers to access a ticket for payment by entering key data including but not limited to the ticket number, the customer's vehicle tag number, IPP number, fleet number, the customer's name, and driver's license number.

**C.18.4.1.2** The system shall enable cashiers to accept various payment types, including but not limited to credit cards, echeck, debit cards with PIN, checks, cash, and money orders.

**C.18.4.1.3** After payments have been accepted, the system shall create a receipt that shall be given to the customer.

**C.18.4.1.3.1** The information on the receipt shall include but not be limited to the customer's name, the ticket number, the amount paid, the payment method, and the date and time that the payment was made.

**C.18.4.1.3.2** The system shall also create an image of this receipt, which shall be indexed to the corresponding ticket number.

**C.18.4.1.3.3** Reprinted receipts shall clearly state 'Reprint' on the face of the receipt.

**C.18.4.1.4** When payment transactions are complete, the system shall update the ticket record in real time to reflect the payment and change the ticket status from open to closed.

**C.18.4.1.5** The system shall automatically and immediately release any booting actions on a vehicle when the necessary ticket payments and fees have been made in person or on the Internet. [For more information, please see the section, "Seizure Activities."]

##### **C.18.4.2 TeleCheck or Other Check Encumbrance Process**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.18.4.2.1** The system shall process electronic checks and deposit them into the District's account.
- C.18.4.2.2** The system shall be able to enter the routing and account numbers for a customer's checking account to determine if the customer has sufficient funds to make a payment.
- C.18.4.2.3** If TeleCheck determines that the customer does not have sufficient funds to cover the payment, the system shall alert the cashier that the payment cannot be processed. If the customer has sufficient funds, the funds shall be transferred at the time of the transaction to ensure payment.
- C.18.4.2.4** The system shall scan checks that are presented as payment and have been verified as having sufficient funds to cover the customer's payment.
- C.18.4.2.4.1** After a check has been scanned, the system shall index the image to the ticket.
- C.18.4.3** **Group Payments**
- C.18.4.3.1** The system shall enable cashiers to locate a customer's group by entering the temporary group number. The system shall then display details of the group, including but not limited to the name and address of the customer, the tickets included in the group, tag numbers included, and the total amount to be paid. For more information on how groups are created and processed, please see the section, "Group Processing."
- C.18.4.3.2** The system shall enable the cashiers to process various types of payment for groups, including but not limited to check, cash, credit card, debit card, and money order.
- C.18.4.3.3** For group payments, the system shall keep a temporary payment number for that business day or until a payment is made by the customer.
- C.18.4.4** **Balancing and Validation**
- C.18.4.4.1** The system shall maintain real-time journal records and totals for each cashier, and these records shall be printable at any time.
- C.18.4.4.2** If imbalances are discovered, cashiers and supervisors shall research and resolve the imbalance. The system shall enable the supervisor to make adjustments in the system to correct the imbalances.
- C.18.4.4.3** After any adjustments are made by the supervisor, the system shall update the daily log of payments.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.18.4.4.4** The system shall create a printable, daily deposit reconciliation worksheet.

**C.18.4.4.5** The balancing and validation shall include the functionality associated with a point of sale system.

**C.18.4.5 Supervisor Management**

**C.18.4.5.1** The system shall enable supervisors to make adjustments to the cashiers' records online.

**C.18.4.5.2** The system shall enable supervisors to review a cashier's daily transactions and end-of-day closeout.

**C.18.4.5.3** The system shall enable supervisors to reconcile and approve a cashier's closeout.

**C.18.4.6 Reporting**

**C.18.4.6.1** The system shall produce reports of cashier transactions. The reports shall include but not be limited to the number and amount of payments processed, dates and times that payments were processed, cashiers involved in payments, type of ticket (parking, photo, or moving), ticket numbers, method of payment (such as, credit card, check, or cash).

**C.18.4.6.2** The system shall create a report that tracks and calculates revenue collected by cashiers each day.

**C.18.4.6.3** The system shall create reports that track and calculate revenue collected by cashiers by the week and the month, too.

**C.18.4.6.4** The reports should facilitate balancing to the bank statement.

**C.18.4.7 Balancing to DC OTR's SOAR Deposit**

**C.18.4.7.1** The Contractor shall establish a real-time interface with the District's computerized accounting system.

**C.18.4.7.2** The system shall securely transfer a record of all payments and deposits from ticket fees and penalties to SOAR each calendar day.

**C.19 OTHER PAYMENT METHODS**

**C.19.1 Use Case (for Contractor informational purposes only)**

**C.19.1.1** A working mother of three, Citizen AB does not have time to go to Adjudication Services to pay her parking tickets, so she was excited to hear that the District

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

provides the option of paying tickets online. When she went to the District's web site, she entered her license plate number. She was redirected to a secure web site, where she paid her tickets with a credit card. After the transaction was completed, she printed a receipt that the system had created.

**C.19.1.2** With his car at the mechanic and no easy access to public transportation, Citizen AC decided to pay his minor moving ticket using his cell phone (i.e., PDA). The system asked him to enter his ticket or license plate number. After he entered the ticket number, he entered his credit card information. After the payment was complete, he received a transaction number, which he could use as a reference in case there would be a problem with his payment.

**C.19.1.3** After receiving multiple parking and photo enforcement tickets and meeting eligibility criteria, Citizen AD established an installment payment plan (IPP) with the District because he could not pay the entire sum at once. He had already paid his 25% down payment, and he went back to Adjudication Services to make his second payment the next month. Using his IPP number, the cashier processed the transaction, and the system updated his IPP to reflect this most recent payment.

**C.19.1.4** Company B owns six vehicles that operate throughout the District. In order to avoid seizure activities, the company established a fleet account with the District. The company designated an employee to act as the fleet manager, who would conduct transactions like paying tickets and scheduling hearings. The fleet manager accessed the latest electronic reports of new and overdue ticket for the company. She selected which tickets the company would like to pay and printed an invoice that listed these tickets; the rest of the tickets got scheduled for hearings. The fleet manager put the invoice and a check in an envelope and mailed them to the District's post office box. The District's lockbox Contractor processed the payment.

**C.19.2 Overview (for Contractor informational purposes only)**

**C.19.2.1** The District offers customers various options for paying parking, photo, and moving tickets, not just for customer convenience but also to cut down on foot traffic at the District's Adjudication Services. By offering many payment methods, the District also hopes that customers will pay their tickets more quickly if they do not have to pay in person or pay all tickets at one time.

**C.19.3 Desired Outcome (for Contractor informational purposes only)**

**C.19.3.1** Customers submit payments for parking, photo, and minor moving tickets by cell phone and online. Customers also make special payments, such as fleet and IPP payments, by mail, in person, or online. Cashiers accept payments for fleets and IPP's, and information is updated in real time. The Contractor transmits payments that accompany correspondence to the lockbox vendor for processing.

## C.19.4 Requirements

### C.19.4.1 Pay by Web

- C.19.4.1.1 From the District's web site, the system shall enable a customer to enter a ticket number, plate number, group number, or IPP number in order to pay a ticket.
- C.19.4.1.2 After the number is entered, the system shall automatically redirect the customer to a secure site that will allow the customer to complete the payment procedure.
- C.19.4.1.3 The system shall allow the customer to choose a type of payment, including but not limited to credit card, check card, or transfer from bank account.
- C.19.4.1.4 If the customer selects credit card or check card as the payment option, the system shall require that the customer to enter a card number, expiration date, zip code, security code, and name on the card.
- C.19.4.1.5 If payment is by credit or debit card, the system will only allow the customer to submit the payment once to prevent duplicate payments (i.e., if the customer hits enter twice for the same account number and amount, the system shall reject the second attempt with an error message indicating this payment has already been submitted).
- C.19.4.1.6 The system shall attribute payment to release a booted vehicle to boot eligible tickets.
- C.19.4.1.7 Whenever a customer uses a debit card to pay tickets, the system shall require for the customer's PIN.
- C.19.4.1.8 When the payment process is complete, the system shall generate a receipt, which the customer can print and keep for his or her records.
- C.19.4.1.9 The system shall automatically and immediately release any seizure actions on a vehicle when the necessary tickets and fees have been paid online and shall notify DPW via real time interface. For more information, please see the section, Seizure Activities.
- C.19.4.1.10 Payments are assigned the appropriate financial attributes and reported to SOAR.
- C.19.4.1.11 Credit card payments are edited to ensure customers only enter submit one time preventing duplicate charges. This also applies to cell phone payments.
- C.19.4.1.12 The system shall deposit funds from online payments to the District's account the same day and cannot be deposited in any account except an authorized District account.

**C.19.4.1.13** After payment is complete, the system shall update the customer's account information in real time.

**C.19.4.2 Mail-In Payments**

**C.19.4.2.1** If the mail-in payment is made by someone other than the owner, the person making the payment must have notarization that they have the authority to make the payment. This may occur, for example, in the case of a photo enforcement ticket in which the driver was not the owner of the vehicle to whom the ticket was issued. (Note: The system shall also provide the ability for transfer of responsibility for the ticket from the owner to the driver based on rules and a process to be identified during the design phase.)

**C.19.4.3 Pay by Cell Phone (i.e., PDA with Internet Access)**

**C.19.4.3.1** The system shall enable the customer to pay all ticket types, fees, and fines by cell phone via the Internet.

**C.19.4.3.2** The system shall require that the customer enter a ticket or plate number.

**C.19.4.3.3** The system shall offer a choice of scheduling a hearing or paying a ticket.

**C.19.4.3.4** If the customer chooses to pay a ticket, the system shall inform the customer of the total amount due on a ticket and on a plate.

**C.19.4.3.5** The system shall provide the customer with the option of paying one ticket only or the total amount due on a plate.

**C.19.4.3.6** If a customer uses a credit or debit card, the system shall ask the customer to enter payment information, including but not limited to card number, security code, expiration date, and zip code of the card's billing address.

**C.19.4.3.7** The system shall automatically and immediately release any booting actions on a vehicle when the necessary ticket payments and boot or tow fee have been made by cell phone.

**C.19.4.3.8** After payment is complete, the system shall inform the customer of the transaction number for the payment, which the customer shall keep to use when referencing this payment.

**C.19.4.3.9** After payment is complete, the system shall update the ticket record in real time.

**C.19.4.4 Fleet Payments**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.19.4.4.1** After they log into the system, the system shall enable fleet managers to access their accounts by entering their fleet number.
- C.19.4.4.2** The system shall provide online ticket reports for fleet managers to access. The reports shall identify new tickets and overdue tickets that have been issued to the organizations fleet vehicles.
- C.19.4.4.3** The system shall enable fleet managers to indicate which tickets they wish to pay through minimal keystrokes.
- C.19.4.4.4** The District shall be able to designate a fleet to have a “hearing requested” as the default status instead of “pay tickets.”
- C.19.4.4.5** The system shall generate an invoice that the fleet manager can print and mail with a check to the District, pay in person, or use to pay by online check. The invoice shall be interactive and also contains real-time status of tickets. If fleet managers select different tickets for payment than shown on the initial invoice, the invoice shall be recalculated to match the fleet manager’s payment.
- C.19.4.4.6** Invoices shall include a scan line with information including but not limited to the invoice number, company number, number of tickets, and amount of payment. The scan line shall be processed by the lockbox vendor, included in the file transferred to the Contractor who shall parse out the ticket numbers and apply payments accordingly based on the scan line data.
- C.19.4.4.7** The system shall also enable the fleet manager to pay tickets online by methods including but not limited to credit cards or check cards. The District reserves the right to decide the system should limit the dollar amount payment for credit cards.
- C.19.4.4.8** After payment has been received, the system shall automatically update the fleet’s information by removing tickets that have been paid from the new or overdue ticket reports and by calculating the new total, both in number and monetary value, of tickets that the fleet has on record.
- C.19.4.5** **Installment Payment Plan (IPP) Payments**
  - C.19.4.5.1** The system shall enable cashiers to locate a customer’s IPP by entering the IPP number, customer’s name, driver’s license number, or plate number. For information on how installment payment plans (IPP’s) are created and processed, please see the section, “Installment Payment Plan.” For more information on how payments are made in person, please see the section, “In-Person Payments.”
  - C.19.4.5.1.1** After the IPP is accessed, the system shall display details of the IPP, including but not limited to name of the customer, address of the customer, total amount owed

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

in the plan, total amount remaining to be paid, number of payments remaining, date the plan was created, and the date the plan will expire.

- C.19.4.5.1.2** Upon payment, the receipt shall show the amount paid as well as the remaining amount due.
- C.19.4.5.1.3** If any tickets in the IPP have been reported to collections, the system shall notify collections that the ticket is no longer eligible for enforcement (i.e., suspended).
- C.19.4.5.2** To activate an IPP, the system shall require the customer to pay at least 25 percent of the total amount due for tickets and all fees, including but not limited to boot, storage and tow fees. If the payment is a subsequent payment of an IPP, the system shall allow the cashier to enter the amount the customer would like to pay.
- C.19.4.5.3** The system shall enable customers to make IPP payments by entering the IPP number by cell phone or on the District's web site.
- C.19.4.5.4** Having a ticket in an IPP does not prevent payment of the individual ticket without being in the IPP record.
- C.19.4.5.5** After the payment is complete, the system shall automatically update IPP info, including total amount due, payments made, and number of payments remaining.
- C.19.4.5.6** The system shall generate a receipt for the IPP payment, which shall have information including but not limited to the customer's name, date of the payment, IPP number, and the amount paid.
- C.19.4.5.7** The system shall also enable customers to make IPP payments online, by entering their IPP number, indicating how much they would like to pay, and entering their payment information.

**C.19.5 Releasing Vehicles from Seizure**

- C.19.5.1** The Contractor shall establish an interface with DPW for booting, towing, and impoundment so that boot and tow crews and the impoundment lot will be notified when customers have paid the necessary tickets and fees to release their vehicles.

**C.20 PAYMENT ADJUSTMENTS**

**C.20.1 Use Case (for Contractor informational purposes only)**

- C.20.1.1** Citizen AE sent a check to the District in order to pay her recent parking ticket. The ticket she was issued said that if she did not pay or contest the ticket within 30 calendar days, she would be subject to a penalty equal to the amount of the ticket. She misunderstood the ticket and filled out her check to cover both the

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

ticket and the penalty, which she did not incur because she paid within 30 calendar days of receiving the ticket. When the District received her payment, the system realized that the amount she paid was more than her ticket amount. Because she had no other tickets on her record of which the overpayment could be applied, she was automatically added to a list of customers who would receive a refund. The District's ticket processing system checked to make sure that she was eligible for a refund, according to established business rules. The system determined that she was eligible and sent a letter to her that informed her of the refund, which would be processed in the next several weeks.

**C.20.1.2** Citizen AF also sent a check to the District to pay a ticket. However, he did not know that the balance of his checking account was zero when he sent the check. When the District attempted to deposit the check, his bank notified the District that the check had bounced. The Office of the Chief Financial Officer (OCFO) then sent a letter to him to inform him about the bad check, the amount he still owed to the District, and the bad check fee that he would also have to pay.

**C.20.2 Overview (for Contractor informational purposes only)**

**C.20.2.1** Overpayments occasionally occur as a result of a customer paying more than the amount due, paying twice, or two people paying for the same violation.

**C.20.2.2** Refunds are sent to customers in appropriate cases. Refunds are processed as a result of reverse decision by the Appeals Board, by adjustments to the amount due during regular hearings, and from overpayments by customers. [For more information on the appeals process, please see the sections "Appeals After Adjudication."]

**C.20.2.3** Overpayments and partial payments typically happen when a customer sends a check for more or less than a ticket is worth. In these instances, the overpayments are applied to other open tickets on the customer's account starting with the oldest ticket first. If a customer or plate has no open tickets to which the overpayment can be applied, then the customer will be sent a refund check. In the event of a partial payment, the payment will be processed, and the system will notify the customer by letter asking for the remainder of the payment. With partial payments, the ticket will continue to age, adding penalties and fees for nonpayment.

**C.20.2.4** If a chargeback is received and upheld by the bank, the system shall open the ticket(s) in question and also notify DESTINY to back out any services that were obtained because the ticket was paid or place 'stops' in DESTINY if the ticket was in default.

**C.20.3 Desired Outcome (for Contractor informational purposes only)**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.20.3.1** For optimal customer service, refunds are processed quickly and automatically, and overpayments are made automatically to other open parking and photo tickets on customers' accounts. The automated refund process minimizes the involvement of District personnel. Customers receive mail that explains the current status with their payments and problems that have arisen.

**C.20.4 Requirements (CLIN0016)**

**C.20.4.1 Overpayment Reapplications**

**C.20.4.1.1** The system shall apply overpayments to other open parking and photo enforcement tickets issued to the same customer or plate.

**C.20.4.1.2** The system shall apply overpayments to the oldest open parking or photo tickets issued to a customer or plate.

**C.20.4.1.3** The system shall create a daily report or file to send to OCFO that includes all overpayments eligible for a refund as of the date of the report. Information in the report shall include but not be limited to ticket number, license plate number, the original amount due, amount overpaid, customer name, and address.

**C.20.4.1.4** If there are no open tickets on the plate to which the overpayment can be applied, the system shall begin the refund process.

**C.20.4.1.5** The system shall send a letter to the customer informing them of the impending refund.

**C.20.4.2 Refunds**

**C.20.4.2.1** If applicable, the system shall automatically process refunds when the Appeals Board overturns a previous liable disposition.

**C.20.4.2.2** With refunds resulting for Appeals Board decisions, the system shall not apply the refund to open tickets.

**C.20.4.2.3** The Contractor shall receive a request from the District for refund verification.

**C.20.4.2.4** The Contractor shall send a report of refunds to the District for approval.

**C.20.4.2.5** The Contractor shall send the approved refund report to OCFO.

**C.20.4.2.6** The system shall enable the issuance of automated refunds.

**C.20.4.2.7** The system shall display all financial adjustment transactions online in the ticket detail information.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.20.4.2.8** The system shall determine if the tickets meet eligibility requirements for a refund. These eligibility requirements include but are not limited to:
- C.20.4.2.8.1** A refund letter was sent to the customer more than 15 calendar days ago.
  - C.20.4.2.8.2** The ticket has an overpaid amount.
  - C.20.4.2.8.3** The most recent payment deposit date is at least 45 calendar days ago if paid by check.
  - C.20.4.2.8.4** The ticket is on an entity that has a valid name and address at the plate or ticket level.
  - C.20.4.2.8.5** If the refund is due but no name and address is available, the Contractor shall attempt to find a valid name and address. If unsuccessful, the refund and associated information shall be forwarded to the District.
  - C.20.4.2.8.6** For payments on photo tickets, the refund should be mailed to the driver if paid after the driver was identified.
  - C.20.4.2.8.7** These eligibility criteria are subject to change as the District sees fit.
  - C.20.4.2.9** If other open parking and photo tickets have been issued to the same vehicle, the system shall reapply overpayments to the other open tickets, with the oldest tickets being paid first.
  - C.20.4.2.10** The system shall generate and send notices that will inform customers of overpayments and refunds.
  - C.20.4.2.11** The system shall generate and transmit a refund file to OCFO.
  - C.20.4.2.12** Whenever a refund letter is sent to a customer, the system shall save a copy of the letter as an image and index it to the corresponding ticket.
  - C.20.4.2.13** The Contractor shall obtain information from the District and MPD if refund checks are returned as undeliverable, post that information to the ticket record, and back out the refund. Information that will be transmitted will include when the check was mailed, returned, the mailing address and the ticket number.
- C.20.4.3** **Bad Checks**
- C.20.4.3.1** Whenever a customer submits a check with insufficient funds for payment, the system shall place an indicator on the plate record, which will inform users that a bad check was used in this payment.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.20.4.3.2** If a bad check indicator is placed on the ticket record, the ticket shall be reopened.
- C.20.4.3.3** When a bad check indicator is placed on a ticket record in TASS, a real-time interface will place a bad check indicator on the associated DESTINY record(s).
- C.20.4.3.4** When a bad check indicator is removed from a ticket record in TASS because the debt was paid, the associated bad check indicator in DESTINY shall also be removed in real-time.
- C.20.4.3.5** If a person uses one check to pay multiple records, only one bad check fee shall be applied but the bad check indicator shall be posted on all records in question.
- C.20.4.3.6** The system shall apply a returned check fee to the accounts of customers who submit bad checks to the District. The fee shall be determined by OCFO and shall be subject to change at OCFO's discretion.
- C.20.4.3.7** As soon as the District is notified that OCFO has received payment for the bad check fee, the system shall remove the indicator from the plate record in TASS and DESTINY.

**C.20.4.4 Adjusting Fees and Tickets**

- C.20.4.4.1** The system shall enable authorized District personnel to adjust ticket fines, fees and penalties.

**C.21 BANKRUPTCY**

**C.21.1 Use Case (for Contractor informational purposes only)**

- C.21.1.1** Citizen AG has fallen on hard financial times and has declared Chapter 7 bankruptcy. Normally, her misfortune would not be a concern for the District, but she owes several hundred dollars of overdue parking tickets. While filing for her bankruptcy, she lists the District as a creditor, and her attorney notifies the District of the situation. When the documentation arrives at the District's Adjudication Services, the Contractor begins the process of suspending action on her record by searching for her vehicle tag, her driver's license number, and her ticket numbers to see how much money she owes the District. After that amount has been determined, enforcement activity, such as booting and towing, on all of her open tickets will be suspended for 365 calendar days as will any additional fees and penalties. After 11 months, she will receive a reminder that the suspension period on her tickets will expire in one month. Upon completion of the one year suspension or the resolution of the bankruptcy, the District will remove her from the list of people under bankruptcy protection. At that point, ticket noticing will resume, and the suspension on immobilizing and impounding her vehicle will expire.

### **C.21.2 Overview (for Contractor informational purposes only)**

**C.21.2.1** Placing the customer under Chapter 7/11 bankruptcy protection ensures that the District will still receive the customer's fees and penalties. When notified of a bankruptcy, the District does not have to expend time and resources sending notices to customers about overdue tickets or ask collections agencies to go after unpaid tickets. Also, the District will not have to spend time or resources on booting or towing vehicles that belong to owners who have filed with bankruptcy court.

**C.21.2.2** When a customer notifies the District of a bankruptcy protection, the customer's vehicle will not be subject to booting and towing. The customers under Chapter 7/11 bankruptcy will also have one year to gather the funds that are owed to the District. Customers under Chapter 13 bankruptcy protection will have their open tickets automatically dismissed at the end of the one year period.

### **C.21.3 Desired Outcome (for Contractor informational purposes only)**

**C.21.3.1** Because so much of processing bankruptcies is based on timing, the District needs a system that can perform actions on bankruptcies at times that will be established by the District. As soon as the District lists a customer as being under bankruptcy protection, the system automatically suspends all enforcement action on any vehicle registered to the customer. Depending on the chapter of bankruptcy a customer filed for, the system places the customer and associated tickets into the proper workflow queue and suspends open tickets. The system sends notices to the customer, informing him or her of when the bankruptcy protection is about to end. When the customer's bankruptcy protection is finished, the system removes the suspends on open tickets and enforcement activity. If the customer filed for Chapter 13 bankruptcy, the system dismisses tickets at the end of the bankruptcy protection. Authorized District personnel run reports on customers, vehicles, and tickets involved in bankruptcies.

### **C.21.4 Requirements (CLIN0017)**

#### **C.21.4.1 Bankruptcy Petition**

**C.21.4.1.1** The District will be notified by a customer, the customer's lawyer, or bankruptcy court that a bankruptcy petition has been filed and the District has been listed as a creditor. The Contractor shall receive the petition and scan the document into the appropriate queue.

**C.21.4.1.2** The Contractor shall send a suspend on the daily interface file to the collections vendor to indicate that a bankruptcy was filed.

**C.21.4.1.3** The Contractor shall also search the system for tickets related to the customer by searching for related vehicle tags, the customer's name, and ticket numbers.

**C.21.4.1.4** If no additional information on the customer can be found, the District will send a request to the customer to obtain more information on open tickets. If no information is returned, the system shall take no action on the customer's account and allow enforcement activity on the customer's vehicles to continue.

**C.21.4.1.5** The system shall notify the customer by mail that during the period of bankruptcy proceedings, enforcement activity will be suspended on tickets the customer incurred before the bankruptcy petition date.

**C.21.4.1.6** The Contractor shall manage bankruptcy information in a manner that will allow different treatment depending upon the bankruptcy chapter or petition.

**C.21.4.2 Discharge and Dismissal**

**C.21.4.2.1** When a customer has resolved a bankruptcy before the 365 calendar day bankruptcy period ends, the bankruptcy court will notify the District, and the system shall enable District personnel to cancel the bankruptcy protection.

**C.21.4.2.2** Alternatively, the system shall reactivate enforcement activity on the customer's vehicle one year after the date of the bankruptcy filing.

**C.21.4.2.3** For discharge cases, the District will receive an order from the bankruptcy court that discharges the customer's Chapter 7/11 bankruptcy petition. Based on this information, the system shall reactivate tickets previously suspended under the customer's bankruptcy filing. If the District receives no discharge order from the bankruptcy court, the system shall send a letter on calendar day 335 of the suspension that informs the customer of the end of the suspension. Upon discharge, the system shall resume enforcement activities on the customer's vehicle for eligible tickets for customers who filed under Chapter 7/11.

**C.21.4.2.4** For dismissals, the District will receive notification from the bankruptcy court that the customer's bankruptcy petition has been dismissed. Based on this information, the system shall reactivate tickets that were previously suspended under the customer's bankruptcy filing. When the bankruptcy suspension period is 30 calendar days from being expired, the system shall notify the customer by mail of the upcoming expiration. The District will have the opportunity to approve the dismissal of any of the customer's open tickets. If the District dismisses any tickets, the system shall apply corresponding disposition codes to close the tickets.

**C.21.4.3 Reports**

**C.21.4.3.1** The system shall allow authorized users to audit customer records and create reports of customers currently under bankruptcy protection. Information on bankruptcy reports shall include, but not be limited to, the suspension code, type

of bankruptcy, open ticket numbers, customer name, date of expiration for the suspension of tickets, violation code, original amount due, clerk ID, and the total amount due after penalties are added to the open tickets.

- C.21.4.3.2** When the system generates the bankruptcy reports, all open tickets for each customer under bankruptcy shall be displayed.

## **C.22 FLEET PROGRAM**

### **C.22.1 Use Case (for Contractor informational purposes only)**

- C.22.1.1** Company C is a small company with an expanding fleet of delivery vehicles. Because streets within the District are often busy and its drivers must make many deliveries within short periods of time, the company incurs many parking tickets. Some of its vehicles have collected so many tickets that they now get booted if they are spotted by authorities. Company C's owner heard about the District's Fleet Program and believes his company would benefit from enrolling. The company meets the requirements of owning at least five vehicles, paying all tickets before enrollment, and being able to prove ownership of the vehicles. It also fits within the three designated categories for the Fleet Program: commercial fleets, rental fleets, and government fleets. The company would gain several advantages from enrolling. Its vehicles would not be subject to booting or towing (although vehicles in the Fleet Program may still receive courtesy tows if they are parked in unsafe areas); the company would be able to pay tickets, view images and ticket data, and request hearings online, which would save its employees the time and trouble of going to Adjudication Services to settle tickets; and the company would know about all parking and photo enforcement tickets issued to its vehicles without having to rely on the drivers to submit the hard copies of the tickets. The District would benefit by not having to divert enforcement resources to boot its vehicles to ensure payment; by saving postage on individual notices for each ticket; and, by enabling the company to easily pay tickets or request hearings online, closing any outstanding tickets on a regular basis. Once enrolled, the fleet contact person for Company C reviews new tickets online and can choose to pay or request adjudication. Any tickets not answered from the first New Ticket Report will appear on the Overdue Ticket Report or will be subject to termination from the program.

### **C.22.2 Overview (for Contractor informational purposes only)**

- C.22.2.1** The Fleet Program allows organizations—such as businesses, car dealerships, or government agencies—that own many vehicles to register as a fleet. The benefits to fleet organizations are that the program suspends boot and tow enforcement and application of penalties for fleet vehicles and allows organizations to pay their tickets and request hearings online.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.22.2.2** The major challenge to the program for the District is consistent and dedicated participation of the fleet organizations. The success of the program depends on organizations responding in a timely manner to tickets, an undertaking that has been challenging at times. Organizations in the program need training and auditing by the Contractor to ensure proper procedures are followed. The data of the Fleet Program must also be secure with controlled access.

**C.22.2.3** The Contractor shall provide refresher training for Fleet users and shall hold meetings to disseminate new information, to provide a point of contact for Fleet managers, to create reports for enrollment levels, and to use Business Objects to maintain and analyze information and data.

**C.22.3 Desired Outcome (for Contractor informational purposes only)**

**C.22.3.1** As soon as an organization becomes part of the Fleet Program, all seizure activity on its vehicles will cease. All organizations involved in the Fleet Program select a person to act as a contact with the District. Monthly the fleet contact people will receive two reports and can view the reports online: one for newly issued tickets and one for overdue tickets. Fleet members can also pay tickets online or by mail to save time. Fleet members can choose tickets to contest at a hearing. Finally, the Contractor shall be responsible for administering the day-to-day fleet program needs.

**C.22.4 Requirements (CLIN0018)**

**C.22.4.1 Enrollment**

**C.22.4.1.1** In order to enroll in the Fleet Program, the system shall require an organization to meet three criteria: pay all parking and photo tickets on vehicles that will be registered, prove ownership of all vehicles that will be registered, and maintain a fleet of at least five vehicles.

**C.22.4.1.2** From the District's Web site, the system shall enable the fleet user to enter the required organization information—including, but not limited to, name, address, phone number, and email address—as well as information for each vehicle—including but not limited to make, model, and color—into an online fleet application form that will be reviewed by Contractor staff for completeness and accuracy.

**C.22.4.1.3** The system shall enable Contractor to create a new account for the organization in the Fleet Program.

**C.22.4.1.4** The system shall require the organization to pay all of their outstanding tickets before registration.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.22.4.1.5 The system shall enable the fleet user to upload pictures of the vehicles' registration so this information can be verified by the Contractor.
- C.22.4.1.6 The fleet user shall also have the option of mailing in their required forms, information, and registration to be reviewed and entered manually by the Contractor.
- C.22.4.1.7 The Contractor shall verify the submitted documents.
- C.22.4.1.8 The system shall assign a unique, specific fleet number to registering companies, depending on the category they fall into (commercial, rental, or governmental).
- C.22.4.1.9 The system shall provide the ability for each organization to designate a primary and secondary contact person as the authorized fleet users who will maintain the organization's profile and correspond with the Contractor.
- C.22.4.1.10 The system shall enable the fleet user to maintain and update valid email addresses.
- C.22.4.1.11 The system shall enable the fleet user to update organization information, such as name and address, online.
- C.22.4.2 Account Management**
- C.22.4.2.1 The system shall allow the fleet user to enter information in batch mode and individually for additional vehicles, such as state and the license plate number, vehicle type, and internal organization vehicle number, such as the VIN or tracking number. The user shall be able to upload images of the vehicle registration for the District review. Following the District approval, the plate shall be added to the system for the organization's account.
- C.22.4.2.2 The system shall enable the fleet user to update contact information.
- C.22.4.2.3 The system shall provide email notifications to government fleet accounts if the agency in question elects to receive the email notification.
- C.22.4.2.4 The system shall enable fleet users to terminate vehicle tags individually or in batch mode from its registry and include a termination date.
- C.22.4.2.5 Following termination, if a ticket is updated to the tag, the system shall create a new version of the plate outside of the Fleet Program, and that plate version shall follow normal processing rules.
- C.22.4.2.6 The system shall accept and image a disposal document for any vehicles that are terminated in the government Fleet Program.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.22.4.2.7** Each month, the system shall make two online reports, which will include information and images related to new tickets and to overdue tickets, available for viewing by the fleet user.
- C.22.4.2.8** The data in these two reports may include, but not be limited to, the ticketed offense, plate number, date and time of issuance, location of the violation, fine amount, penalty amount, and total due.
- C.22.4.2.9** Tickets shall be updated in real time and available online to participants in the fleet program.
- C.22.4.2.10** The system shall enable the fleet user to view online overdue ticket reports, data, and images for any tickets not answered from the new ticket report or following adjudication.
- C.22.4.2.11** The Contractor shall notify the District of fleets eligible for termination.
- C.22.4.2.12** The system shall not allow fleets to be reinstated until all conditions resulting in the termination are satisfied.
- C.22.4.2.13** If an organization has no overdue tickets, the system shall still generate the overdue report, but the report will include notation stating that the organization currently has no overdue tickets.
- C.22.4.2.14** The system shall post these reports to the user's account and online on the first of each month.
- C.22.4.2.15** The system shall enable the fleet user to access additional information on a ticket by clicking on any ticket number in the report.
- C.22.4.3 Fleet Reports and Invoices**
- C.22.4.3.1** The system shall generate a monthly fleet report that will be accessible to fleet managers.
- C.22.4.3.2** The system shall provide fleet managers with the options of paying one or more or contesting one or more of the tickets on the monthly fleet report with the minimal number of key strokes.
- C.22.4.3.3** The system shall allow fleet managers to select a default choice (pay or contest) for how to settle tickets on the monthly fleet report.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.22.4.3.4** To view another ticket from the ticket details screen, the system shall offer the user options of returning to the report and viewing the previous or next ticket on the report.
- C.22.4.3.5** The system shall maintain a record of all fleet invoices.
- C.22.4.4 Payment**
- C.22.4.4.1** The system shall provide the fleet user the ability to pay tickets online, by mail, or in person.
- C.22.4.4.2** The system shall also offer fleets the option of paying tickets with PayPal.
- C.22.4.4.3** The Contractor shall register for an account with PayPal.
- C.22.4.4.4** The system shall enable the fleet user to view all tickets that need to be paid and shall provide the option of either paying the ticket or requesting a hearing.
- C.22.4.4.5** The system shall enable the fleet user to pay all tickets in a report or only selected tickets.
- C.22.4.4.6** When the fleet user chooses to pay tickets, the system shall redirect the fleet user to the payment page at the TASS website.
- C.22.4.4.7** The system shall allow the fleet user to create an invoice that can be processed through an organization's accounts payable system, mailed in to the District lockbox vendor, or paid in-person. The invoice shall contain information to allow a total amount due to be paid without identifying specific ticket numbers and the ticket payment amounts. Mail payments will be processed by the lockbox vendor. The Contractor must be able to accept the scan line containing the invoice amount and fleet company number and apply that to the appropriate tickets.
- C.22.4.4.8** The system shall require the fleet manager to enter the invoice number when paying tickets online.
- C.22.4.4.9** The system shall regenerate the ticket and overdue reports to reflect the tickets that the fleet user chose to pay.
- C.22.4.4.10** Upon receipt of the payment batches from the lockbox vendor, the Contractor shall appropriately distribute the total amount paid to the specific tickets represented on the invoice coupon.
- C.22.4.4.11** The system shall allow the fleet user to view statements for new and overdue reports for the life of their account, as well as previous actions on the account,

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

such as invoice creations, payments, and hearing requests. Boolean options shall be available, such as viewing accounts for selected months or ticket amount.

**C.22.4.5 Hearing Requests**

**C.22.4.5.1** The system shall enable the fleet user to request hearings for single or multiple tickets and obtain hearing dates based on online fleet calendars. Fleet users shall be given the option of an in-person hearing or submitting their case for mail adjudication.

**C.22.4.5.2** The system shall send email alerts to remind customers that they have scheduled a hearing in the near future.

**C.22.4.5.3** The system shall update in real time new and overdue ticket reports to reflect tickets that have been requested for a hearing by fleet users.

**C.22.4.5.4** The system shall use a fleet calendar that will display how many fleet hearings are scheduled on any given day.

**C.22.4.5.5** The system shall allow fleet users to print a calendar displaying their upcoming hearings.

**C.22.4.5.6** When a scheduled fleet hearing is upcoming, the system shall send a reminder email to the corresponding fleet manager. The timeframes for these email reminders shall be determined by the District.

**C.22.4.5.7** The system shall display various information on the fleet adjudication screens, including but not limited to name of the fleet, date and time of the violation, location of the violation, type of violation, fine, and penalty.

**C.22.4.5.8** The system shall enable the fleet participants to view hearing dispositions individually and on the hearing list.

**C.22.4.6 Termination**

**C.22.4.6.1** The system shall also enable the District users to terminate an organization from the program.

**C.22.4.6.2** The system shall regularly notify the District of any organization that is eligible for termination.

**C.22.4.6.3** The system shall send an email notification to organizations when their fleet status has been terminated.

**C.22.4.6.4** When an organization's fleet status is terminated, the system shall resume enforcement activities. All the organization's overdue tickets may be turned over to collections.

**C.22.4.7 Fleet Data for Government Vehicles**

**C.22.4.7.1** Government agencies or sub-agencies (more than one, if they have their own fleet data), shall be able to update data related to tags, payments, and hearing requests by either keypunching it into the Fleet system or by batch upload via ftp server to the ticket processing system with provided specifications related to data specifications and file layout.

**C.22.4.7.2** While the routine new ticket and overdue fleet reports shall be available to the government fleet manager and his or her designee, the system should also provide a daily report for new tag-based tickets so the appropriate manager for each agency can identify the driver. The report shall include the ticket number, tag number, issue date and time, location, violation code and description, and fine.

**C.23 GROUP PROCESSING**

**C.23.1 Use Case (for Contractor informational purposes only)**

**C.23.1.1** Citizen BA is the registered owner of four cars. He drives one, his wife drives another, and his two teenage children drive the other two. Although he knows that his family drives the cars frequently, until recently he did not know that his family was also being issued tickets frequently. He received a notice from the District in the mail, which explained that he had at least one ticket to settle on each vehicle he owns. He decided to go to the District's Adjudication Services to settle the tickets. He explained the situation to a District employee, who asked if he was the registered owner of all the vehicles involved in the violations. He asserted that he was and presented his identification and registration cards for each of the vehicles. The employee explained that he could either adjudicate the tickets or pay them. Not wanting to contest many tickets that he did not receive himself, he said that he would pay all the tickets. The employee established a group so the tickets could be paid in one transaction. After the employee added all the tickets to the group, he was given a document with the group number, which he presented to a cashier. The cashier used the group number to see how much money he owed, and he paid the sum with a credit card.

**C.23.2 Overview (for Contractor informational purposes only)**

**C.23.2.1** Group processing allows customers to contest or pay multiple tickets on different vehicles in a single transaction, rather than settling tickets one at a time or by multiple payments.

**C.23.2.2** Group processing also saves time and resources for the District by facilitating adjudication of multiple tickets at one hearing, rather than adjudicating individual tickets at multiple hearings.

**C.23.3 Desired Outcome (for Contractor informational purposes only)**

**C.23.3.1** To save time and effort, customers can group up to 50 tickets that have been issued to up to six different vehicles registered to them, and customers may either adjudicate or pay their groups of tickets. District personnel need access to certain information in order to process groups of tickets. Front-line clerks need to see ticket records for the vehicles registered to customers. Hearing examiners have access to all materials related to all tickets, and cashiers view the total amount due and the list of tickets included in the group. The system creates a group number for each group of tickets, and the group and group number is deleted at the end of the business day. As each group is settled by adjudication or payment, all the ticket and customer records are updated in real time.

**C.23.4 Requirements (CLIN0019)**

**C.23.4.1 Eligibility**

**C.23.4.1.1** The system shall allow the registered owner of multiple vehicles to adjudicate or pay tickets through group processing if:

**C.23.4.1.2** The customer is verified as the registered owner of the vehicles in question.

**C.23.4.1.3** The customer may only have one group per hearing or payment.

**C.23.4.2 Establishing a Group**

**C.23.4.2.1** From the general processing page, the system shall enable the District employees to search for tickets, customer name, plate numbers, or license numbers in order to locate tickets to add to a group.

**C.23.4.2.2** When tickets are found for this search, the system shall display them on the screen with related information. Information shall include but not be limited to vehicle owner's name, ticket number, status, date and time issued, violation code and description, make of the car, location of the violation, disposition, fine amount, penalties, and total due.

**C.23.4.2.3** The system shall also display information on the customer including but not limited to name, address, plate, DLN, date of birth, amount of tickets owed, fee amount, total amount, and customer status.

**C.23.4.2.4** The system shall enable the employee to add selected tickets to the group for processing and shall also enable employees to remove tickets from a group.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.23.4.2.5** As each ticket is added to or removed from the group, the system shall update the group page to include the added ticket or exclude the removed ticket, and from this page the system shall also enable users to use a search field to find other tickets for the group customer.
- C.23.4.2.6** The system shall allow a customer to include up to 50 tickets that were issued to up to six vehicles.
- C.23.4.2.7** After all selected tickets have been added to the group, the system shall generate a list that can be printed with all entities and tickets included in this group. The list can be sorted by any of the data elements. Information on this page shall include but not be limited to customer name, address, plate number, license number, the temporary group number, open tickets, total amount due, numbers of the tickets included in the group processing, issue dates and times of these tickets, plate number of vehicles for these tickets, and the total amount due for each ticket.
- C.23.4.2.8** At any point during the creation of a group, the system shall enable users to cancel the group.
- C.23.4.3 Settling Groups**
- C.23.4.3.1** After all entities have been included, the system shall assign a group number. This group number is used by the hearing examiner or cashier to adjudicate tickets or process payments.
- C.23.4.3.2** The system shall enable customers to either adjudicate a group of tickets or pay the amount of fines and penalties of the group.
- C.23.4.3.3** Group numbers remain until the end of the calendar day and can be accessed by any authorized user.
- C.23.4.3.4** If the customer decides to adjudicate the tickets, the system shall require that hearings for group processing for parking tickets shall only be held on a walk-in basis. Group processing hearings for photo and moving violations can be scheduled. The system shall determine the eligibility of tickets in a group for a hearing, just as it would for a hearing on a single ticket.
- C.23.4.3.5** The system shall enable the District employees to generate an intake sheet for the hearing examiner that lists the group number, customer name, and ticket numbers that will be adjudicated during the hearing.
- C.23.4.3.6** During the hearing, the system shall enable the hearing examiner to access the tickets included in the group by using the group number.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.23.4.3.7** The system shall enable the hearing examiner to adjudicate the tickets in a group.
- C.23.4.3.8** The cashier may access the tickets included in the group by using the group number.
- C.23.4.3.9** The system shall have web capability to process group payments the same calendar day.
- C.23.4.3.10** At the close of business of each day, the system shall delete all groups and group numbers that were created that day.
- C.23.4.3.11** In customer and ticket records, the system shall add the number of the group to each ticket in the group for payment groups. If not paid, the group number is not stored in the ticket record.
- C.23.4.3.12** Group numbers shall be unique.
- C.23.4.3.13** All business rules involving tickets for hearings apply to tickets that are group processed such as indexing the hearing record to each ticket.
- C.23.4.3.14** In order to access groups for adjudication procedures or payments, the system shall enable users to search for groups using several data elements, including but not limited to group number and customer name.

**C.24 INSTALLMENT PAYMENT PLAN**

**C.24.1 Use Case (for Contractor informational purposes only)**

- C.24.1.1** Over the period of several years, Citizen BB has received dozens of parking tickets and never paid them. When he went to have his driver's license renewed, he was informed that he could not have his license renewed until he paid his hundreds of dollars in tickets and penalties. He was directed to Adjudication Services, where an employee told him that he could establish an Installment Payment Plan (IPP) to resolve his tickets over six months if he could not pay the entire sum at once. Because he had tickets totaling more than \$250, is a District resident with a valid driver's license, had tickets that were more than 60 calendar days old, and was not in another payment plan with the District, he was eligible to start an IPP. The employee told him that he would have to pay 25 percent of his tickets and all fees up front and the rest of the total must be paid within the next six months. He first went to the cashier to pay his 25 percent down payment and then returned to the employee to complete the set up of his IPP. The system generated a contract that included all plan details, and a District employee printed two copies of the contract. One copy was signed by the employee and by Citizen BB, which was then scanned and saved as an image as part of the file for the plan. The other copy of the contract was given to Citizen BB to keep. The District employee also told him that he would be granted a six-month suspension on his

vehicle from boot and tow activities and that he could make his payments in person, by mail, or online.

### **C.24.2 Overview (for Contractor informational purposes only)**

**C.24.2.1** The Installment Payment Plan (IPP) allows customers to pay their tickets in several installments rather than in one large sum. A customer must be in need of a District service, such as registering a vehicle or renewing a driver's license, in order to establish an IPP. The IPP requires customers to pay 25 percent of the total amount due to begin the plan, and the remainder may be paid in equal amounts over the next six months. However, customers can choose to pay as they would like, for example by paying more than the 25 percent down payment or paying off the remainder in three months rather than six. But no matter how the plan is completed, the total amount must be paid in six months.

### **C.24.3 Desired Outcome (for Contractor informational purposes only)**

**C.24.3.1** To enroll qualified customers in an IPP, the system determines the eligibility of customers and tickets for the plan and enables the District personnel to add selected tickets to the payment plan. To ease the process of configuring the plan, the system automatically calculates customers' 25 percent down payment and subsequent monthly payments for the next six months. Customers can make payments in six monthly increments or pay in larger pieces to complete the plan in less than six months. To stop enforcement activities on IPP customers' vehicles, the system sends relevant information to DPW and DESTINY via electronic interface. The payment plan is updated in real time whenever a payment is made, and notices are sent to the customer when the plan is almost completed.

### **C.24.4 Requirements (CLIN0020)**

#### **C.24.4.1 Determining Eligibility**

**C.24.4.1.1** The customer must be in the process of acquiring a District service.

**C.24.4.1.2** The customer must be a DC resident.

**C.24.4.1.3** The system shall determine a customer's eligibility for the IPP program based on several criteria:

**C.24.4.1.4** The customer's overdue tickets must total at least \$250.

**C.24.4.1.5** The customer may not be on more than one payment plan at the same time and must successfully complete all previous payment plans. The system shall search by customer and display any plans.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.24.4.1.6** The customer must pay 25 percent of the total of all tickets at least 60 calendar days old or that have a liable decision and all fees— including boot, tow, storage and dishonored check – paid in full in order to open the plan.
- C.24.4.1.7** The system shall prohibit tickets issued after the customer starts the IPP (including parking, traffic and photo enforcement tickets) from becoming part of the payment plan.
- C.24.4.1.8** Tickets issued to the customer or the customer’s vehicle after an IPP has been established are subject to enforcement activity.
- C.24.4.2 Plan Set Up**
- C.24.4.2.1** Tickets enrolled in a plan are not eligible for a hearing.
- C.24.4.2.2** The system shall enable the District employees to create IPP’s by entering a customer’s plate or driver’s license number and displaying tickets that are eligible to be included in the plan.
- C.24.4.2.3** The system shall enable the District employees to include all or selected eligible tickets in the customer’s IPP.
- C.24.4.2.4** The system shall assign a unique IPP number to the customer’s plan.
- C.24.4.2.5** The system shall calculate the 25 percent down payment and the remaining amount due and shall display the total amount due, including all fees contained in the ticket system.
- C.24.4.2.6** The system shall allow employee to scan a copy of the driver’s license and for the system to index the image to all of the tickets enrolled in the plan.
- C.24.4.2.7** After the customer pays the enrollment amount of the IPP, the system shall update the plan in real-time. If the plan is activated by the payment, the system shall generate a copy of the IPP contract and mail it to the registered owner of all tags enrolled in the plan and the holder of any DLN enrolled in the plan.
- C.24.4.2.8** The system shall enable the customer to add multiple plates to the IPP agreement. As plates are added, the system shall recalculate the amounts for the IPP down payment and balance.
- C.24.4.2.9** The system shall suspend boot and tow enforcement and collection activities on tickets included in the IPP for the duration of the plan.
- C.24.4.2.10** The system shall enable the District employees to include multiple entities in an IPP, edit the name and address on the IPP, and cancel the IPP.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.24.4.2.11** The system shall enable the District employees to add notes, which can be accessed or changed later, to the plan.

**C.24.4.2.12** The system shall maintain a history of the plan, which will include, but not be limited to, all payments and adjustments to the plan, the enrollment date, all tickets enrolled in the plan, and name and address of the person responsible for the plan.

**C.24.4.2.13** The system shall allow management override to allow an employee to continue creating the IPP if the tickets were issued to a non- DC driver's license or plate number.

**C.24.4.3 Plan Access and Payment Options**

**C.24.4.3.1** The system shall enable the District employees to access the IPP by plan number, plate number, driver's license number, number of a ticket included in the plan, or customer name.

**C.24.4.3.2** The system shall enable customers to view their plan online by plan number, including the amount due. The system shall pay the oldest tickets first.

**C.24.4.3.3** The system shall enable the customer to pay installments by mail, online, or in person.

**C.24.4.3.4** After the customer enters the correct plan number, the system shall direct them to a secure site to perform the desired transactions.

**C.24.4.3.5** The system shall enable cashiers and the lockbox vendor to process payments on the plan based on the IPP number. The system shall apply the payment to the oldest open enrolled tickets first.

**C.24.4.3.6** The system shall enable cashiers to print receipts that include the plan number, payment method, and payment amount.

**C.24.4.3.7** The system shall enable the same capabilities for cashiers and the lockbox vendor to process additional payments on the plan based on the IPP number.

**C.24.4.4 Notices**

**C.24.4.4.1** The system shall send a copy of the contract to the customer once an IPP has been established and the down payment has been paid. The contract shall list details, including but not be limited to the customer's name and address, the IPP number, date of plan creation, date of the contract, plan expiration date, initial plan

amount, amount of payments applied, and the current amount remaining in the plan.

**C.24.4.4.2** The system shall send a notice to customers 15 calendar days before the IPP expires.

**C.24.4.4.3** If the IPP has been resolved before the second notice, the system shall not send a notice.

**C.24.4.5 Real-time Data Exchange with DESTINY**

**C.24.4.5.1** Upon payment of the initial down payment that establishes an IPP, the system shall notify DESTINY in real time of all of the affected records and tickets so the citizen can obtain the District services.

**C.24.4.5.2** The system shall suspend enforcement actions on tickets included in the customer's IPP for 6 months and shall notify DESTINY of the ticket suspensions and any ticket payments via real-time interface.

**C.25 CELL PHONE (PDA) ACCESS**

**C.25.1 Use Case (for Contractor informational purposes only)**

**C.25.1.1** Citizen BC knew that she had parking tickets to pay, but she had just started a new job and could not take time off work to pay her tickets in person. Obviously, she did not want to incur late penalties on the tickets if she could pay them on time. She decided to use her cell phone (i.e., PDA) and settle her tickets by phone. By accessing the TASS web site on the Internet, she paid two tickets by using her credit card and scheduled a hearing on another ticket. She was excited to discover that the web site was available in Spanish which would be beneficial to several of her friends. She also directed her cousin to use her cell phone to get a boot released from a vehicle.

**C.25.2 Overview (for Contractor informational purposes only)**

**C.25.2.1** The Contractor shall provide a web site for cell phone access to TASS data that has full redundancy with no single point of failure to ensure customer access in case one server or one aspect of the network does not function. If a customer obtains a PIN and master account, they can also request, among other things, email notifications of a new ticket, warning that a ticket is about to double or be in default, when a hearing is scheduled, and other information.

**C.25.3 Desired Outcome (for Contractor informational purposes only)**

**C.25.3.1** Use of a cell phone with Internet access allows customers to use the phone to perform a variety of ticket-related functions without having to go to a District

facility. With fewer customers appearing in person, the District will experience smaller crowds, shorter lines, and shorter wait times for customers. The challenge is to ensure that the technology works properly and is easy for the customer to use. Cell phones have small display screens so prompts must be concise. To minimize customer complaints, the web site needs to be available at all times.

#### **C.25.4 Requirements (CLIN0021)**

##### **C.25.4.1 Information Entry**

**C.25.4.1.1** The system shall enable customers to enter requested information—such as plate number, ticket number, or driver’s license number—by selection options.

**C.25.4.1.2** The system shall enable the customer to select many types of transactions using menu-driven options including but not limited to paying parking, moving, or photo tickets; scheduling; and checking on the status of tickets or vehicles.

**C.25.4.1.3** The system shall enable the customer to cancel a transaction at any time during the process.

**C.25.4.1.4** The system shall allow customers to enter both numeric and alphabetic values, as is necessary when providing information such as license plate numbers for any parking, photo, or moving violations.

**C.25.4.1.5** If the customer makes an invalid entry at any point, the system shall alert the customer of the error and ask the customer to enter the information again.

**C.25.4.1.6** If customers need to talk to a live representative at any point during their visit, the system shall enable them to be directed to the Mayor’s Call Center.

**C.25.4.1.7** All cell phone transactions shall be tracked on the system so they can be included in reports.

**C.25.4.1.8** All web and cell phone transactions, alerts, announcements, etc shall be provided in Spanish as well as English. The Contractor shall make changes in Spanish coincidental with any web and cell phone changes to ensure the information provided in Spanish accurately matches that provided in English.

##### **C.25.4.2 Transactions**

**C.25.4.2.1** The system shall enable the customer to obtain information on the status of tickets, dates when penalties and deemed-liable findings will be applied, dates and times for scheduled hearings, and booting and towing actions on vehicles.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.25.4.2.2 The system shall provide ticket-level information, including the issue date and time and location, fine and penalty, and current status.
- C.25.4.2.3 The system shall also provide plate-level information when inquiries are made by entering the ticket number, including but not limited to the number of tickets outstanding; the total amount due; and information if the vehicle is booted or towed and the amount needed to release the boot or retrieve the vehicle if towed.
- C.25.4.2.4 The system shall enable the customer to pay parking, photo enforcement, and moving violations and Installment Payment Plan payments.
- C.25.4.2.5 All security features for payments by cell phone shall match those listed for web payments.
- C.25.4.2.6 The system shall enable all open tickets to be processed in one transaction if the customer chooses to do so.
- C.25.4.2.7 The system shall identify tickets that must be paid to release a boot and shall allow the option to pay only boot-related tickets.
- C.25.4.2.8 The system shall enable the customer to request a hearing and shall provide options for dates and times based on the officer's and the District's hearing calendars.
- C.25.4.2.9 The system shall enable the customer to request a sign-language interpreter for a hearing.
- C.25.4.2.10 The system shall enable the customer to release boots and tows through payment of fines and fees.
- C.25.4.2.11 The system shall enable notifications, especially for payment receipt verification, to be sent to customers via text message to their cellular phones.
- C.25.4.2.12 The system shall enable the customer to enter a 9-digit phone number to which text messages should be sent.
- C.25.4.3 **Public Information**
  - C.25.4.3.1 The system shall enable customer to get public information, including but not limited to hours of operation for District centers, dates of holidays for which the District will be closed, and important information in the event of a public emergency.
  - C.25.4.3.2 The system shall enable authorized District personnel to record and add new announcements as often as the District sees necessary.

## **C.26 ARCHIVING**

### **C.26.1 Use Case (for Contractor informational purposes only)**

**C.26.1.1** Citizen CD found an old ticket and tried to pay it. It was more than five years old. To process the ticket, the system restored the ticket from archives and applied the payment.

### **C.26.2 Overview (for Contractor informational purposes only)**

**C.26.2.1** In order to save valuable file storage space, organizations frequently archive older files, and many also do this with emails. In the District's case, millions of tickets are issued in the District every year, and each ticket has a record made in the ticket processing system. Each ticket record includes numerous pieces of information and images, such as customer information, vehicle information, information about when and where a ticket was issued, and ticket images. The longer a ticket has been in the system, the less likely it is to be accessed by District personnel. To save space, these older ticket records should be archived. Although older ticket records should be archived, they should not be deleted entirely. Authorized District personnel may access records after they have been archived. The District reserves the right to change the criteria for archiving.

### **C.26.3 Desired Outcome (for Contractor informational purposes only)**

**C.26.3.1** Archiving is an essential process that ideally functions with minimal effort by District personnel. Based on established criteria, the system automatically determines the eligibility of tickets for archiving. Authorized District personnel approve lists of records and files to be archived. After approval, the ticket processing system archives records and files, which can be accessed by authorized District personnel.

### **C.26.4 Requirements (CLIN0022)**

#### **C.26.4.1 Archived Tickets**

**C.26.4.1.1** The system shall automatically archive ticket records based upon criteria to be determined by the District.

**C.26.4.1.2** The system shall automatically *exclude* a ticket from archiving if any of these criteria are met including but not limited to: the ticket is an incomplete, or "skeleton," ticket; the ticket has an amount due greater than zero; the ticket has an overpaid amount; or the ticket currently has an appeals disposition.

**C.26.4.1.3** The system shall accumulate all ticket data and history records in an archive master file for retrieval.

- C.26.4.1.4** The system shall enable authorized users to retrieve and view archived records in real time.
- C.26.4.1.5** The system shall provide the ability to search for specific records after they have been archived.
- C.26.4.1.6** The system shall provide the option to include archived data if requested for any reports.

## **C.27 TABLES**

### **C.27.1 Use Case (for Contractor informational purposes only)**

- C.27.1.1** The Administrator at the District's Adjudication Services would like to update a few pieces of information in the ticket processing system. New CAD numbers need to be added so ticket-issuing officers can schedule hearings. Also, a District supervisor has created a new disposition that she needs to add to the Disposition Table. The administrator logged into the ticket processing system and selected "Table Maintenance" from the menu. She was then offered several tables to update. She first chose "Hearing Badge Table" and added the new CAD numbers, along with officer names, agency, division, and badge numbers. After she saved that information, the administrator chose "Disposition Tables" from the Table Maintenance menu. She entered the information for the new disposition into the system, typed in the entire disposition rule, and saved this information for the new disposition. The administrator then remembered that she needed to make a change to another disposition. She searched for the disposition number, and when the search results were displayed, she clicked on the disposition she needed. She made the necessary changes and saved the disposition. After these three updates were made, the system could use the new information to populate ticket records with data, input text into hearing records, and schedule hearings.

### **C.27.2 Overview (for Contractor informational purposes only)**

- C.27.2.1** Tables contain business rules which govern the treatment and system logic for tickets. For example, when a disposition is entered on a ticket, the system will pull information for this disposition code from the disposition table to populate fields in the ticket record.
- C.27.2.2** Each one of the District's tables has a specific purpose. The following are brief descriptions of the tables and their purpose.
  - C.27.2.2.1** The Correspondence Table function is used when it is necessary to create a new correspondence, to edit an existing correspondence, or to search for existing correspondence.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.27.2.2.2** The Disposition Table function is used when it is necessary to create a new disposition, to edit an existing disposition, or to search for existing dispositions.

**C.27.2.2.3** The Hearing Badge Table manages the issuing officer's information for Court Calendar Maintenance. Once the initial calendar is created, the calendar timeframe is at least one year out from the current date. If an officer is available every Tuesday afternoon, for example, and the current date is October 1, 2009, the officer's calendar in the system would show him available every Tuesday through October 1, 2010. NOTE: From the perspective of the Court Calendar, there is no end of one year and beginning of the next – the schedule is continuous.

**C.27.2.2.4** The Suspend Table function is used when it is necessary to create a new suspend, to edit an existing suspend, or to search for existing suspends.

**C.27.2.2.5** The Violation Table function is used when it is necessary to create a new violation, to edit an existing violation, or to search for existing violation.

**C.27.2.3** The District will supply the Contractor with the information that will be included in each table. All contents of the tables are subject to change at the discretion of the District.

**C.27.2.4** The system shall provide the option to print tables (i.e., reports) on demand.

**C.27.3 Desired Outcome (for Contractor informational purposes only)**

**C.27.3.1** The ticket processing system accesses tables and retrieves information for use including but not limited to ticket records, customer accounts, and hearing records. Authorized District personnel have the ability to update and modify easily tables that control business processes. Management of tables shall be user-friendly, searchable on data elements, sortable on demand, and can be filtered.

**C.27.3.2** To ensure that existing business rules are not adversely impacted when a change to a table is proposed, a list of all affected programs and operations shall be mapped for District review to ensure no adverse impact on operations. Only authorized users may override and proceed if an impact is identified.

**C.27.3.3** Changes shall follow full system life cycle requirements for testing and implementation.

**C.27.3.4** All data elements shall be fully described within the table to ensure the user is not required to refer to any other documentation to complete any tasks related to table maintenance.

**C.27.4 Requirements (CLIN0023)**

**C.27.4.1 General Requirements**

- C.27.4.1.1 The system shall enable authorized users to have access to the tables.
- C.27.4.1.2 The system shall prohibit tables from being deleted.
- C.27.4.1.3 The system shall have context sensitive online help function that will explain each field for different tables, including but not limited to processes, output procedures, and screens that contain that field.
- C.27.4.1.4 The system shall record when changes are made and who made the changes.
- C.27.4.2 Correspondence Tables**
- C.27.4.2.1 Correspondence shall be developed in Word format to facilitate editing and tracking of changes by authorized District users. Notices and other outgoing correspondence shall be converted to .pdf files once the data merge processing is completed and prior to mailing (Note: the .pdf file is also stored as an 'image' associated with the record in question. The image is identified by the keys associated with each ticket image including but not limited to ticket number, DL number (when available), tag number, VIN, name, and address.)
- C.27.4.2.2 The system shall enable an authorized user to add, edit, and delete codes and correspondence types necessary to notify and respond to ticket requests.
- C.27.4.2.3 The system shall provide authorized users the ability to edit names for correspondence letters and to update the active status of letters.
- C.27.4.2.4 For this table, the system shall include, but not be limited to, the following information: correspondence type code, class, full name, short name, and active status.
- C.27.4.3 Notices**
- C.27.4.3.1 Notices shall be developed in Word format to facilitate editing and tracking of changes by authorized District users. Notices shall be converted to .pdf files once the data merge processing is completed and prior to mailing.
- C.27.4.3.2 The system shall enable an authorized user to add, edit, and delete codes and notice types. The logic for eligibility and timing of notices shall be defined by the District using these tables.
- C.27.4.3.3 The system shall provide authorized users the ability to edit names for notices and to update the active status of notices.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.27.4.3.4** For this table, the system shall include, but not be limited to, the following information: notice type code, class, full name, short name, and active status.

**C.27.4.4 Disposition Tables**

**C.27.4.4.1** Only authorized users may update disposition code tables and rules.

**C.27.4.4.2** For this table, the system shall include, but not be limited to, the following information: disposition code, class, full name, short name, rule, and active status.

**C.27.4.5 Hearing Badge Tables**

**C.27.4.5.1** The Hearing Badge Table shall contain all the information necessary to identify and schedule an issuing officer for a hearing.

**C.27.4.5.2** This table shall be accessible and editable by authorized non-District users.

**C.27.4.5.3** For this table, the system shall include, but not be limited to, the following information: agency, badge, name, and division.

**C.27.4.6 Suspend Table**

**C.27.4.6.1** The system shall allow authorized users to create and edit suspend codes.

**C.27.4.6.2** The system shall enable users to browse or search for an existing suspend code.

**C.27.4.6.3** For this table, the system shall include, but not be limited to, the following information: suspend code, class, full name, short name, type, days, and active status.

**C.27.4.7 Violation Table**

**C.27.4.7.1** The violation table shall include but not limited to codes, descriptions, text for the hearing records, fines, penalties, effective dates, and violation legal description and citation.

**C.27.4.7.2** Authorized users may update the table.

**C.27.4.8 Boot and Tow Eligibility Table**

**C.27.4.8.1** The system shall allow authorized users to manage boot and tow eligibility and release criteria and types, including fees and business rules.

**C.27.4.9 Fee Application and Removal Table**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.27.4.9.1** The system shall allow authorized users to manage fee eligibility and removal criteria, including types and business rules.

**C.27.4.10 Workflow Tables/Queues**

**C.27.4.10.1** The system shall allow authorized users to add and adjust queues and associated business rules.

**C.27.4.11 Hearing Records Table**

**C.27.4.11.1** Hearing records shall be developed in Word format to facilitate editing and tracking of changes by authorized District users. Hearing records shall be converted to .pdf files once the data merge processing is completed and prior to mailing or printing.

**C.27.4.11.2** The system shall enable an authorized user to add, edit, and delete codes and hearing types. The logic for hearing records shall be linked to suspend codes, disposition codes and shall be defined by the District using these tables.

**C.27.4.11.3** The system shall provide authorized users the ability to edit names for hearing records and to update the active status of hearing records.

**C.28 IMAGES, DOCUMENTS, AUDIO AND VIDEO FILES**

**C.28.1 Use Case (for Contractor informational purposes only)**

**C.28.1.1** Citizen DE came to the District's Adjudication Services to set up an installment payment plan (IPP) so she could settle the six tickets she had been issued. In order to establish an IPP, she first had to prove that she was a resident with a vehicle registered in the District. She presented her driver's license and vehicle registration when she arrived at the District's Adjudication Services. The employee made copies of the documents and scanned them. The scanned documents were saved as a part of her IPP and are available to view for authorized users who access the IPP or individual ticket records under the plan.

**C.28.1.2** Later that day, Citizen DF came to Adjudication Services to contest a ticket he received for parking his car in a no parking zone. He believed that the appropriate signage was not visible, and, therefore, he should not have been issued the ticket. He brought a photograph of a No Parking sign at the space where he was ticketed. The photograph was scanned and indexed to his ticket. During the hearing, the hearing examiner clicked on a reduced-size version of the images associated with the ticket that was issued to him and other documents that were related to the case. He was able to view the images on a separate monitor that was facing him. He told the hearing examiner that he had photographic evidence in support of his case. The hearing examiner scanned the photo, and it was saved as an image in the ticket file. After all testimony had been heard and evidence had been

presented, scanned, and saved, the hearing examiner made a decision to dismiss the ticket. After the hearing examiner entered the decision into the system, the hearing record was produced. The hearing examiner gave him a copy of the hearing record, and a copy of the hearing record was also saved as an image in the ticket file.

**C.28.1.3** Citizen FR came into the service center to renew his driver license. When his record was retrieved, the system displayed a thumbnail image of every document, ticket, notice, etc pertaining to Citizen FR. Consequently, the system noted that he not only needed to renew his driver license but also had two tickets, one of which was overdue. He complained that he had not been notified of the tickets. The Customer Service Representative found the thumbnail image of the consolidated notice sent to him that contained information not only on his upcoming license renewal but also on his tickets. The image was also available of the notices issued to him as he was issued each ticket (which was in every case a consolidated notice that addressed not only the new ticket but also each outstanding ticket as well as any upcoming renewals).

## **C.28.2 Overview (for Contractor informational purposes only)**

**C.28.2.1** Images help to keep a more accurate record of the ticket in the system. Visual evidence can be scanned and saved for easy access during and after hearings. Also, images of the ticket, notices that were sent to the customer, and hearing records can be saved as part of a ticket record. The system can also scan and save documentation a customer might submit as evidence in a case and import images taken by ticket-issuing officers with their handheld devices. Figure 1 provides a flowchart of the basic process. Figure 2 contains a description of each of the numbered steps in the process in Figure 1. The scanning process is a simple two-step process: scan image(s) and then save them. There is no workflow. There is also dependency upon the TASS scanning process to provide all the keys necessary to retrieve correctly all documents associated with a hearing record, a ticket, driver license, tag number, etc. whether the origin of the request is the TASS system or the Destiny system.

**C.28.2.2** Images are especially beneficial to adjudication hearings. Having access to all scanned images and evidence related to the case allows hearing examiners to quickly view the materials in question. Also, the images can be displayed on a monitor so that the defendant can view them as well.

**C.28.2.3** Any image associated with a ticket would be viewable by authorized persons including but not limited to District users and citizens.

**C.28.2.4** Because TASS is integrated with Destiny, a ‘master’ view of all the District-related information pertinent to a customer is provided by the system on the ‘home’ screens of each system.

**C.28.3 Desired Outcome (for Contractor informational purposes only)**

- C.28.3.1** The ideal outcome is to have quality images that are easily accessible in the system and linked to the appropriate ticket record(s). Whenever a search is conducted or a record is accessed, image icons signal the presence of documents and images related to a ticket.
- C.28.3.2** Images that are scanned into the system are clear and legible. The standard is the same for images that are uploaded via handheld devices. After images are scanned or uploaded they are indexed to the associated ticket and available to District personnel in real time.
- C.28.3.3** Also, the hearing record is saved as an image and indexed to its associated ticket(s).

**C.28.4 Requirements (CLIN0024)**

**C.28.4.1 Indexing Images to Ticket Number, Case Number, and Other Indexes**

- C.28.4.1.1** Before scanning begins, the ticket record in question must be displayed. Subsequently, any scanned images are automatically linked with that ticket as well as the other keys used by the database to retrieve a ticket including but not limited to tag number, name, and address. These images shall include but not be limited to:
- C.28.4.1.1.1** The notice of infraction, either from data entry of handwritten tickets or from the issuing officer's handheld device.
  - C.28.4.1.1.2** A copy of customer's driver's license or other identification that is scanned and saved when the hearing is scheduled.
  - C.28.4.1.1.3** Mailed notices, including but not limited to scheduled hearing notices and overdue payment notices.
  - C.28.4.1.1.4** Photo evidence submitted by the issuing officer, which shall be obtained using handheld devices via interface with the issuing agencies.
  - C.28.4.1.1.5** Photo evidence submitted by the customer.
  - C.28.4.1.1.6** Deployment log indexed to ticket number.
  - C.28.4.1.1.7** Hearing records.
  - C.28.4.1.1.8** Signed copies of Installment Payment Plans.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.28.4.1.2** The system shall enable employees to scan additional documents to a ticket by entering the ticket number, customer name, or plate number and retrieving the record in question after they login to the system.
- C.28.4.1.3** Whenever an image is indexed to a ticket record, the system shall an icon (i.e., a reduced-size version of the image) to serve as a hot link to the image.
- C.28.4.1.4** The system shall require that a drop down menu identify the type of image to be scanned at the beginning of the process. The user must select the type prior to scanning. If the type does not exist, the user may enter a designation under miscellaneous. Documents with multiple pages may be imaged together.
- C.28.4.1.5** The system shall give the user the option of reviewing the output and deciding either to save it or delete it.
- C.28.4.1.6** After an image has been scanned, the system shall allow the user to see the image after it is saved in real time as a part of the ticket record.
- C.28.4.1.7** All requirements in this section pertain to audio and video files as well as images and documents.
- C.28.4.1.8** The system shall capture images and audio and video files, by scanning, real time or by batch upload via interface from ticket-issuing agencies.
- C.28.4.1.9** The system shall also save images of the ticket and materials presented by the customer, including but not limited to photo identification and proof of residence.
- C.28.4.1.10** The system shall save these images in the database linked to the ticket number and other keys including but not limited to tag number, name and address.
- C.28.4.1.11** The system shall enable customers to enter images online for online adjudication.
- C.28.4.1.12** The District shall identify naming conventions for the customer to choose from when saving uploaded images.
- C.28.4.2** **Accessing Images**
- C.28.4.2.1** The system shall save images associated with a ticket.
- C.28.4.2.2** After a user has searched for a ticket number, customer, or plate number, the system shall return a screen of results.
- C.28.4.2.3** The system shall provide a user-friendly capability for users to view/access images, documents, and video and audio files related to this ticket.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.28.4.2.4** When an image is selected for viewing, the system shall provide the user with the ability to change the image with functions including but not limited to zooming in or out and rotating the image.

**C.28.4.2.5** If images, documents and audio and video files are indexed to the wrong ticket, authorized users shall have the capability to re-associate the images with the correct record(s) and to delete the image.

**C.28.4.3 Hearing Record**

**C.28.4.3.1** The system shall enable the hearing examiner to scan and save images or documents that the customer presents as evidence during the hearing and link them to the corresponding ticket record(s).

**C.28.4.3.2** Multiple hearing records can be created for the same ticket and saved as separate hearing records. Conversely, multiple tickets can be linked to one hearing record.

**C.28.4.3.3** After each hearing, the system shall capture and save a .pdf image of the hearing record to the corresponding ticket record(s).

**C.28.4.3.4** The system shall enable users to view the image of the hearing record when they access the corresponding ticket.

**C.28.4.3.5** The system shall index the hearing record to each ticket that is included in a multi-ticket adjudication hearing, although only one hearing record will be created for the group of tickets. An example would be group processing.

**C.29 REPORTING**

**C.29.1 Use Case (for Contractor informational purposes only)**

**C.29.1.1** The DMV's Chief Hearing Examiner would like to know how many hearings for parking tickets each hearing examiner conducted at Adjudication Services in the past week. The examiner was able to run a report in Business Objects that would give this information. She entered several variables to get the desired result; she selected hearings for parking tickets and hearing examiners as two variables and also entered the correct start and end dates for the week. After the report was run, the hearing examiner had a file with the total number of parking tickets adjudicated by each examiner in the past week.

**C.29.2 Overview (for Contractor informational purposes only)**

**C.29.2.1** District management frequently needs information to assess the performance, productivity, and operations of the District's services by measuring various metrics including but not limited to efficiency, finances, and the volume of

transactions. This information can be obtained by running a report to collect the desired information and present it in a coherent and logical way.

**C.29.2.2** The District runs most of its reporting functions through Business Objects. Business Objects is the standardized reporting software for the District. The Contractor shall support existing reports that have been created and run in Business Objects. Also, the Contractor shall provide the ability to develop and run ad hoc reports for District personnel.

**C.29.3 Desired Outcome (for Contractor informational purposes only)**

**C.29.3.1** The system's reporting function provides the District with the capability to run scheduled and ad hoc reports through Business Objects that are also accessible via the Internet. Authorized personnel run existing reports by entering desired parameters. Users can save the results of reports and have the ability to display them in charts or graphs. In the event that no existing report includes the information a user wants to see, personnel can also create ad hoc reports. To ensure report development capabilities are maximized, the Contractor shall provide a full 'universe' in Business Objects of all ticket-related data elements including data dictionary and table structures.

**C.29.3.2** The District desires GIS tracking of officers, vehicles, and violations. The application shall include a digital map interface incorporating Washington DC street centerline data providing the plotting and display of incident data originating from X, Y locations of enforcement actions such as boots, tows and tickets as well as 311 service requests related to enforcement. The interface will also allow both real time tracking and time lapse tracking (e.g. viewing of "breadcrumb trails") of enforcement personnel in the field based on the location of their handheld units or vehicles. This application function will be available on desktop computers connected to the DC network and mobile data terminals (MDT's) connected through wireless data connection. This application function shall be scalable enough to incorporate future regulatory needs and expanded wireless service to more field units.

**C.29.4 Requirements (CLIN0025)**

**C.29.4.1 Access and User Management**

**C.29.4.1.1** The Contractor shall only grant access to the reporting system to authorized personnel. The District will define the security profile groups for various levels of access.

**C.29.4.1.2** The reporting system shall require users to login with a user name and password.

**C.29.4.1.3** The reporting system shall enable users to change their passwords.

C.29.4.1.4 The reporting system shall be available on the DC network as well as web access.

**C.29.4.2 Reports for Ticket and Adjudication Management**

C.29.4.2.1 The system shall automatically generate daily, weekly, monthly and annual reports concerning workload, operations and other relevant statistics related to Adjudication services for ticket processing, payment and adjudication transactions and for all service center locations for ticket access and inquiries as well as a consolidated report for the entire department. Report contents and format shall be determined during the design phase but shall also be enhanced and finalized during the pilot and training phases.

C.29.4.2.2 The system shall produce a daily report that clearly outlines the date and time for every system override. This report shall be grouped by location, employee, and ticket number.

C.29.4.2.3 The system shall report on authentication activity. This includes information on successful and unsuccessful attempts at login. The report shall include employee number, location, date, time, duration and other relevant authenticated access information.

C.29.4.2.4 The Contractor shall provide a flexible and intuitive, ad hoc reporting system that will allow the District the ability to produce 'on-demand' reports for all operational activity, transactions, and database statistics. The District has standardized on Business Objects. Reports should be generated with Business Objects whenever feasible or identified during the design phase and later enhanced during the training and pilot phases.

**C.29.4.3 Data Dictionary**

C.29.4.3.1 The data dictionary shall have a complete Business Objects 'universe' at the time of implementation including metadata on each data element

C.29.4.3.2 The Contractor must have the data dictionary format and proposed contents approved by the District.

**C.29.4.4 Existing Reports and Reports Menu**

C.29.4.4.1 The system shall provide a reports menu that should be accessible at the user and group level.

C.29.4.4.2 The Contractor shall migrate existing reports identified by the District during the design phase.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.29.4.4.3** The reporting system shall allow the user access to all data elements with functionality to generate reports on any information in the system.

**C.29.4.4.4** The reporting system shall save the results of the report when prompted by the user.

**C.29.4.4.5** The reporting system shall enable the user to save report results in Excel, PDF, or CSV formats.

**C.29.4.5 Ad Hoc and New Reports**

**C.29.4.5.1** The reporting system shall enable users to choose criteria to run in reports. Examples of criteria shall include but not be limited to date of ticket issuance, disposition code, fine amount, and state tag.

**C.29.4.5.2** The reporting system shall enable users to set query filters for reports. Examples of filters shall include but not be limited to start and end dates, locations of violations, or clerks who completed tasks.

**C.29.4.5.3** The reporting system shall enable users to save reports they have created.

**C.29.4.5.4** The reporting system shall allow users to group saved reports in folders.

**C.29.4.5.5** The reporting system shall enable the user to save report results in various formats, including but not limited to Excel, PDF, and CSV.

**C.29.4.6 Scheduled Reports**

**C.29.4.6.1** The system shall run selected reports at regularly scheduled times, such as daily, weekly, and monthly.

**C.29.4.6.2** The system shall send the results of these reports by email to selected District personnel or post the reports to the web.

**C.29.4.7 Graphical Analysis of Productivity and Key Metrics**

**C.29.4.7.1** The reporting system shall enable users to present the results of their reports in graphs and charts.

**C.29.4.7.2** After a report has been run, the reporting system shall allow users to delete rows or columns of undesired information from the report.

**C.29.4.7.3** The Contractor's support staff shall be responsible for generation and analysis of trend and variance reports. Support staff shall also take initiative to generate

reports as a result of any anomalies or problems encountered with the data on any report or in response to misinformation on ticket records.

### **C.30 CUSTOMER INTERNET ACCOUNT**

#### **C.30.1 Use Case (for Contractor informational purposes only)**

**C.30.1.1** Always one to do everything he can online, Citizen RR decided that he would pay his parking tickets online rather than by mail or in person. He went to the TASS web site to pay the tickets. He learned that he could also create a master account with access to all the information related to his tag and driver license. He could also request notifications and alerts by email. He decided to obtain a master account. He entered his email address, which also became his username for his account. He also created a password and selected a security question to answer in the event that he needed to reset or change his password. Thinking it might be a good idea to be abreast of District news and closings, he chose to receive alerts and announcements from the District by email. He also entered his mailing address. The District sent a letter to Citizen RR that contained his PIN code, which would allow him to access his account, edit his account, and conduct available transactions, including viewing any images associated with his account.

#### **C.30.2 Overview (for Contractor informational purposes only)**

**C.30.2.1** In order to conduct transactions with the District online, customers can establish a customer ID and password with the District. Every time customers access the Ticket Access Service from the TASS' web site, they will be required to enter their username and password. By having customers create online accounts, the District provides the convenience of conducting transactions online, and it can maintain an audit trail of a customer's online activities with the District. Customers are also allowed to cancel their accounts if they wish, and any accounts that have no activity for two years are automatically deleted. Prior to deletion, the customer is notified by email of the pending action.

**C.30.2.2** Whenever transactions such as payments are conducted online, security is of the utmost importance to the customer. To prevent other people from signing into a customer's account, the District provides a password and security question to help ensure a customer's identity. If customers fail to login successfully after three attempts, the District's web site will lock them out.

**C.30.2.3** The District also provides customers with the option of receiving alerts and announcements by email when they create their District account. This enables the District to send news in a cost-efficient way and helps to spread the word of new information from the District.

#### **C.30.3 Desired Outcome (for Contractor informational purposes only)**

**C.30.3.1** The District needs secure and user-friendly Internet accounts for customers to use for conducting transactions after they login using unique login information. Customers can establish accounts, set their own passwords, and indicate if they would like to receive email alerts and announcements from the District.

**C.30.4 Requirements (CLIN0026)**

**C.30.4.1 Setup**

**C.30.4.1.1** To create an account, the system shall require the customer to enter data specified by the District including but not limited to birth date, tag number, driver's license number, address and email address, which shall be the customer's username. The customer must also enter a password. A customer does not have to have a ticket to set up an account. The system shall access DESTINY in real time to ensure the name, driver's license and tag entered are valid. If the person is a non-DC resident, the query will be made via DESTINY through Nlets.

**C.30.4.1.2** The system shall inform the user that his or her email address will function as the username.

**C.30.4.1.3** The system shall also require the customer to confirm the password, select a security question, and enter an answer to the security question.

**C.30.4.1.4** Whenever a customer submits a username, password, or security answer that does not meet the proper format, the system shall warn the customer that a mistake was made and provide details on the proper format for the field in question.

**C.30.4.1.5** If a customer changes his or her email address in the system, the system shall require that the username is changed to match the new email address.

**C.30.4.1.6** The system shall require new customers to accept the terms and conditions before creating an account. The terms and conditions shall be determined by the District and shall be subject to change as the District sees fit.

**C.30.4.1.7** After their account information has been entered, the system shall request that the customer verify that all the information is correct.

**C.30.4.1.8** The system shall verify any license plates the customer adds to their account are registered in that customer's name regardless if the customer is the primary or the secondary owner.

**C.30.4.1.9** The system shall permit a plate to appear on multiple accounts as long as the account is in the name of a registered owner of that plate.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.30.4.1.10** The system shall offer optional services such as email alerts and notification to the customer. However, the system shall not require the customer to request these services in order to create an account.
- C.30.4.1.11** After the customer's information has been entered, the system shall ask the customer to confirm the information before the account can be created.
- C.30.4.1.12** After customers create accounts, the system shall inform them that they have to wait to get their PINs mailed to them before they can begin conducting actions online.
- C.30.4.1.13** After an account has been successfully created by a customer, the system shall generate and send a letter to the customer to inform him or her that an account has been created for either his or her driver's license or vehicle plate.
- C.30.4.1.14** This letter shall contain a unique PIN that the customer must use to access her or his account.
- C.30.4.1.15** For each vehicle that a customer adds to an account, the system shall send a letter with a PIN number to that customer.
- C.30.4.2** **Content**
- C.30.4.2.1** The system shall display both general information and violation information.
- C.30.4.2.2** For general information, the system shall include but not limit the information to ticket number, name, plate, last payment, hearing date, disposition, and date the disposition was entered into the system.
- C.30.4.2.3** For violation information, the system shall include but not limit the information to the violation, date of the violation, location of the violation, meter number (if applicable), fine, penalty, and total amount due.
- C.30.4.2.4** The system shall also display general settings, enabled alerts, and monitored items.
- C.30.4.2.5** For enabled alerts, the system shall include any alert that customers indicate that they would like to receive by email.
- C.30.4.2.6** For monitored items, the system shall include but not limit the information to plate or license number, number of open tickets, the date the last ticket was issued, and the total due.
- C.30.4.2.7** The system shall display open and closed tickets and links to corresponding images, video, audio and associated documents.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.30.4.2.8** The system shall support additional content to be provided by the District including but not limited to legislation, business rules and processes, and general information.
- C.30.4.2.9** The system shall also display general information and a financial summary.
- C.30.4.2.10** General information shall include but not be limited to current status, name, address, and plate.
- C.30.4.2.11** The financial summary shall include but not be limited to ticket total, fee total, and total amount due.
- C.30.4.2.12** The system shall have a ticket summary. The ticket summary shall include but not be limited to ticket number, date and time issued, violation code and description, location, meter number, and amount due.
- C.30.4.2.13** The system shall display the ticket number and image type.

**C.30.4.3 Alerts and Announcements**

- C.30.4.3.1** The system shall offer email notices to be sent to the customer when certain actions have been or are about to be taken by the District. These actions may include but not be limited to the issuance of new tickets, the application of penalties, status such as boot eligibility, the application of mail-in payments, upcoming hearings, appeal status, and the assignment of tickets to collections.
- C.30.4.3.2** The system shall offer email notices to be sent to the customer about special District announcements. These announcements shall include but not be limited to closings at the District, new features on the web site, and new District programs.
- C.30.4.3.3** Email alerts shall also contain a hotlink to the payment web site.
- C.30.4.3.4** Even if customers have agreed to receive alerts and announcements by email, the system shall still send regular mail to these customers when appropriate.

**C.31 SCANNING, INDEXING AND STORAGE REQUIREMENTS**

**C.31.1 Requirements (CLIN0027)**

**C.31.1.1 Scanning**

- C.31.1.2** The Contractor is required to propose an integrated solution, which includes all hardware and software necessary to provide the document scanning functionality

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

including, but not limited to: desktop document scanning; automated indexing; document storage; user-friendly and secure document search and retrieval; and automated collection, storage, and reporting of scanning statistics and audit trail information.

- C.31.1.3** Centralized system management and maintenance (such as supervisory functions user/security maintenance, system maintenance, system software upgrades and distribution, etc.)
- C.31.1.4** Scalable and modular architecture to accommodate future growth requirements
- C.31.1.5** Fail over and other high redundancy techniques to provide for zero unanticipated downtime.
- C.31.1.6** Importing documents from the current imaging repository.
- C.31.1.7** The Contractor shall provide a detailed narrative describing their proposed solution, including all functionality, system capabilities, limitations, and performance capabilities of the proposed solution.
- C.31.1.8** In addition to the detailed narrative, the Contractor shall itemize and describe all proposed hardware and software components. The Contractor shall include a breakdown of each separate component and feature of the proposed solution along with the corresponding technical specifications.
- C.31.1.9** The integrated scanning solution shall be implemented at Adjudication Services, including the back office operations at 95 M Street, and at other District offices at OCTO's direction. Proposals shall describe the Contractor's means for implementing future applications, enhancements and expansion and implementing the future applications, enhancements, and expansion with the proposed solution. This would include, for example, future releases of the Contractor's system.
- C.31.1.10** To accomplish the implementation of the required capabilities, the Contractor shall provide all necessary products, design the approaches, develop detailed system design specifications and requirements, and develop and implement the necessary hardware and software solutions based on detailed design discussions with the District and OCTO project team relating to agency workflow processes and requirements. The Contractor shall provide the expertise and manpower necessary to perform the tasks and provide all necessary hardware and software solutions to accomplish the requirements of this RFP. Detailed system design specifications and requirements will be based on detailed design discussions between the District and the Contractor, facilitated by the Contractor.
- C.31.1.11** The Contractor shall furnish and maintain all hardware, software, and interfaces necessary to deploy the scanning system as specified in detailed system design discussions with the District and OCTO and as required within this RFP. The

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Contractor shall provide detailed system design, software development, software customization, integrated system testing, acceptance testing, documentation along with all modifications, training, delivery, installation, and hardware and software maintenance support.

**C.31.1.12** The Contractor shall provide the necessary project management and project staff working on-site at the District with District staff to develop a functional and detailed design of all proposed solutions prior to development. The Contractor shall document the functional and detailed design of all software applications and receive the District and OCTO approval prior to proceeding with system development. The Contractor shall facilitate and document joint application design meetings.

**C.31.1.13** The Contractor shall describe their proposed solution in detail (including the proposed solution functionality, system capabilities and limitations, performance capabilities and limitations, an itemized list of proposed hardware and software along with technical specifications, etc.).

**C.31.2 Incoming Documents**

**C.31.2.1** As part of the proposed integrated system, the Contractor shall propose a solution for bringing various types of documents into the system. The proposed integrated (i.e., not stand alone) solution shall include but not be limited to: the current ticket- and adjudication-related documents; and documents provided in person at District service locations and by mail at various District offices.

**C.31.2.2** Additional scanned images will address documents generated by the system and sent to the customer. The Contractor shall provide the capability to import various generated notices, reminders, etc. into a tagged file for storage and indexing. These will be retrieved along with other imaged documents.

**C.31.2.3** The Contractor shall provide the capability for the District to scan and input other images including but not limited to emails, faxes, and Microsoft Office documents.

**C.31.2.4** As part of the proposed integrated system, the Contractor shall propose a solution for bringing various types of documents into the image repository linked with the appropriate ticket record(s) and with the corresponding DESTINY record for DC residents. The proposed solution shall include the ability to:

**C.31.2.4.1** Scan a variety of paper documents of different sizes and colors and age.

**C.31.2.4.2** Scan photographs in color and black and white at an industry standard resolution for easy viewing.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.31.2.4.3 Scan both sides of a paper document in a single pass (duplex scanning) while suppressing blank sides.
- C.31.2.4.4 Suppress any blank pages while scanning documents.
- C.31.2.4.5 Allow a customer selectable option to store documents in greyscale, in color, or both.
- C.31.2.4.6 Automatically print a sequential control number on each scanned page as part of the scanning process (desired for all scanners but the District will accept if this feature is not available for the desktop scanner)
- C.31.2.4.7 Scan paper documents through an automatic document feeder with manual feeding override capability.
- C.31.2.4.8 Perform optical character recognition (OCR) functionality on demand to allow for automated indexing, full text conversion, zone extraction, and text conversion of all or selected text images within the document.
- C.31.2.4.9 Automatically read and interpret barcodes as part of the scanning process and importing of electronic files (for indexing purposes).
- C.31.2.4.10 Support image resolution of at-least 300 dpi.
- C.31.2.5 All above mentioned document scanning features are required both for desktop as well as the back office scanners. Specifically, the Contractor shall provide:
  - C.31.2.5.1 The processing capabilities including the number of documents that can be scanned per minute.
  - C.31.2.5.2 Specific hardware features including but not limited to duplex imaging, scanning technology and resolution, scanning limitations, applicable recognition technology (e.g., optical character recognition, intelligent character recognition, and mark sense)
  - C.31.2.5.3 The paper sizes and weights of documents that can be scanned.
  - C.31.2.5.4 The failure recovery process and capabilities for the proposed solution (power failures, network failures, hardware failures, etc.).

**C.31.3 Document Indexing**

- C.31.3.1 As part of the proposed ticket and adjudication management system proposal, the Contractor shall provide a solution for automatically tagging each record with an index locator and allowing the creation of a group index field for linking a

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

common set of records together. This group index field or pointer for each ticket on a DC-registered vehicle or driver will be tied to DESTINY. The proposed solution shall include the ability to:

- C.31.3.1.1** Automatically generate a unique index locator for that record as well as index field indicating the type of record that is being scanned (e.g. Driver's license, vehicle titles, etc.).
- C.31.3.1.2** Automatically generate group index field to link documents with common set of criterion (like common customer number). The information to be used for indexing will be either read from barcodes, from system data fields, directly from document text, or manually entered by the CSR.
- C.31.3.2** The index fields will be created from any of the following sources, manually during the document scanning processes and automatically read during the scanning process, scanned in batch for bulk document processing, and from imported files from the fax server, office applications and tagged system files.
- C.31.3.3** Utilize automatic Optical Character Recognition capability to allow for full text conversion, zone extraction, and text conversion of all or selected text images within the document.
- C.31.3.4** Automatically update previously stored indices based on changes to the District's host system. For example, a change to the customer number, tag number or driver license number in DESTINY shall automatically update ticket image indices to reflect this change. When two or more records are merged, the stored image indices shall be linked with the primary record.
- C.31.3.5** The Contractor shall describe the proposed solution for interfacing with the District DESTINY system for indexing needs and staying current with changing customer data in DESTINY and in TASS. The Contractor shall also describe the interface and the requirements for the District in order to accomplish the proposed seamless integration.

**C.31.4 Document Storage for Images**

- C.31.4.1** As part of the proposed integrated scanning system, the Contractor shall propose a solution for storing all digital images and associated information in conjunction with the database. In addition, the proposed solution shall include a sufficient amount of space for usage statistics and audit trail data as well as system growth over time. The proposed solution shall:
  - C.31.4.1.1** Provide sufficient storage capacity to accommodate a minimum of 8 million documents per year for 10 years.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.31.4.1.2** Provide sufficient capacity to accommodate a 3% growth in the number of new documents per year for a period of five years.
- C.31.4.1.3** Store electronic files and documents by designated index fields.
- C.31.4.1.4** Automatically archive and purge stored documents and index information based on pre-defined business rules and retention requirements.
- C.31.4.1.5** Provide a method of exporting scanned document images in multiple formats (such as CDs, DVDs, etc.).
- C.31.4.1.6** Provide a method of backup to a suitable media for the District to store at an offsite location for disaster recovery.
- C.31.4.1.7** Provide for document backup for failover recovery without impacting real-time operations.
- C.31.4.1.8** Ensure against a single point of system failure on each component of the proposed scanning and imaging storage process, including all hot swappable hardware devices, by protecting the stored data through the use of redundant storage and other high availability methods.
- C.31.4.1.9** Provide the capability to recover data following service interruptions (e.g., network disruptions while transmitting and/or retrieving images).
- C.31.4.1.10** Provide a secure image storage solution to ensure that the original scanned and stored images are not modified, altered, or tampered with in any way. The District requires that the digitized image be stored in an industry standard format.
- C.31.4.1.11** Ensure additional capacity reserved for database management, statistics, audit trail information, inactive record archives, etc.
- C.31.4.2** For the proposed integrated scanning system, the Contractor shall also describe the storage capacity requirements for document storage and retrieval in processing images with respect to the following: new documents processed into the system on an average week, and document storage requirements increasing at 3% per year for ten-years.

**C.31.5 Document Storage for Paper Documents**

- C.31.5.1** As part of the administrative services activities, the Contractor shall store all documents at a secure facility for the duration of the contract.

**C.31.5.2** Financial documents shall be organized to allow easy retrieval of a document by the date or appropriate document number (e.g., refund number) to be specified by the District.

### **C.31.6 Document Retrieval**

**C.31.6.1** As part of the proposed integrated scanning system, the Contractor shall propose a user-friendly solution for integration of document retrieval and handling with TASS. The proposed solution shall include the ability to quickly retrieve electronically stored files and documents through existing PC workstations throughout all service locations. The Contractor shall describe the performance capabilities and limitations of the proposed retrieval solution (for example, how fast retrievals and displays will occur). It should also be able to search and retrieve electronic files and documents based on the group or individual index fields.

**C.31.6.2** On first retrieval, thumbnail view of all documents belonging to that group should be displayed along with an annotation of the type of document.

**C.31.6.3** CSR should be able to click on any of the thumbnail to display a larger image of the document. CSR can click on multiple thumbnails and obtain a full page printout of the image.

**C.31.6.4** CSR should be able to select any individual page or image within the group for further processing like printing, annotating, faxing or email forwarding etc.

**C.31.6.5** Allow creation of electronic annotations, redactions, masking, overlays, highlighting, stamps, sticky notes, etc. on retrieved documents while prohibiting the alteration of the original scanned image.

**C.31.6.6** All scanning/imaging/retrieval software should be able to work on the District's existing workstations.

**C.31.6.7** Control access based on the user rights (including view by type, view original, view annotations, print/fax, modify, delete, view, file, etc.)

**C.31.6.8** Print, fax, and e-mail retrieved documents directly from the retrieval workstation.

**C.31.6.9** All regular viewing and retrieval features like zoom, point and click enlargement, zone isolation, etc should be provided.

### **C.31.7 Audit Trail and Statistics**

**C.31.7.1** The Contractor shall propose an integrated solution for automated collection, storage, and reporting of usage statistics and audit trail data.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.31.7.2** The Contractor shall work with the District Security Integrity Officer as well as the District and OCTO team to customize their proposed solution during the design phase including but not limited to: what data will be collected; how the data will be collected; how and where the data will be stored; how the data will be protected; how to recover from lost, missing, and uncollected data; how the collected information will be reported on a regular basis (i.e. daily, weekly, monthly, semi-annually, yearly, etc.) as well as on an ad-hoc basis; and how and when the data will be purged
- C.31.7.3** The District requires a cradle to grave audit trail for each document and document type as well as each ticket transaction of any kind. The Contractor shall propose a solution for printing a variety of statistical and audit trail reports addressing this requirement. Contractor shall submit a description and example of each pre-programmed report included with the software.
- C.31.7.4** The Contractor shall propose an easy-to-use automated solution for the District to produce user specific, on-demand ad-hoc reports.

**C.31.8 Central Image System Repository**

- C.31.8.1** The Contractor shall work with the District and OCTO team to define the architecture during the design phase. For example, the image repository could reside on the District's mainframe, in a client server architecture in Oracle, or the configuration the Contractor believes best meets the requirements in this RFP considering the current architecture and cost to implement the recommendation.
- C.31.8.2** The Contractor shall provide all necessary hardware, software, and other equipment necessary to support capture of the bio-login images, scanned images, audio, and video files transferred from system customers including but not limited to DPW, DDOT, MPD, and the Taxi Commission.
- C.31.8.3** The system shall be able to maintain a security log and audit trail of each transaction and activity for each authorized login at the central repository and for each workstation.
- C.31.8.4** All images stored in the central image repository shall have a unique identifier. All records belonging to a single customer will be keyed and grouped together by a group identifier.
- C.31.8.5** All historical images migrated to the central repository shall be easily accessible to the users. Access should be swift (i.e., less than 2 seconds) and occur through the Ticket and Adjudication Management System or through DESTINY. The Contractor shall be responsible for migrating images to the new system and ensuring the images are linked to the correct ticket and customer record(s).

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.31.8.6** The Contractor shall provide the software and relevant hardware necessary to compress, decompress, retrieve, store, update and transmit photo, document, video, and audio files. The stored images shall conform to industry standards and allow for retrieval of images using industry standard interfaces.

**C.31.8.7** The central repository shall be configured to allow an uptime of 99.99% during the District's operational hours. The configuration should include full redundancy and failover.

## **C.32 HARDWARE**

### **C.32.1 Requirements (CLIN0028)**

**C.32.1.1** The Contractor shall provide all necessary hardware, cables, and connectors including but not limited to servers, RAID disks, network cards, network devices, power supplies, UPS and any other necessary devices.

**C.32.1.2** For District of Columbia standards see the Technical Addendum.

## **C.33 TRAINING**

### **C.33.1 Requirements (CLIN0029)**

**C.33.1.1** The Contractor shall submit a training plan with their proposal to include training for operational and administrative staff. Operational staff (approximately 250 individuals) shall receive sufficient system management and operations training to provide daily operational support for primary ticket and adjudication services. Training shall be conducted by the Contractor and shall include, but not be limited to, the following:

**C.33.1.1.1** Administrative functions including but not limited to changing passwords and managing overrides.

**C.33.1.1.2** Trouble shooting at the user level.

**C.33.1.1.3** Use of all system functions and capabilities

**C.33.1.1.4** Training of designated employees in the access, modification, and printing of Business Objects reports (this training shall be made available to any District agency with a license agreement to use Business Objects for ticket processing).

**C.33.1.2** System Administration Staff (approximately 3 individuals) must receive sufficient system management and operations training to provide daily systems support.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Training shall be conducted by the Contractor and shall include, but not be limited to, the following:

- C.33.1.2.1 Administrative functions including changing passwords and other routine management tasks.
- C.33.1.2.2 Centralized system management and maintenance.
- C.33.1.2.3 Troubleshooting and monitoring.
- C.33.1.2.4 Preventive Maintenance tasks
- C.33.1.2.5 Ticket and adjudication system operation.
- C.33.1.2.6 Ticket and adjudication system usage statistics and audit trail data and reporting.
- C.33.1.2.7 Ad-hoc reporting.
- C.33.1.3 For each type of training, the proposed training plans must include:
  - C.33.1.3.1 Method of training.
  - C.33.1.3.2 Length of training (estimate number of hours for each type of employee).
  - C.33.1.3.3 Facility requirements for training.
  - C.33.1.3.4 Detailed outline and description of each training session.
  - C.33.1.3.5 List of training materials and samples.
  - C.33.1.3.6 Description of any self-guided training modules that may reside on the system.
- C.33.1.4 The District will establish a training schedule after consultation with the Contractor. This schedule must coincide with the installation schedule. The Contractor shall present a 'dry run' training presentation to District staff for approval at least 30 calendar days before the start of the proposed training.
- C.33.1.5 Training of designated employees in the access, modification, and printing of Business Objects reports. This training shall be made available to users in any District agency that accesses TASS. The Contractor shall provide user training manuals that address every functionality in the system. A draft training manual outline shall be provided for the District's approval at least 4 months prior to implementation.

- C.33.1.6** The Contractor shall provide context sensitive Help for keywords to be identified by the District during the design phase.

## **C.34 TRANSITION PLAN AT CONTRACT EXPIRATION**

### **C.34.1 Requirements (CLIN0030)**

- C.34.1.1** Six months prior to the expiration date of this contract the Contractor shall begin a transition phase consisting of a series of meetings with the District's transition team which will include representatives from the incoming vendor, the affected District agencies, and OCTO. The Contractor shall provide support as needed to transition the database, images, etc to the new system including but not limited to generation of export files. The objectives of the transition plan design meetings are to:
  - C.34.1.1.1** Minimize risk;
  - C.34.1.1.2** Expedite implementation of the next vendor;
  - C.34.1.1.3** Establish a structure to ensure proper control in the transition and implementation of new services;
  - C.34.1.1.4** Develop testing and acceptance methodology for transition, in conjunction with the District's next vendor;
  - C.34.1.1.5** Define milestones and timetable; and
  - C.34.1.1.6** Finalize reporting requirements and report delivery methods.

## **C.35 PROPOSED STAFFING**

### **C.35.1 Requirements (CLIN0031)**

- C.35.1.1** The Contractor shall provide the resumes of the proposed project manager, account manager and technical manager including three references for each manager. The District reserves the right to interview the proposed managers and either confirm the recommendation or request the resume of an alternate project manager.
- C.35.1.2** The District reserves the right to request replacement of any member of the Contractor's team at any time at the District's discretion. Under such circumstances, the Contractor shall replace the individual as soon as possible, but no later than two weeks after the request, with a replacement acceptable to the

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

District. The Contractor shall handle any time lost based on this action to ensure the schedule is not adversely impacted.

**C.35.1.3** Support staffing assigned to the District contract shall not have a non-compete agreement with the Contractor and may, therefore, be offered employment by the District if so desired. Resources may not be offshore and must be within commuting distance of DC in case meetings are scheduled at the last minute or any other urgent need for onsite presence.

**C.35.1.4** For implementation, the Contractor shall include a Certified Project Manager. The Project Manager shall not be an employee of the Contractor or any proposed subcontractor. The Project Manager shall be an employee of a firm or an individual consultant that specializes in project management, especially scheduling. Three or more resumes of proposed candidates shall be presented to the District within one week of award. The District will interview and evaluate candidates and notify the Contractor of their desired candidate. The Project Manager shall report to the Contract Administrator and not the Contractor. The Project Manager shall be onsite. The Project Manager shall report weekly on the status of the implementation schedule, notify all parties of potential problems, and shall document all events pertinent to implementation of the system including but not limited to meeting notes, emails, and any other relevant communications.

**C.35.1.5** Once the system is implemented, an important role of the Contractor's supporting staff shall be vetting customer requests for program changes to ensure no ancillary damage or non-intended consequences will occur if that change is implemented.

**C.35.2 Senior Business Analyst Requirement (CLIN's 0041A, 0042A, 0043A, 1003A, and 2003A)**

**C.35.2.1** The Senior Business Analyst provided for this contract shall have three to seven years of experience meeting with customers, reading designs and using software tools to gather requirements, analyzing needs, identifying risks, proposing designs, writing documentation, and carrying out financial analysis. The Senior Business Analyst shall create, edit, and design content for TASS, such as documentation, designs, web pages, publications, presentations, reports, or graphics.

**C.35.3 Developer Requirement (CLIN's 0041B, 0042B, 0043B, 1003B, and 2003B)**

**C.35.3.1** The Developer provided for this contract shall have three to seven years of experience translating requirements into code or configuration using software tools in integrated development environments.

**C.36 EASE OF USE**

### **C.36.1 Overview (for Contractor informational purposes only)**

**C.36.1.1** The District needs the Contractor to possess an understanding of the five characteristics of usability – effective, efficient, engaging, error tolerant, easy to learn – which will ensure user-centered design.

### **C.36.2 Desired Outcome (for Contractor informational purposes only)**

**C.36.2.1** For the ticket processing system to be user friendly, mouse clicks and scrolling are minimized. The system has search boxes on every screen so users can always look for wanted information, and a help function is also accessible on every screen. A Spell-Check function is available when letters are created. Navigation buttons, hyperlinks, and icons enable users to access information and pages. When applicable, dropdown menus are present to allow users to quickly make a choice among menu items.

### **C.36.3 Requirements (CLIN0032)**

**C.36.3.1** The system shall include a context sensitive help function, which shall be accessible on every screen.

**C.36.3.2** Within the help function, the system shall provide users with contact information for attaining help by phone or email.

**C.36.3.3** The system shall include a “find” function similar to the Microsoft Word find function.

**C.36.3.4** The system shall also have a more detailed search page that the District employees can use to access information including but not limited to customer accounts, ticket records, and vehicle plates.

**C.36.3.5** The system shall enable users to search for customer and ticket records by using various pieces of information, including but not limited to customer name, vehicle plate number, ticket number, and vehicle identification number.

**C.36.3.6** At all points in the system, the amount of clicking and scrolling necessary to perform a function or access information shall be minimized.

**C.36.3.7** The system shall feature “Previous” and “Next” buttons, which users can use to move forward or backward one screen, on each screen.

**C.36.3.8** The system shall include links in names and ticket numbers that employees can click in order to access more detailed information on that entity.

**C.36.3.9** For presentations that include more records than can fit on a page, a scrolling option will be provided via an “All” button.

- C.36.3.10** The system shall include clickable image icons that will appear next to ticket numbers and vehicle plates that have associated images.
- C.36.3.11** The system shall include a Spell-Check feature that will be used in boxes for notes and in boxes that hearing examiners use to type testimony, evidence, and decisions.
- C.36.3.12** The system shall offer dropdown menus to users when more than one choice for action is available. For example, when a user accesses a customer's account, the user may choose to see all of the customer's open tickets from a dropdown menu that includes open tickets, paid tickets, overdue tickets, and boot-eligible tickets.
- C.36.3.13** The system shall allow the District to format and change the text used on system screens, in automated email, and in letters and notices.
- C.36.3.14** The system shall allow the District to determine the automated logoff timeframe and, if desired, specify no logoff.
- C.36.3.15** Authorized Access via Biometric Login
- C.36.3.15.1** Each District workstation shall be provided with a robust security system to prevent unauthorized access. The preferred system is a bio-login capability. The finger print scanner should enable the authentication with any finger (but not thumbs). The system should capture the image of this fingerprint with adequate minutiae at the time of initialization and store that image in the Central System Repository. The finger print scanner shall be an optical sensing device capable of capturing electronic fingerprints with a minimum resolution of 500dpi at 8-bit grayscale.
- C.36.3.15.2** The fingerprint scanner shall be able to scan finger print images of individuals with a variety of finger shapes, sizes, and pigment complexion and skin tone.
- C.36.3.15.3** For authorized access, the system should request the operator to place their finger in the scanner. The system should make a 1-1 match with stored records to determine the authenticity as well as the authorization for access.
- C.36.3.15.4** The system shall maintain a transaction log with all authentication activity including successful and unsuccessful attempts at login and all supervisor overrides.
- C.36.3.15.5** The system should include software for automatic image quality detection to ensure high quality fingerprint capture.
- C.36.3.15.6** The biometric login shall be the single login required for system operation and shall function as the Microsoft single login capability.

- C.36.3.15.7** If the biometric login capability is down, the system shall default to the Microsoft login process. The login requirement shall automatically shift back when the biometric login capability is again operational.
- C.36.3.15.8** All overrides will require supervisor intervention. The system should request the supervisor to bio-login to initiate the override.
- C.36.3.15.9** The finger print scanner shall be connected to the workstation via an USB interface and should be hot swappable on failure.
- C.36.3.15.10** The system should provide windows based API to enable integration of the bio-login functionality with TASS.
- C.36.3.15.11** The system should be easy to use and allow for simple, intuitive user interfaces. The finger print images shall follow FBI and NIST standards. The images shall be compressed adequately. The Contractor shall describe the entire end-to-end capture and verification process.
- C.36.3.15.12** If the workstation is a non-District workstation, Microsoft login process shall be used.

## **C.37 DATA CONVERSION**

### **C.37.1 Requirements (CLIN0033)**

- C.37.1.1** The Contractor shall work with The District to prepare legacy data for conversion including: Conversion Planning—Conversion sources, data mapping and data cleanup occurs. The conversion approach and schedule are developed into a comprehensive plan; Basic Conversion—Define data mapping and data cleanup requirements for each conversion source. Develop conversion approach and program. Conversion data is validated. Conversion scope expands with each prototype; Expanded Conversion—Conversion processing is expanded to incorporate more complex data or historical data based on conversion scope defined in the Conversion Plan; and Final Data Conversion—Conduct Final Data Conversion to ensure the most current data is present for all applications as planned in the Conversion Plan.
- C.37.1.2** The Contractor shall also execute a testing plan to ensure data quality and data integrity during conversion.
- C.37.1.3** OCTO's IT organization shall be responsible for developing the data extracts from current systems to the temporary tables designed by the Contractor that shall be used to translate into the Contractor's proposed system. The Contractor shall assist OCTO technical staff on the mapping of data elements from the legacy system to the conversion temporary translation tables. Through the knowledge

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

transfer process, the Contractor shall document and demonstrate the data conversion processes for OCTO's IT staff.

**C.37.1.4** With the assistance of the Contractor's technical personnel, District resources shall be utilized to cleanup any data in current systems in preparation for data conversion. If data translation routines cannot programmatically correct any data inconsistency and cleanliness issues, manual intervention shall be required by the Contractor to resolve and correct the data issues within in the current systems.

**C.37.1.5** All data that is not a candidate for programmatic conversion shall either be manually loaded or archived into a data warehouse for future access and reporting by the District. The Contractor shall define the conversation strategy and provide technical design assistance should a data warehouse be used for archived data.

**C.38 INTERFACES**

**C.38.1 Desired Outcome (for Contractor informational purposes only)**

**C.38.1.1** The functions as written in this section pertain to services that this application sends to and receives from internal sources through the DC WAN between the ticket database and the systems noted below. Systems external to the DC WAN, such as AAMVA, use a secure FTP server located outside the DC infrastructure for ticket database updates, communications and file transfer. Some of these interfaces involve real-time access through DESTINY to the desired data source such as through DESTINY to WALES to obtain name and address information from NLETS. It is expected that many of the initial interfaces will occur in real-time using standardized web-services or xml protocols, with the understanding that during the course of the contract, the District desires to move virtually all interfaces to this model.

**C.38.1.2** The District will include data in the following Data Source Profile table for each application that TASS will interface and/or integrate with during the course of this contract. For any sections in the Interface part of this RFP that do not include a completed Data Source Profile at the time the RFP is issued, the Data Source Profiles will be provided at the vendor pre-proposal conference.

Application Name		
Vendor Name		
Hosted (Vendor/ OCTO)		
Description		
Platform	Operating System	
	Database	
Users		

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Application Name		
Database size		
Data Integration Options	ODBC compliant	
	Flat file export	
Longitudinal- history data		
Periodicity		
Granularity		
Data quality/ integrity issues		
Relationship with other applications (parent/ child)		
Current OLAP/ analytic tools		
Application support		
Other information		

**C.38.2 Requirements (CLIN0034)**

**C.38.2.1 Lockbox Interface**

**C.38.2.1.1** As payments are received and processed by the lockbox vendor, a file is generated that indicates what payments were received for which tickets, notices, or payment coupons. This file contains handshake information to ensure that the transmission is auditable and can be validated by the ticket processing system upon receipt. This file is FTP'd nightly to the ticket processing vendor to update the ticket database. Error messages are generated and returned to indicate rejected records or batches and the reason for rejection. The District must be automatically notified of any rejected batches or ticket payments and their complete and timely resolution. Payment notices and coupons will contain enough information in their scan lines that are printed by the ticket processing system when the notices and coupons are created to enable the actual payments for each ticket on the notice or coupon to be applied correctly. For example, the notice type, date and sequence number in a scan line shall enable the ticket processing system to know which tickets were printed on that specific notice so the tickets are updated for the appropriate amount from the total notice payment. To investigate payments received with incomplete information, the lockbox vendor requires read-only access to the ticket processing system. At the end of the day, all payments received by the ticket processing system that day by TASS are listed in a report,

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

and organized by batch and record, that is accessible online by the lockbox vendor for reconciliation with their daily reports. The report includes a detailed list of all payments and a 'drill down' feature for details including file batch number, count and amount, and transmission date and time. Upon update to TASS, a report is used to determine total payments to MPD and other issuing agencies' tickets, number of rejects and reason(s), split payments, overpayments, and any other payment exceptions that may occur. A full reconciliation showing that all rejects have been corrected must be available to the District.

**C.38.2.1.2** The Contractor shall:

**C.38.2.1.2.1** Accept a daily FTP file from the lockbox vendor that lists all tickets, notices, coupons, and amounts processed during the same workday and update the ticket system by 9:00 pm of the same workday.

**C.38.2.1.2.2** Associate payment images (e.g., front and back of check) with each ticket covered by that check. For example, one check may be used to pay for multiple tickets. The image of that check shall be associated with each ticket record.

**C.38.2.1.2.3** Associate a fleet company number or an IPP plan number that may be listed on the daily file with the corresponding tickets that the payments were intended to pay.

**C.38.2.1.2.4** Acknowledge receipt of each file by returning an e-mail confirmation to the lockbox vendor and the Contract Administrator of file receipt.

**C.38.2.1.2.5** Reject any duplicate file transmissions and send an e-mail alert to the lockbox vendor and the Contract Administrator and identify the basis for rejection. The Contractor shall advise the District by 6 am of the following workday if any daily lockbox file is not received.

**C.38.2.1.2.6** Make available, by 6:00 am of the following workday, daily internet reports for access by the lockbox contractor and approved District personnel, including but not limited to updated and rejected batches; listing of tickets included in rejected batches; and a list of all batches processed including batch number, number of tickets, and dollar amount updated.

**C.38.2.1.2.7** Be prepared to develop interfaces with a new vendor when the current lockbox contract expires if the current vendor is not awarded the new contract.

**C.38.2.2 Collections Interface**

**C.38.2.2.1** When unpaid tickets reach the point of referral to collections, a file is generated by TASS with the pertinent information for each ticket. Tickets referred to collections are so indicated on the ticket database including the date the record was forwarded to the collections vendor. A monthly synchronization file shall be

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

generated by the ticket system so the collections vendor can validate that all records have been received from the daily files. Daily reports are generated and accessible online by the collections vendor that includes a list of referred tickets and appropriate information such as tag or DLN and amount due. Each night, payment data (including but not limited to the amount, payment date, and payment type) and collections activity data (including but not limited to notice or call type and date) from the collections vendor will be transmitted to the ticket processing system using the same ftp server. These must be updated that night for viewing the next morning in the ticket system and payments must be given the batch date of the payment provided by the collections vendor. At least nightly, any transactions that affect the collections status of a ticket, such as a suspend or payment from a non-collections source, shall be forwarded by the ticket system to the collections vendor so they can stop collections activity. A report shall be generated that lists all payments received on tickets referred to collections including the source of the payments (e.g., walk-in, mail-in, lockbox, web). The ticket processing vendor will also provide read-only access to the ticket processing system for the collections vendor to respond to customer inquiries and to perform investigations.

**C.38.2.2.2** The Contractor shall:

**C.38.2.2.2.1** Generate a weekly file to the collections vendor listing all tickets that have become eligible for collections activity since the previous weekly file, including the mail date of prior notices.

**C.38.2.2.2.2** Post to the ticket record the assign date of all tickets included on the weekly files.

**C.38.2.2.2.3** If any action occurs following assignment that alters the status of eligibility for collections, i.e. a payment or entry of a suspend code, include the status change in a daily file that is sent to the collections vendor.

**C.38.2.2.2.4** Receive from the collections vendor, on a daily basis, a list of paid tickets and update this data nightly to the ticket processing database

**C.38.2.2.2.5** Acknowledge receipt of each file via e-mail to the collections vendor.

**C.38.2.2.2.6** If a daily file is not received from the collections vendor, send an e-mail alert to the collections vendor and Contract Administrator.

**C.38.2.2.2.7** Receive from the collections vendor, on a daily basis, a list of tickets that were listed with credit bureaus and a list of tickets that have been de-listed.

**C.38.2.2.2.8** Post to the ticket record the credit bureau list and de-list dates pursuant to these files.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.38.2.2.2.9** Provide reporting on payments updated to the ticket system on assigned tickets, by payment method.
- C.38.2.2.2.10** Provide read-only access to the ticket processing system for the collections vendor to respond to customer inquiries and to perform investigations.
- C.38.2.2.2.11** Be prepared to develop a interface with a new vendor if the incumbent vendor is not selected when the current contract expires.

**C.38.2.3 Financial Management Interface**

- C.38.2.3.1** SOAR is the District's accounting financial system. Information regarding payments received, refunds, deposits, etc is reported to SOAR, both electronically and manually. Currently the process is predominantly manual. The Contractor shall develop an electronic interface with SOAR in the new system. File transfer is preferred to occur in real-time. This will depend, however, upon the system's owner, the Office of the Chief Financial Officer. If not real-time, the interface shall occur nightly.
- C.38.2.3.2** Until the process is established as real-time, the system shall provide daily SOAR deposit documents and list revenue and adjustments to revenue by generating agency to include but not be limited to MPD, the District, and Taxi Commission, and e-mail the daily documents to the Accounting Manager in the D.C. Office of Finance and Treasury, Contract Administrator and designated representatives of agencies listed on the deposit documents
- C.38.2.3.3** Payments and adjustments (refunds, bad checks, and credit card chargebacks, for example) shall be coded to the issuing agency where the agency is allowed to be credited with their funds (MPD for photo enforcement, Taxi Commission, and DDOT, for example) so they can be updated to the appropriate funds for each agency. Any other transactions shall be coded for the District.
- C.38.2.3.4** The Contractor shall develop an electronic interface to SOAR in their system and shall ensure that all payments processed by a credit card service have the appropriate financial attributes at the time of deposit. File transfer shall occur in real-time as soon as SOAR can accommodate real-time receipt. If not real-time, the interface shall occur nightly. Payments and adjustments (refunds, bad checks, and credit card chargebacks, for example) shall be coded to the issuing agency where the agency is allowed to be credited with their funds (MPD for photo enforcement, Taxi Commission, and DDOT, for example) so they can be updated to the appropriate funds for each agency. Any other transactions shall be coded for the District. The Contractor shall provide reconciliation reports and detailed reports that can be used to balance deposits and identify discrepancies. The interface and reports shall adhere to District-specific auditing requirements.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.38.2.3.5** The interface and reports shall adhere to District-specific auditing requirements. Financial transactions shall contain the proper General Ledger coding for payments and payment adjustments. Until the electronic interface with SOAR is available, the Contractor shall prepare manual Revenue Cash Receipt documents daily for email transmission to the District and OCFO showing the breakdown for the different revenue types (photo, DDOT, the District, etc.) for the non-lockbox deposits, including pay-by-web and in-person payments.
- C.38.2.3.6** The Contractor shall provide reconciliation reports and detailed reports that can be used to balance deposits and identify discrepancies.
- C.38.2.3.7** The Contractor shall provide a daily report listing all revenue received by payment type, i.e. mail, web, and in-person, by ticket type code tasks. Payments and adjustments (refund, bad check, credit card chargeback) shall be coded by the responsible agency and shall update the appropriate accounts for each agency. The Contractor shall provide reconciliation reports and detailed reports that can be used to balance deposits and identify discrepancies. The interface and reports shall adhere to standard auditing requirements. Financial transactions shall contain the proper General Ledger code and shall include but not be limited to the following type of transactions.
- C.38.2.3.8** Until an electronic interface with the SOAR system is arranged, the Contractor shall prepare manual deposit receipts reflecting the agency breakouts described above and e-mail these receipts daily to the designated accounts manager in the Office of the D.C. Treasurer
- C.38.2.3.9** Information obtained from DC treasurer and financial officer agencies shall be captured in TASS and also passed real-time to DESTINY for identifying the record in question as associated with a bad check. The bad check indicator shall remain for a timeframe to be specified by the District.
- C.38.2.3.10** The bad check fee shall also be added to TASS and as a 'stop' in DESTINY. The fee shall be added to the next transaction processed for the customer. Whichever system, TASS or DESTINY, collects the fee, shall notify in real time the other system accordingly.
- C.38.2.4** **Photo Enforcement Systems, Wireless Hand Held Units, MDTs and ALPR Systems and the DPW Enforcement System**
- C.38.2.4.1** These systems will be used for issuing tickets or obtaining information on tickets issued (i.e., data obtained from other enforcement databases via ftp). For vehicles registered in the District (and for vehicles registered in other states where the information can be obtained through DESTINY or WALES), the tag number will be captured in the unit or system to obtain information in real-time from TASS using a wireless interface including, but not limited to:

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.38.2.4.1.1** Owner information, primary and secondary, including address of primary owner;
- C.38.2.4.1.2** Tag and insurance status to determine if they are expired or have a stop;
- C.38.2.4.1.3** Vehicle information number (VIN), make and model;
- C.38.2.4.1.4** If the vehicle is a stolen/wanted vehicle;
- C.38.2.4.1.5** RPP and Handicapped placard information;
- C.38.2.4.1.6** Visitor parking information;
- C.38.2.4.1.7** ROSA information;
- C.38.2.4.1.8** Boot and tow eligibility
- C.38.2.4.1.9** Accurate meter data file, including the meter characteristics, and outage and repair data
- C.38.2.4.1.10** RPP street block file
- C.38.2.4.1.11** Emergency No Parking Permits
- C.38.2.4.1.12** Street Sign file
- C.38.2.4.1.13** TLS Block file, containing regulations by block face
- C.38.2.4.1.14** GIS File
- C.38.2.4.1.15** Street Address File\* (MAR)
- C.38.2.4.1.16** OUC Motorola Service Requests
- C.38.2.4.2** These systems will add information, images, and video to the ticket which will be sent real-time to TASS, both for issued and voided tickets.
- C.38.2.4.3** Not all of this data will be transmitted to TASS (it may be used to determine if a violation has occurred or for download to the handheld or photo enforcement databases) but the system should be able to wirelessly receive the uploaded data and update the ticket database in real time for immediate display, retrieval, and for all treatment purposes.
- C.38.2.4.4** The Contractor shall be responsible for software on the handheld and MDT devices used by any issuing agency in the District to issue moving and parking tickets adjudicated by the District. Currently, some of the handheld devices are wireless and some batch download ticket issuance data at the end of the workday

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

for batch upload to TASS. The Contractor will be responsible for the basic handheld and MDT ticket issuance software. The Contractor is responsible for interfacing with the department's system for batch transfer of the ticket issuance data if the department does not have real-time handheld devices.

**C.38.2.4.5** Transmissions shall be developed with thorough handshake protocols to ensure receipt and update of delivered data. Tickets and batch files may be transmitted at various times throughout the day as determined by the District.

**C.38.2.5 Mayor's Call Center**

**C.38.2.5.1** The Mayor's Call Center will have access to the TASS system.

**C.38.2.5.2** The Mayor's Call Center uses a service request tracking system to manage customer calls. This often results in a duplication of services or calls that are not visible to the District. To ensure calls are visible and accessible to District employees, TASS shall import requests into a workflow queue. As the service calls are handled, information will be added to the appropriate ticket record including but not limited to action taken and date. For requests where the system can determine answers to requests automatically, these shall be processed and returned to their tracking system.

**C.38.2.5.3** When citizens call the Mayor's Call Center (311) for issues related to the District, a service request is generated and tracked in the Motorola CSR system. These shall be imported directly from the Motorola CSR system in either real-time or daily into a workflow queue with all associated correspondence and ticket information and images, where they can be assigned for completion and response. The associated responses shall be stored and tracked so the response rates and times can be reported based on the information in the ticket system.

**C.38.2.6 Data Exchange with Other DMV's**

**C.38.2.6.1** The Contractor shall establish communications with other state DMV's for name and address acquisition purposes and also to exchange data related to DLN holds for non-payment and other reasons under the Interstate-Compact Agreement.

**C.38.2.6.2** The Contractor shall interface with non-DC DMV's to provide information related to tickets eligible for reporting under the Interstate Compact Agreement, which provides for moving violations to be reported to the home DMV so the driver's license can be suspended or revoked by the home jurisdiction. The data shall be sent by hard copy notification or electronically, where this is supported by the DMV. Information on non-payment of moving violations (non-photo enforced at this point, but included if legislated) shall be sent approximately 64 calendar days after issuance to the home DMV and payments shall be sent in the next scheduled file, regardless if a previous non-payment notice had been sent.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Name and address information shall also be exchanged as needed to send notifications to drivers and registered owners of violations.

**C.38.2.7 Credit Card Processor**

**C.38.2.7.1** Credit card payments shall be coded with the attributes required to ensure the transaction is credited to the proper SOAR account.

**C.38.2.7.2** To respond to and minimize charge backs, the system shall capture the email address, date and time processed in the ticket record if the transaction is entered online. If entered in person or by mail, the system shall capture date, time and account response code from the credit card transaction.

**C.38.2.7.3** Credit card transactions also require entry of the three-digit security code.

**C.38.2.7.4** The Contractor shall ensure that credit card transactions initiated on the District payment website are processed and deposited to the District bank account, including the establishment and maintenance of any necessary third-party agreement with a credit card processing entity. Upon receipt of a credit card charge-back transaction, the Contractor or its processing entity shall report the zip-code and security code to the card issuer to derive a charge-back reversal where appropriate. Charge-backs that cannot be reversed shall be billable by the Contractor pursuant to the cost reimbursable component of the contract. The Contractor shall re-open for enforcement activity any ticket for which charge-backs cannot be reversed. The Contractor shall report monthly on charge-back activity including the number of requests and number of successful reversals.

**C.38.2.7.5** Merchant fees shall be reported as part of the monthly invoice. To obtain reimbursement for merchant fees assessed by the credit card vendor, the Contractor shall submit a bill to the District of Columbia for the amount identified in the monthly invoice.

**C.38.2.8 CDPD/Batch Upload/Wireless Communications**

**C.38.2.8.1** The Contractor shall provide an infrastructure to support mobile data computer interface with the ticket system, including MDTs computer interface used by boot crews, ROSA and other DPW equipment, wireless handheld devices, handheld devices that are uploaded daily, and any other communication devices not provided or supported elsewhere in this contract. Telecommunications infrastructure shall include but not limited to batch upload, wireless, and CDPD. Authorized airtime costs are a reimbursable.

**C.38.2.9 Centralized Towing System**

**C.38.2.9.1** Interface with the District's towing system which maintains the towing queue, the towing destination, and the impoundment status.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.38.2.9.2 Request towing information to determine if DPW has towed a vehicle to a specific location. If DPW has towed a vehicle to a location other than the impoundment lot, the application shall prevent a traffic enforcement officer from ticketing the vehicle in that location.
- C.38.2.9.3 Request towing fee from the towing system.
- C.38.2.9.4 Request storage fee from the towing system.
- C.38.2.9.5 Provide information about towing eligible vehicles to the towing system.
- C.38.2.9.6 Provide 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.38.2.10 DPW AIMS System Interface (Auto Impoundment Management)**
- C.38.2.10.1 Interface with the District's 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.
- C.38.2.10.2 Request storage fees from the AIMS system.
- C.38.2.10.3 Update the AIMS system with the fees.
- C.38.2.10.4 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.38.2.10.5 Interface 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.38.2.11 LPRS System Interface**
- C.38.2.11.1 Interface with the District's license plate recognition system for vehicle identification and parking enforcement with tire imaging and chalking enforcement by integrating LPRS images with vehicle tag database for adjudication and correspondence processes.
- C.38.2.11.2 Issue an alert or update to license plate recognition system if tag is wanted or stolen

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.38.2.11.3** Issue alert or update to license plate recognition system if vehicle tag is eligible for Register of Out-of-State Vehicle (ROSA) tickets. All current functions and interfaces will continue to be supported.

**C.38.2.12 Problem Driver System**

**C.38.2.12.1** The Contractor shall implement an interface with DESTINY to access AAMVA's problem driver provider system (PDPS) for use when creating Installment Payment Plans.

**C.38.2.12.2** This access will identify drivers with outstanding tickets in other jurisdictions that must be paid before the customer is eligible for a DC IPP.

**C.38.2.13 Cell Phone Access (WAP)**

**C.38.2.13.1** All payment transactions and record access available through the web as well as access to the TASS system for ticket issuance shall also be available using a cell phone (WAP). The Contractor shall include a description of the architecture proposed to deliver this capability.

**C.38.2.14 Metropolitan Police Department System Interfaces**

**C.38.2.14.1** The red light and photo radar system used by MPD shall transfer ticket records to the ticket processing system. The MPD system shall handle activities up to creating the first notice of the ticket. Thereafter, photo radar and red light tickets shall be handled with all the business rules, processing requirements, and reporting requirements as all other tickets including but not limited to parking, moving, traffic, meter, and hack tickets.

**C.38.2.14.2** TASS shall interface with the MPD system to provide vehicle insurance status for DC and non-DC vehicles via Destiny's insurance verification process. The process and information included in this query shall be identified during the design phase.

**C.38.2.15 Department of Public Works Interface**

**C.38.2.15.1** Using DPW's system to capture ticketing information, ticket data and images including but not limited to parking violations shall be transferred to the ticket database by batch process and in real-time depending upon the equipment in question.

**C.38.2.15.2** DPW shall have a system to handle enforcement activities up to the point the ticket and any associated images are issued. Thereafter, processing shall adhere to the ticket life cycle and other processes defined in Section C of this solicitation.

**C.38.2.16 SweeperCam Interface**

**C.38.2.16.1** Tickets issued by the vendor handling the issuance of SweeperCam tickets shall be transferred to TASS by real-time depending upon the availability of wireless communications and treated similar to a parking ticket (i.e., noticing, adjudication, appeal, etc).

**C.38.2.17 NCIC/NLETS/WALES Interface**

**C.38.2.17.1** Name and address information for non-DC vehicles shall be obtained through WALES from NCIC and NLETS

**C.38.2.17.2** Vehicle, ticket, and driver queries by MPD shall be real-time through WALES to Destiny and TASS. During the design phase the decision may be made for real-time interface directly to Destiny and TASS.

**C.38.2.18 DESTINY Interface**

**C.38.2.18.1** The Destiny system will be enhanced during the course of this contract to accommodate integration needs with TASS. The Contractor is not responsible for system changes in Destiny. However, as changes occur in Destiny during the TASS contract period, the Contractor will be responsible for TASS changes resulting from the Destiny changes.

**C.38.2.18.2** The Contractor shall provide the interface and necessary integration to allow a 2-way communications process with the DESTINY system. Unless determined otherwise during the design phase, all interfaces shall be real-time interfaces.

**C.38.2.18.3** The Office of the Chief Technology Officer staff supporting DESTINY shall be responsible for any application changes in DESTINY. The ticket database shall be accessible for extraction of records for multiple purposes including but not limited to consolidated notices, master web accounts for citizens, consolidated payments, consolidated emails, and visibility of all ticket and adjudication services information through DESTINY. Based on DC network security requirements, the ticket database must be available to authorized users from within the DC infrastructure.

**C.38.2.19 Payments**

**C.38.2.19.1** Payment of tickets is not limited to TASS. A customer with a stop in DESTINY based on an overdue ticket or any other ticket-related issue may not only pay the fine and fee for the offending ticket but also any other ticket for which they are responsible even if it were issued the previous day. This system shall make available all ticket information necessary to enable payments through Destiny, with Destiny payment data received upon update into TASS, identified as originating in Destiny.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.38.2.19.2** When a customer obtains information on their tickets, whether through the Internet or in person, TASS shall identify any tickets that have generated a ‘stop’ in DESTINY that will affect the person’s ability to receive driver license, vehicle registration or any other service from the District. Destiny will provide TASS the information necessary to identify tickets that are associated with stops in Destiny.
- C.38.2.19.3** Payments for driver’s license reinstatement fees, currently \$98 but subject to change, shall be payable in TASS, associated with the DLN. Destiny will provide notification of this fee to TASS when it is assessed.
- C.38.2.19.4** Payment adjustments that open a ticket, such as bad checks or credit card chargebacks, that was associated with a person obtaining service from Destiny, such as registration renewal or a driver’s license, shall be sent to Destiny so the citizen can be notified that the service will be revoked for non-payment.
- C.38.2.19.5** When payment of tickets results in a reinstatement of a person’s license or registration, TASS sends DESTINY a notification to release the ‘stop’ on the record. When the person leaves Adjudication Services and goes to a District Service Center, the DESTINY system shall already be updated to allow reinstatement of the person’s driver license or provision of other services.
- C.38.2.20 Bad Check Indicator Interface Between TASS and DESTINY**
- C.38.2.20.1** When a bad check indicator is placed on a ticket record in TASS, a real-time interface will place a bad check indicator on the associated DESTINY record(s) and vice versa.
- C.38.2.20.2** When a bad check indicator is removed from a ticket record in TASS because the debt was paid, the associated bad check indicator in DESTINY shall also be removed in real-time. If the bad check indicator is removed in Destiny, the associated bad check indicator shall be removed in TASS.
- C.38.2.20.3** As soon as the District is notified that OCFO has received payment for the bad check fee, the system shall remove the indicator from the plate record in TASS and DESTINY.
- C.38.2.21 Interface for Registration and License Data**
- C.38.2.21.1** Vehicle registration and license records are maintained in DESTINY. TASS needs registration data including but not limited to VIN, owner(s) name and address, insurance status, and registration expiration date. TASS shall obtain registration data based on various events including but not limited to ticket issuance and insurance verification. TASS shall obtain license information to include but not be limited to update of name and address and status of the license.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.38.2.21.2** Information on RPP, handicapped placards, and ROSA status shall be obtained by TASS from DESTINY and be event driven, to be defined during the design phase.

**C.38.2.21.3** TASS also send RPP, handicapped placard, and ROSA (i.e., reciprocity parking permit) information to issuing agencies for download to the handheld devices. As handheld devices are converted to wireless devices, the information shall be obtained real-time from Destiny.

**C.38.2.22 Interface with IRP/VISTA**

**C.38.2.22.1** A two-way, real-time interface shall exist between TASS and the IRP/VISTA system.

**C.38.2.22.2** This information shall be available through a real-time query by MPD.

**C.38.2.23 Interface for IPP Data**

**C.38.2.23.1** A two-way, real-time interface shall exist between TASS and Destiny to provide data, described in detail in the IPP section, related to establishment, satisfaction, and expiration of an IPP.

**C.39 DATA CONVERSION AND SECURITY**

**C.39.1 Requirements (CLIN0035)**

**C.39.1.1 Conversion of the Existing Database to TASS**

**C.39.1.1.1** The Contractor shall be responsible for migrating the existing database to TASS. This table contains the overall volumes for core transactions and records.

<b>Type</b>	<b>Current Database</b>	<b>Archived</b>
Total Parking Tickets	11,146,609	32,236,146
Parking Added in 2008	1,594,023	
Total Moving Violation Tickets	1,858,297	1,669,925
Moving Added in 2008	116,573	
Total Photo Tickets	3,923,075	
Photo Added in 2008	427,604	
Viewable Images	22,255,147	
Scanned Documents (in 2008)	3,575,130	

**C.39.1.2 Security**

**C.39.1.3** Access to the system shall be based on user profiles. The Contractor shall generate the initial user profiles based on business rules identified during the

design phase. The Contractor shall provide the capability for the District to manage profiles after implementation.

- C.39.1.4** The Contractor and any Sub-Contractors shall ensure adequate personnel screening (criminal and financial) to identify any person who has been or subsequently becomes convicted of any criminal offense involving dishonesty or breach of trust. Convicted personnel shall not be employed on this contract without written approval by the Contracting Officer. Upon request, the Contractor shall be required to certify to the Contracting Officer that such screening has been conducted.

#### **C.40 SERVICE LEVEL AGREEMENT AND PERFORMANCE MEASUREMENT**

##### **C.40.1 Requirements (CLIN0036)**

- C.40.1.1** At the time of installation, all equipment shall be of new manufacture and in good working order. It shall be the Contractor's responsibility to make all necessary adjustments, repairs, and replacements, without additional charge, to maintain each system component in good working order for the term of the contract and any option years.
- C.40.1.2** The Contractor shall provide full regression testing. Prior to initiation of any UAT activities, the Contractor shall produce the results of a successful full regression test.
- C.40.1.3** The Contractor shall provide a single point of notification for all maintenance during the District's working hours. The Contractor shall provide a local or toll free telephone number for the purpose of contacting the Contractor's designated call center or help center. The designated call center or help center shall be available during the District's operational hours of Monday through Saturday from 7:00 am to 7:00 pm. Web capabilities, however, shall be available on a 24-hour, 7 days a week basis. Proposals shall describe the Contractor's intended call center or help center procedures for reporting, tracking, and obtaining status on problems and how service staff will be dispatched, coordinate, resolve, and follow-up with the District's Help Desk to close calls. The Contractor shall provide an emergency contact number for the District to report outages and maintenance issues outside the District working hours. The Contractor shall provide a point of escalation to be called if the District feels that it is not getting the adequate response to its maintenance needs. This point of escalation shall be a senior executive in the Contractor's organization in the local or regional operation.
- C.40.1.4** System documentation should include 'mapping' all programs to show all interconnections. If the District should request a change that may have an adverse impact or may unexpectedly change a function, the supporting staff should

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

identify the potential impact prior to proceeding with any changes. If an unanticipated impact does occur as a result of the change, the Contractor shall be penalized.

**C.40.1.5** The following table contains the expected service levels and performance expected of the Contractor including the associated liquidated damages if the service level is not met.

**C.40.1.6** Service Level Agreement Table

	<b>Service Level Summary</b>	<b>Service Credit</b>	<b>Service Level Description and Assumptions</b>
<b>1</b>	Data enter and update manually written tickets per the statement of work within one business day of receipt	The Contractor shall be assessed a liquidated damage equal to \$100 per ticket not updated within one business day of receipt, not to exceed \$5,000 per processing day	Update handwritten citations to the system within one business days of receipt from the District.  The SLA is based on the additional workload required of District employees to handle payment and adjudication requests when a ticket is not updated to the ticket system in one business day of receipt by the Contractor.
<b>2</b>	Process incoming correspondence per the statement of work within one business day of receipt	The Contractor shall be assessed a liquidated damage equal to \$100 per piece of correspondence not processed so it is available on the ticket system within one business day of receipt, not to exceed \$5,000 per processing day	Contractor shall process incoming correspondence, including cataloguing, scanning and indexing so it is available for use in the ticket system, within one business day of receipt.  The SLA is based on the additional workload required of District employees to handle payment and adjudication requests when incoming correspondence is not updated to the ticket system in one business day of receipt by the Contractor.
<b>3</b>	Accurately key manually written tickets	If a ticket is dismissed or the violation fine amount reduced due to a data entry or coding error, the Contractor shall be assessed a liquidated damage equal to the dollar value of the violation fine amount of the ticket plus \$100.	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. 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 correct and Contractor ticket errors that can be fixed within one working day of District notification.  The SLA is based on the additional workload required of District employees to handle payment and adjudication requests when tickets are not accurately entered into the ticket system by the Contractor.
<b>4</b>	Correct system and application outages and malfunctions	The Contractor shall report weekly 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 be assessed a liquidated damage of \$500 for each instance where there is a documented	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

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

	<b>Service Level Summary</b>	<b>Service Credit</b>	<b>Service Level Description and Assumptions</b>
		failure to perform in accordance with agreed-upon resolution timeframes.	<p>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.</p> <p>The SLA is based on the additional workload required of District employees to work with the Contractor to resolve and document outstanding issues that are not corrected within agreed-upon resolution timeframes.</p>
<b>5</b>	Failure to implement on schedule.	If the Contractor fails to meet the system implementation dates so that the existing ticket system contract must be extended, this will result in the Contractor being assessed liquidated damages equivalent to the additional cost of the current vendor's contract extension or \$50,000, whichever is greater.	<p>This assumes the slippage is not a result of District actions or events beyond the Contractor's control such as power outages. Delays caused by the District and 'acts of God' shall result in extension of the implementation date relative to the days in question.</p> <p>The SLA is based on the additional cost associated with the extension of the existing vendor's contract.</p>
<b>6</b>	Warranty Pay by Web accessibility	The Pay by Web feature shall be accessible to paying customers 24 hours a day, seven days a week, 99.99% of the time over the course of a calendar month, except for scheduled maintenance periods as agreed by the Technical Representative. In the event an availability level of 99.99% is not maintained during the measurement period, Contractor shall be assessed liquidated damages based on the following schedule: 99% - 99.6% accessibility, \$2,500 Under 99% accessibility, \$5,000	<p>Accessibility refers to the ability to use the application for its intended function, with the intended result.</p> <p>The SLA is based on the payments lost during the unanticipated outages and the additional customer service requests when the pay-by-web feature is not available.</p>

**C.40.1.7** The Contractor shall react immediately to restore services to any system components that are not functioning properly. The following chart outlines the response time for different maintenance priorities. The required response time will be measured from the time OCTO's NOC alerts the vendor's Project Manager or his or her designee.

**Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)**

<b>Item No</b>	<b>Outage Type</b>	<b>District Maintenance Priority</b>
1	System not available during the District office hours	Priority 1
2	Part of the system not available during the District office hours – (Retrieval outage will be treated as full system outage)	Priority 2
3	System running with degraded performance and quality during the District Office hours	Priority 2
4	System not available outside the District office hours	Priority 3

<b>District Maintenance Priority</b>	<b>Required Response Time</b>	<b>Required Fix Time</b>
Priority 1	10 minutes by phone 30 minutes at District location with the problem	30 minutes
Priority 2	30 minutes by phone 60 minutes at District location with the problem	120 minutes
Priority 3	60 minutes by phone At District location with the problem, dependent on case by case basis as agreed with the District	System needs to be fixed 120 minutes before the next day operations start.

**C.41 BACK OFFICE AND ADMINISTRATIVE SUPPORT SERVICES**

**C.41.1 Use Case (for Contractor informational purposes only)s**

**C.41.1.1** The vehicle registered to Citizen TR was issued a ticket for failure to display plates. The ticket was issued by an MPD officer using a ticket book. The officer turned in the ticket at the Adjudication Services location and the same day, a courier picked up the ticket on his regular stop and delivered the ticket to the ticket processing contractor for data entry. The ticket was keyed and updated to TASS. She sent in a letter to the correspondence post box informing the District that her plates had been stolen. When reading the correspondence, the ticket processing contractor detected that she should have enclosed a stolen plate report from MPD to verify her account. Accordingly, after imaging her letter, it was staged to an automated queue for generation of a form letter requesting submittal of a stolen vehicle or plate report. This action also suspended further activity on her ticket for a short period of time pending receipt of her report. A few days after receiving the letter, she mailed in the report. The ticket processing contractor staged her letter and report to a workflow queue for consideration by a hearing examiner. After reading the letter and report, the hearing examiner dismissed the ticket. This action resulted in generation of a hearing record that

**Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)**

the mailing house printed, stuffed into a window envelope and mailed to Citizen TR.

**C.41.1.2** Citizen YY mailed in a check to pay a ticket. He had not noticed his account was overdrawn and subsequently received notification from the D.C. Treasurer of a dishonored check. He did not respond to either of two letters sent to him by the D.C. Treasurer and subsequently the D.C. Treasurer forwarded the uncollected bad check to the District. The District forwarded the bad check to the ticket processing contractor for keying of a bad check indicator to the ticket system, thereby re-opening the ticket noting the payment adjustment on the system and assessing a \$65 bad check fee.

**C.41.1.3** Citizen ED wished to pay a ticket he had received on the District website. He entered in his credit card information on a secure site and received a confirmation of the transaction. Behind the scenes, a credit card processor processed the transaction and deposited the funds to the District’s account. The processor subsequently billed the ticket processing contractor for the credit card discount fee assessed by MasterCard for the transaction. The ticket processing contractor verified that the funds deposited to the District account for his payment, and all other web payments made the previous day, matched the amounts that were updated to the ticket system.

**C.41.2 Overview (for Contractor informational purposes only)**

**C.41.2.1** The Contractor shall provide all back-office and administrative services required to support the Ticket and Adjudication Management Services System. This includes but is not limited to processes that support entry of handwritten tickets, tracking and handling correspondence including scanning and indexing to the appropriate ticket, document and evidence scanning and indexing to the appropriate ticket; daily reconciliation of all financial transactions whether performed by the Contractor or by the District, refund processing, corrective financial activity on a variety of transaction types, manage fleet operations and company interfaces, printing of notifications and ensuring images of all notice documents are associated and retrievable for the ticket(s) in question, courier services for post office boxes and from service centers, and any relevant mail-house services.

**C.41.2.2** Anticipated Volume for Back-Office Services

<b>Activity</b>	<b>2008 Volume</b>
Number of documents imaged (back-office only)	434,677
Number of bad check indicators posted	4,281
Number of tickets re-opened pursuant to credit card charge-back notifications	2,620
Number of incoming correspondence processed	169,521
Number of manually issued tickets keyed (estimate)	400,000

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Number of fleet program vehicle plate adds and deletes keyed	26,214
Number of online checks researched for payment issues – estimate	250
Online error corrections posted	626
Number of returned mail received	140,699
Notices mailed	1,570,822
Correspondence mailed (mail house and back office)	151,666
Number of Payments Processed	48,790

**C.41.3 Desired Outcome (for Contractor informational purposes only)**

**C.41.3.1** All back-office and service transactions performed for the TASS system shall be accomplished in a timely and accurate manner, fully documented and auditable.

**C.41.4 Requirements (CLIN0037)**

**C.41.4.1 Courier Service**

**C.41.4.1.1** The Contractor shall provide a bonded courier to deliver and retrieve documents on a daily basis, with two runs daily. This shall include but not be limited to retrieval of mail addressed to the Contractor post office boxes; retrieval of documents from the DMV, OCTO, and other locations to be designated by the District; and delivery of documents to locations to be designated by the District. Daily pick-up at the District shall include but not be limited to physical tickets for data entry; documents to be imaged; and misrouted mail.

**C.41.4.1.2** The courier shall maintain a courier log. All stops are to be documented on the log with the date and time of day. The log shall be made available for audit upon request of the Contract Administrator. All retrieved mail is to be delivered to its intended location in the same day. No mail shall be kept at any location other than the Contractor’s business location. Mail is not to be held overnight for any reason.

**C.41.4.1.3** The courier shall provide to the Contract Administrator (CA) evidence of bonding, which shall be in the amount to be designated by the CA.

**C.41.4.1.4** The Contractor shall procure annual agreements for post office boxes to include but not be limited to 37135 (adjudication correspondence), 1030 (multi-owner accounts), and 1813 (postal returned mail). The Contractor shall forward to the CA documentation of postal box renewal annually.

**C.41.4.2 Data Entry Of Manually-Issued Tickets**

**C.41.4.2.1** The Contractor shall receive daily, by means of bonded courier, manually-issued parking and moving tickets deposited at the District’s designated location. The Contractor shall account for receipt of tickets on a document tracking log and

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

shall note any count discrepancies on the transmittal sheets accompanying the tickets. Tickets shall be double-counted, with both counts matching, with a third count in the event of non-matching.

- C.41.4.2.2** The Contractor shall blind double-key all fields on the front of the manual tickets, including issuing agency, violation type (parking or moving), ticket number, date of issue (day/month/year), time of issue, plate number, state, vehicle make, vehicle location including quadrant and side of street, violation code, meter number if any, fine amount, badge number and issuing agency. Moving tickets will also require blind double-keying of an indicator for DLN, HAZMAT and CDL if appropriate, CAD number, and accident number. If the information keyed by two persons for a double-blind keyed field does not match as identified on an automated edit report, a supervisor shall determine which version is correct, make the correction, and update the batch.
- C.41.4.2.3** The Contractor shall also key and update manually issued void and warning tickets. Warning tickets shall only appear on the ticket processing master file to authorized users and shall not be intermixed or transmitted in any file that relates to driver records. Warning tickets shall contain the same data fields as moving tickets and the amount due shall be zero dollars. Void tickets shall contain the same data fields as moving or parking tickets and the amount due shall be zero dollars. Warning and void tickets are updated for reporting and audit purposes and shall not be subject to further enforcement activity.
- C.41.4.2.4** Online edits shall be in place to identify entries which do not conform to established parameters, such as MOD-7 or MOD-10 check digit logic, year of issuance, field length configuration for plate, violation code, agency name, badge number, field length for date, future date, time range, meter number, numeric entries where alpha entries are required and vice versa, number of digits in a field, and keyed amounts which do not match with table values. If the amount written on the ticket by the issuing officer is more than the table value, the table value shall apply and if the amount written on the ticket by the issuing officer is less than the table amount, the amount written by the officer shall apply, except for specified violation codes such as T167, overweight vehicles, where the fine written on the ticket is captured if greater than the fine table amount.
- C.41.4.2.5** Output reports must verify that rejected batches are reported, with reason for rejection. Ticket numbers previously updated to the system shall be prevented from updating until researched. The total fine amounts on each ticket batch shall match the total keyed for the batch.
- C.41.4.2.6** The Contractor shall update keyed information to TASS within two business days.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.41.4.2.7** The Contractor shall report to the District, as part of a monthly transaction report, the number of tickets received and updated daily, and the number of tickets that are not updated within the time requirement.

**C.41.4.3 Incoming Correspondence Processing**

**C.41.4.3.1** The Contractor shall open, sort, count, batch and scan all incoming mail addressed to the designated post office boxes for correspondence and fleets. All correspondence shall be date and time stamped.

**C.41.4.3.2** All documents related to the same correspondence, including letters, envelopes, photos and other evidence, shall be stapled or otherwise bundled for processing and all incoming mail shall be initially processed on the same workday to ensure there are no delays in posting receipt of correspondence.

**C.41.4.3.3** All documents shall be scanned on both sides and indexed to the associated ticket numbers, using either the scan line on the tickets or notices or manual keying if a scan line is not present. Blank pages shall be discarded after scanning. At the time of indexing, each record will receive a temporary suspend to forestall further enforcement activity. The data associated with the scanning and indexing activity shall be captured and made available on TASS, including employee ID, process date, nature of request, ticket number, notice date and notice type.

**C.41.4.3.4** Scanned images shall undergo a quality review for clarity, skewing, and orientation. Photographs shall be scanned at a resolution that ensures clear viewing by the hearing examiner. Images that fail the review shall be re-scanned.

**C.41.4.3.5** The Contractor shall read each incoming letter to determine the type of correspondence it represents. Using a table of workflow queue processing rules provided by the District, the contractor shall assign the appropriate workflow queue to each item of correspondence and electronically stage the correspondence to that queue.

**C.41.4.3.6** Based on the contents of the correspondence, some scenarios require an outgoing letter to the customer, usually requesting additional information or enclosing a ticket copy. These scenarios include but are not limited to a registration dispute, stolen vehicle or plate, prima facie case, missing or illegible sign, failure to submit a timely appeal, "deny box" checked on the ticket, a ticket or notice copy request, and refunds not approved. Outgoing correspondence shall incorporate District letterhead and be captured as images with the ticket record. A suspend shall be automatically generated to record the incoming correspondence in TASS and to forestall further enforcement activity, as determined by the District for the type of outgoing letter. Outgoing letters shall contain a scan line containing all relevant ticket numbers so the returned correspondence can be indexed using the scan line.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.41.4.3.7** If incoming correspondence is not identified as to ticket number, the Contractor shall research other identifying information on the correspondence to find a vehicle plate or driver's license number on the database. If the ticket is included with the letter and is not yet updated to TASS, the Contractor shall add the ticket to the tag or license database record to include ticket number, plate number or driver license number, name and address, violation code, fine amount, issue date and time, and issuing agency and badge and CAD number. Any research shall be completed within two business days from the date of initial processing.

**C.41.4.3.8** Any incoming correspondence that does not relate to ticket processing shall be logged, tracked and forwarded to the appropriate agency. Any payments accompanying correspondence shall be logged and forwarded by bonded courier to the District lockbox contractor for processing by 2pm the day of receipt.

**C.41.4.3.9** The Contractor shall employ tracking reports to reconcile all correspondence received, including count initially received, number of images scanned, number of correspondence transactions processed, and number of suspends processed. All incoming correspondence shall be completed for all processing steps within two business days of receipt.

**C.41.4.4 Physical Document Storage**

**C.41.4.4.1** The Contractor shall store processed and imaged tickets, correspondence and evidence for 90 calendar days on-site and in accordance with a document retention schedule off-site beyond 90 calendar days. All stored documents must be retrievable by ticket number and date stored, and a database maintained of storage inventory.

**C.41.4.4.2** The Contractor shall continue to store payment documents previously processed by the prior contractor for audit or research purposes based on a timeframe to be defined by the District. Documents currently reside at Iron Mountain in Maryland. There are currently 150 boxes at Iron Mountain using 10,000 cubic feet.

**C.41.4.4.3** All stored off-site documents must be retrievable upon request of authorized users within five working days of the request. On-site documents must be provided within one business day.

**C.41.4.4.4** The Contractor shall be responsible for establishing and maintaining the necessary contractual agreements or arrangements to ensure uninterrupted continuation of document storage and retrieval services.

**C.41.4.5 Mail-House Management**

**C.41.4.5.1** The Contractor shall manage mail-house operations necessary to support outgoing notifications (see system requirements in RFP section Outgoing Notifications).

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.41.4.5.2** The Contractor shall mail ticket forms for ticket issuance; notice forms for the adjudication treatment process; correspondence forms in response to customer inquiries or to provide information; mail adjudication hearing records; and other forms as determined by the District, in accordance with a mail schedule. A multitude of discrete notification forms shall be accommodated.
- C.41.4.5.3** The Contractor shall develop and implement software routines to correctly match PDF file content to the appropriate notices, front and back. File naming conventions shall be utilized including notice type and number of notices. Data shall reside on a secure server and be purged at intervals determined by the Contract Administrator.
- C.41.4.5.4** For non-PDF files, the Contractor shall develop and implement software routines to pull fields from raw data and map to the correct notices.
- C.41.4.5.5** The Contractor shall review a sample of each notice prior to mailing to ensure that customers are receiving the proper notice at the correct time.
- C.41.4.5.6** The Contractor shall procure and inventory notices and letterhead stationery as needed to accommodate the anticipated mail volume. Photo enforcement tickets and notices are mailed in #10 window envelopes with 2 PMS colors and an MPD logo with a return address. The envelopes shall be printed in a manner that ensures a high quality logo. Non-photo enforcement notices are mailed in #10 window envelopes with no logo and a return address. All mailings will include a self-addressed #9 return envelope.
- C.41.4.5.7** The Contractor shall print in zip-code order where feasible to generate postal discounts and fold, stuff and mail all notices within two working days of file receipt. Commingling of mail is permissible for volume discounts provided that such discounts represent a significant and documentable savings in comparison to postal receipts.
- C.41.4.5.8** The Contractor shall provide, with the monthly invoice, a stamped postal receipt for all mailings except for commingled items. Mailed volume must reconcile to internal reports on meter counts and totals from processed files. One or more notices from each run shall be included for salting, to ensure the notices were actually mailed. Reporting on salting and notice sampling shall be provided upon request, but any discrepancies shall be reported to the Contract Administrator and fixed within 24 hours. The Contractor shall provide a record in TASS of each notification mailing on the ticket record and a summary of each notice mailing including but not limited to mail date, notice type and number mailed.
- C.41.4.6 Processing of Returned Mail**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.41.4.6.1** A “nixie” is mail that was sent to a customer but was returned to the District because the address was incorrect or the Post Office could not make the delivery. Nixies should be minimized by offering many opportunities for customers to update their name and address. The Contractor shall make multiple attempts to resolve nixies based on District-defined criteria.
- C.41.4.6.2** The Contractor shall correct nixies by obtaining updates from various sources, including but not limited to National Change of Address and the U.S. Postal Service. If updates are not immediately available, the Contractor shall inquire again within a week of receiving the nixie.
- C.41.4.6.3** According to District business rules, the Contractor shall research nixies within a week of receipt and enter the correct addresses in TASS.
- C.41.4.6.4** When mail is returned to the District as a nixie, the system shall capture information, including but not limited to the original mail date, the notice or correspondence type, the name and address on the nixie, the plate or permit number associated with the nixie, and the date the nixie was returned.
- C.41.4.7** **Credit Card Processing**
- C.41.4.7.1** The Contractor shall ensure that credit card transactions initiated on the District payment website are processed and deposited to the District bank account, including the provision of a secure payment site and credit card processing services to process online credit card transactions and arrange for funds to be deposited directly to the District’s merchant account.
- C.41.4.7.2** Upon receipt of a credit card charge-back transaction, the Contractor or its processing entity shall report the zip-code and security code to the card issuer to derive a charge-back reversal where appropriate. Merchant fees for charge-backs that cannot be reversed shall be billable by the contractor pursuant to the cost reimbursable component of the contract. The Contractor shall re-open for enforcement activity any ticket for which charge-backs cannot be reversed. The Contractor shall report monthly on charge-back activity including the number of requests and number of successful reversals.
- C.41.4.7.3** The Contractor shall perform a daily reconciliation of funds to ensure that deposited funds match the amounts processed and amounts updated to TASS. Any deviations shall be researched and reconciled.
- C.41.4.7.4** The Contractor shall pay merchant credit card discount fees which accrue pursuant to online credit card transactions.
- C.41.4.8** **Bad Check Processing**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.41.4.8.1** Whenever a customer submits a check with insufficient funds for payment, the system shall enable the Contractor to place an indicator on the plate record, which will inform users that a bad check was used in this payment. If the data becomes available electronically, the system shall automatically place the indicator.
- C.41.4.8.2** Upon receipt of uncollected bad checks from OCFO, the Contractor shall post a bad check indicator on the ticket record and a bad check fee (currently \$65, to be established by OCFO). This shall reopen the ticket record for enforcement activity and serve as a notification to cashiers that another check is not to be accepted until the ticket and bad check fee are paid.
- C.41.4.8.3** If a bad check results from an e-Check payment on the District website and does not result from insufficient funds or closed account, the Contractor shall post the bad check indicator with no posting of a bad check fee.
- C.41.4.8.4** If a person uses one check to pay multiple records, only one bad check fee shall be applied but the bad check indicator shall be posted on all records in question.
- C.41.4.8.5** As soon as the District is notified that OCFO has received payment for the bad check fee, the system shall remove the indicator from the plate record in TASS and DESTINY.
- C.41.4.9 Refund Processing**
- C.41.4.9.1** The system shall mail refund acknowledgement letters to customers which the system has deemed to be eligible based on approved business rules. If any letters are returned with updated addresses, the Contractor shall key the updated address to the ticket level, clearly labeled as refund related, and ensure that the updated address is captured on the weekly automated refund file that is transmitted to OCFO.
- C.41.4.10 Fleet Program Management**
- C.41.4.10.1** The Contractor shall provide program management to facilitate the enrollment and account maintenance of fleets which participate in the fleet program and interface with the companies.
- C.41.4.10.2** The Contractor shall review enrollment applications submitted electronically for completeness and forward the applications for the District approval. This shall include but not be limited to ensuring that any outstanding tickets are paid prior to enrollment, verification of registration of fleet vehicles by review of submitted registration images or pictures, determination of eligibility based on criteria provided by the District, and verification of contact information.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- C.41.4.10.3** Following approval of enrollment, the Contractor shall assign a unique fleet number, enter fleet organization information and enrolled vehicles in TASS and notify the enrolled company via e-mail to the designated contact e-mail addresses. Organization information shall include name, address, telephone, and email for primary and secondary contact persons and effective registration company date. Vehicle information shall include state and plate number, make and ID number.
- C.41.4.10.4** On an ongoing basis, the Contractor shall add and delete vehicle data pursuant to company revisions.
- C.41.4.10.5** The Contractor shall maintain liaison with fleet company contacts as necessary, including response to inquiries, problem resolution and dissemination of information such as scheduled training. The Contractor shall maintain an online help desk to allow companies to forward requests or issues at any time. The Contractor shall respond to company queries on the help line by the following business day.
- C.41.4.10.6** The Contractor shall provide initial and ongoing training, upon request, in the use of the web-based fleet system.
- C.41.4.10.7** When an enrolled company is terminated for non-compliance with terms of participation, the Contractor shall de-enroll the company and all enrolled vehicles.
- C.41.4.11** **Quality Control, Research, Problem-Solving**
- C.41.4.11.1** Daily logs shall be maintained of all activities including but not limited to correspondence received and the associated transactions, notices received and associated name and address updates, and requests to update or correct data.
- C.41.4.11.2** Research is an on-going daily effort in response to questions and concerns from the District. This may involve a name and address search, retrieving copies of original documents that have been archived, daily reconciliation of all financial transactions whether performed by the Contractor or by the District, and any quality control and audit requests regarding administrative and back office functions.

**C.42 PHOTO ENFORCEMENT SYSTEM**

**C.42.1 BACKGROUND (for Contractor informational purposes only)**

- C.42.1.1** As of April, 2010, the District of Columbia Metropolitan Police Department (MPD) had 49 red light cameras, 32 of which are digital and have video and still cameras; the remaining film units will be converted to digital during FY10. MPD also maintains 10 digital fixed radar speed cameras and 20 digital mobile radar speed units. The Department of Public Works (DPW) uses photo enforcement

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

equipment to capture street sweeping parking violations. MPD and DPW and other District agencies may use photo enforcement for other moving and parking violations. The number, however, is expected to increase over the life of the contract; therefore, the system requirements for this program must be scalable.

**C.42.1.2** The District supports multiple types of field equipment and requires a process that can handle the inputs from various equipment vendors (e.g., photo red light, radar, manual handheld, MDT), process them based on District-supplied business rules, and provide timely outputs. Currently, MPD and DPW contract with vendors who provide field equipment to supply a process to issue tickets and transmit data and images to the District. The Contractor shall provide process to perform many of the tasks performed by MPD, DPW and other agencies including but not limited to download or real-time transfer of images and a pre-approval process.

**C.42.1.3** Photo-enforced tickets must be mailed within 25 calendar days after the violation capture and must be reviewed and approved by authorized personnel, which, for example are sworn officers in the case of MPD. When a photo-enforced ticket are generated and transferred to TASS, the tag number is not yet available. Consequently, the image is stored and a record generated in the TASS database with date, time, and agency identifiers.

**C.42.1.4** The next step involves validation of the photo as a violation. An MPD officer login to a pre-approval process and the next TASS record (based on date, time and agency=MPD) will be presented for review. The officer may validate or reject. If rejected, a reason is entered. If not, a ticket number is generated and the TASS record is updated accordingly. If a DPW enforcement officer logs into the system, the next DPW-written ticket in TASS will review and approve/disapprove which generates a ticket in the TASS database.

**C.42.2 Overview (for Contractor informational purposes only)**

**C.42.2.1** The District desires a system designed to capture and process data, images, video, and other inputs from field units designed to identify traffic and parking violations, detect and monitor traffic and pedestrian movements, and alert for agency-specific data captures.

**C.42.2.2** The field units will send their captured (photo enforcement vendor encrypted) inputs directly to TASS for decryption, storage and processing. Records related to violations and alerts will be sent in real-time or batch.

**C.42.2.3** The requested photo-enforcement system shall conform to and be consistent with the technical specifications detailed in the remainder of the District's Request for Proposals in which this section is included. All systems built for this option shall be fully auditable, redundant, and as easy to use as possible, meaning that as few steps as possible are required to complete tasks, data is populated to multiple fields and doesn't require the user to re-enter information (unless specified as

double-blind entry) and the screens are clearly laid out and all pertinent data is visible without having to scroll around the screen.

**C.42.2.4** The system will consolidate the inputs for reporting and analytic purposes, but will allow separate processing paths and outputs based on the type of violation or alert. Personnel from MPD, DPW, or the other issuing agencies will perform the processing and analytic work on the inputs. Personnel from the photo-enforcement, handheld, etc. equipment vendors will not have access to the data, images, or other input once they are transferred to TASS and will not have access to data, images, or input from equipment other than their own.

**C.42.2.5** The system will allow authorized District personnel to perform all of the work necessary to issue a photo-enforced ticket. This includes an initial review to ensure a violation occurred, capture of the tag number or other data, name and address acquisition, secondary and reject review, formal agency approval, printing, mailing, and TASS update to indicate notification of issuance.

**C.42.2.6** Videos and images are used for investigative purposes and must be retrieved and sent electronically and securely to the requesting entity as quickly as possible. Sophisticated analytics and reporting will be an essential component of the system. The District seeks to incorporate as much information related to traffic and violation patterns into its online data repository as possible and this system shall assist that effort.

### **C.42.3 Requirements (CLIN0038)**

#### **C.42.3.1 Receiving Information from the Equipment Units**

**C.42.3.1.1** The Contractor shall develop a system that can accept data, images, video and other real-time and batch input from customers (e.g., MPD, DPW and their related vendors). All associated records shall be maintained according to a unique number that conforms to the ticket numbering scheme for photo-enforcement tickets. These currently begin with a letter depending on the type of violation followed by eight sequential numbers, ending with a MOD-10 check digit.

#### **C.42.3.2 Processing Throughput and Tracking**

**C.42.3.2.1** The system shall be designed to optimize data and image loading and processing so as to minimize the time it takes to move through the various steps. Each task shall be tagged with a starting and stopping date/time stamp and the identity of the user so that detailed records can be used to monitor and report on the system speed and processing by task and user. Authorized users shall be able to work in any authorized queue without limit to the number of staff working in a queue with the workload distributed so that users have a consistent flow of records on which to work. The reporting should be able to show that each record successfully

moved from step to step through final issuance or reject. The Contractor shall include a description of their approach to this requirement.

**C.42.3.3 Tables and Business Rules**

**C.42.3.3.1** The Contractor shall provide user-driven tables, whenever possible, as an easy way for authorized users to input and maintain information related to, but not limited to, the following types of data:

**C.42.3.3.1.1** Types of violations, including the code, name, DCMR code, type and fine

**C.42.3.3.1.2** Locations, including code, description, Ward, District, and other identifying codes such as if it is an active location, and dates of service

**C.42.3.3.1.3** Officers certifying the operation of equipment, including Agency, Badge, CAD, Rank, First Name, Last Name, MI, Suffix, training type and certification date.

**C.42.3.3.1.4** Authorized system users, including Agency, Badge, CAD, Rank, First Name, Last Name, MI, Suffix, training type and certification date, and authorization levels for the different system modules

**C.42.3.3.1.5** Reject codes, including the code, description, type (controllable, non-controllable, name and address, non-violation, for example), and if the codes are active

**C.42.3.3.1.6** Vehicle makes, to conform to the NCIC make table

**C.42.3.3.1.7** Equipment table including but not limited type, model, serial number, purchase or acquisition date, calibration date, and next calibration date

**C.42.3.3.2** The system shall support business rules for processing that will be provided in detail to the successful Contractor. These rules determine how and if an event is designated as a violation, how to determine the correct state and plate number, how to double-blind validate the initial determination, how to gather and handle name and address and other required identifying information, how to double-blind validate after owner identification, how to handle rejects, and how to perform final approval.

**C.42.3.3.3** Documentation related to tables and business rules shall be online for the authorized users and be searchable and context-sensitive. An online training module shall be provided that allows the new user to learn about the system and business rules and to be tested on their knowledge of these elements of the program. Successful completion of the training is required before a user can be assigned a user ID. As the business rules are updated, the training module shall be automatically updated to always reflect the current business rules and procedures. The District will work with the Contractor to provide the specific language and content for this module.

#### **C.42.3.4 Identifying Event Type**

**C.42.3.4.1** The system shall be able to handle any active violation type and code that is handled by TASS. The number and type of tickets issued by MPD using photo-enforcement technology will be expanded to include gridlock, overweight, overheight, pedestrian safety, and bike/bus lane violations, among others. Authorized issuing agencies may elect to issue photo enforcement violations for parking violations. These are specified with a code based on type. Traffic, or moving, violation codes begin with a T followed by a three-digit number and parking violation codes start with a P followed by a three-digit number. The code determines the name of the violation and fine. It also determines what type of data and images are captured during the preparation of the ticket. For example, some violations require that the USDOT number be captured as well as the tag number. Single locations may generate multiple violation codes. Speeding-related violation codes are based on the amount of miles per hour that the vehicle is detected travelling over the posted speed limit for the location. Describe how the system will identify and handle different event types.

#### **C.42.3.5 Initial Review and Violation Determination**

**C.42.3.5.1** Sample images of each location for night and day shots shall be made available online for the reviewers to ensure that the event occurred at the listed location. Validation for any associated deployment logs shall include a step where the data on the logs for the officer and location, dates and times are reviewed and validated by the reviewer. This function shall be controlled by authorized user ID.

**C.42.3.5.2** The system shall enable the user to determine if the event constitutes a violation based on the context-sensitive, on-line business rules established by the District. If it is determined to be a violation, the user would designate a specific violation description, such as speeding, gridlock, red light, etc., which would be associated with one or more specific violation codes. Some of the violations will require review of videos that contain tracking, such as those for pedestrian safety violations. The system shall be able to accommodate this type of video analytics.

**C.42.3.5.3** If the user is uncertain if the violation matches the business rules, the system shall provide the user with an option to forward the event for supervisory review, along with a comment section to allow the user to describe what specifically needs to be reviewed or validated by the supervisor.

**C.42.3.5.4** If the event can't be processed because it can't be determined that a violation occurred, for example, in cases where the field equipment failed, or in the cases where a violation did not occur, such as a funeral procession, the system shall provide a way for the event reviewer to reject the event with a specific reject code

unique to the situation. These shall be forwarded to a reject queue for further review.

**C.42.3.6 Vehicle Identification**

**C.42.3.6.1** Once an event has been determined to be a violation, the next step in the system processing shall be to capture the license plate number and any other identifying information from the vehicle. To the greatest extent possible, this shall be initially performed by the system using optical character recognition (OCR) or other automated reading technologies, with a validation/correction step performed by an authorized user.

**C.42.3.6.2** The system shall incorporate an online repository of state license plates for the United States, Canada, and Mexico that can be used by the reviewer to correctly identify the state of issuance and the plate number. This database shall be easily updatable with images and data from the state DMV's as well as with images captured by the field units. The system shall contain data elements to allow the images to be searchable by color or other identifying element (such as "blue on bottom" or "bird"). The District will populate and maintain the data fields.

**C.42.3.6.3** When a tag is identified, similar tag close-up shots of violations with that tag number shall be visible to the user so that the images can be compared to ensure that the correct vehicle is identified. The system shall require the user to verify that they have reviewed the images and either accept the comparison or allow the tag and/or state to be re-entered.

**C.42.3.6.4** Include in your response what experience you have related to vehicle license plate and USDOT identification on moving violations.

**C.42.3.7 Alerts for Stolen/Wanted Vehicles**

**C.42.3.7.1** The District desires to have real-time information available to it regarding stolen and wanted license plates. The system shall incorporate automated matching of the captured license plates against a set of data files supplied and managed by the agency users, with real-time alerts provided to authorized and designated users. The system shall enable the users to validate the alerts for the correct state and plate configuration and to forward the hits to designated personnel using email, SMS messaging and other electronic means.

**C.42.3.7.2** The system shall maintain the information captured in accordance with MPD's policies related to License Plate Reader technologies.

**C.42.3.8 Owner Identification and Secondary Review**

**C.42.3.8.1** For vehicles with license plates issued in the United States, Canada, and Mexico, the system shall provide to MPD the correct data and format for WALES'

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

inquiries. WALES is the District of Columbia interface to NLETS. These inquiries shall occur as soon after violation determination has occurred as possible and shall take place within the available work hours of WALES.

- C.42.3.8.2** For USDOT numbers, the system shall interface with the appropriate federal database to find the vehicle owner data.
- C.42.3.8.3** For diplomatic tags, the system shall provide an interface with a file provided by the United States State Department to identify the embassy responsible for the violation.
- C.42.3.8.4** Detail your experience with owner information acquisition for active contracts within the past year. Demonstrate in your response your understanding of this requirement and what steps you will take to facilitate this step to minimize the overall time it takes to process a violation through final mailing.
- C.42.3.8.5** When an owner is identified, similar tag close-up shots of violations with that tag number shall be visible to the user so that the images can be compared to ensure that the correct vehicle is identified. The system shall require the user to verify that they have reviewed the images and either accept the comparison or allow the tag and/or state to be re-entered.
- C.42.3.8.6** For cases where the DMV-supplied vehicle make doesn't match the make in the photograph or in cases where the initial tag capture was faulty, the reviewer shall be able to re-enter the state and/or plate and the system shall re-request the owner information from WALES.
- C.42.3.8.7** The system shall allow the user to identify a vehicle as being a commercial vehicle, to facilitate reporting and ticket issuance. Certain types of violations are specific to commercial vehicles and the system shall enable the users to ensure that the appropriate violation is assigned to the owner, based on whether the vehicle is commercial or not.
- C.42.3.8.8** For District government vehicles and law enforcement vehicles, the system shall enable a different ticket to be mailed. The system shall enable the vehicle to be identified by the reviewer during this stage of the processing. Vehicles identified as law enforcement vehicles shall receive a ticket with the violation data and images and a section that enables the agency to request that the ticket be voided because the driver of the vehicle was performing law-enforcement duties at the time of the violation, such as an emergency run. For District agencies, the ticket shall include the data and images and a section where the agency can request that the ticket be voided because the driver of the vehicle was on official government business at the time of the violation. This pertains only to specific types of violations and this information must be maintained in the system (by the District's authorized personnel) to ensure that a regular ticket is issued for all violations that are not covered by the governmental official business regulations.

**C.42.3.8.9** For certain types of tags or vehicle identification where the owner cannot be determined, specific reject codes shall be available to the authorized user. These shall move to a reject queue for review by an authorized reviewer.

**C.42.3.8.10** Once the tag number has been validated, the secondary reviewer shall have the ability to review the event to ensure that a violation has occurred and that the correct violation has been captured. If the reviewer agrees, the system shall move the violation to the next step in the process, Agency Approval. In cases where the reviewer disagrees with the initial assessment, the reviewer shall be able to change the violation code or reject the violation. Any items changed in secondary review may be validated by a supervisor.

### **C.42.3.9 Reject Handling and Supervisory Review**

**C.42.3.9.1** Once an event or violation is rejected, it shall be placed into a queue or queues for reject review. The reject queue(s) shall contain all of the data, images, videos, and associated data, along with the initial assessments and notes for the event or violation.

**C.42.3.9.2** The system shall enable the reviewer to confirm the reject, reject for another reason, forward the reject for supervisory review, or process the violation for issuance.

**C.42.3.9.3** Events and violations sent to the supervisory review queue shall be available only to authorized users. The system shall enable the supervisor to confirm the reject, reject for another reason, or process the violation for issuance. Items sent to supervisory review for questions or concerns shall be able to be rejected or processed into a citation. The supervisor shall be able to enter comments.

**C.42.3.9.4** Any event or violation that ages to the extent that it is less than ten calendar days from the date it will be deemed to be not-issuable due to age, which at this point is 25 calendar days from issuance, shall be prioritized in the queue in which it is residing so that it is processed first. If a violation ages to the extent that it has not been mailed by the 21st calendar day following issuance, it shall be forwarded to the Supervisory queue and identified and prioritized within that queue so it can be handled immediately. The record should include the stage at which the violation was stalled.

### **C.42.3.10 Final Agency Review and Ticket Creation**

**C.42.3.10.1** Each agency will designate specific staff that will have the final authorization to issue a ticket based on a photo-enforced violation. For MPD, trained sworn officers will perform this task. The Contractor shall supply a review process for the agency review staff that mimics the initial, secondary and supervisory review modules, including the online training.

**C.42.3.10.2** If a violation is rejected, it shall return to the appropriate reject queue so it can be analyzed by the supervisors to determine why it was not identified as a reject earlier in the process. If the violation is approved, a ticket shall be printed and mailed using the regular mailing protocols included in the District ticket processing system of which this is an optional component. It shall be mailed the same day it is approved or the next business day if the timing prohibits same-day mailing.

**C.42.3.11 Video and Image Retrieval**

**C.42.3.11.1** A typical search consists of search of video for a specific location and date and time range (typically an hour or so), but it could include partial tag number searches, vehicle type and color searches, owner searches, etc. Images, data videos, and other captured information shall be available to authorized users as soon as it is transferred from the District repository server. The system shall provide a search form that will enable authorized users to identify what data, images, video or other available data they want to see and, upon submission, shall return the requested items in a format so that they can be sent electronically or downloaded to a DVD. Provide examples where you have experience with data and image retrieval and typical turnaround times.

**C.42.3.12 Analytics and Reporting**

**C.42.3.12.1** The system shall support a variety of reporting and analytic tools that will enable authorized users to see results of enforcement, detect patterns of traffic, and monitor productivity of the users. These tools should be automated to the greatest extent possible and be able to run on a schedule and be sent to recipients electronically without having to log onto the system. The analytics and reporting should not slow down the system nor interfere with the production environment.

**C.43 TECHNICAL ADDENDUM (Contractor informational purposes only)**

**C.43.1 OCTO Software and Hardware Standards**

**C.43.1.1** The District expects that the system, software, and hardware provided by the Contractor will use service-oriented architecture, be highly modular, scalable, and non-proprietary. The standards with UCP in the comments section are based on the uniform computing platform OCTO has established for systems hosted by OCTO. Since OCTO will be hosting the system, the Contractor should be aware that the server will be running in a virtualized environment using vmware vsphere. There isn't a need for purchasing additional hosts for database servers. The database instances sql or oracle can reside in OCTO's sql farm and/or oracle grid.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.43.1.2** The Contractor shall conform where appropriate, as determined in writing by the OCTO Program Manager for this program, with OCTO software standards listed below:

<b>Application Type</b>	<b>Maker</b>	<b>Product</b>	<b>Summary</b>	<b>Comments</b>
<b>DESKTOP APPLICATIONS</b>				
Desktop Antivirus	McAfee	McAfee VirusScan	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. More Info: <a href="http://www.mcafee.com">http://www.mcafee.com</a>	
Office Automation	Microsoft	Office 2003 Standard Office 2003 Professional Office 2007 Professional	All new purchases will be Office 2003 Professional.  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. More Info: <a href="Http://www.microsoft.com">Http://www.microsoft.com</a>	
Desktop Operating System (OS)	Microsoft	Windows XP	Windows XP Professional is the preferred operating system for all new PC purchases. The District of Columbia has standardized on Intel-based personal computers. Apple computers can only be purchased upon approval by OCTO. The Vendor must be ready to support the new Microsoft OS's as the District adopts it. More Info: <a href="http://www.microsoft.com">http://www.microsoft.com</a>	
Web Browser	Microsoft	Internet Explorer 6.0 and later w/128-bit encryption	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.  Note that other features embedded within Internet Explorer, such as the email client, are not supported. The	

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

<b>Application Type</b>	<b>Maker</b>	<b>Product</b>	<b>Summary</b>	<b>Comments</b>
<b>DESKTOP APPLICATIONS</b>				
			intent of this recommendation is to establish a standard for web browsing. More Info: <a href="http://www.microsoft.com">http://www.microsoft.com</a>	
Media Player – Desktop	Microsoft	Media Player 10.0	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. More Info: <a href="http://www.microsoft.com">http://www.microsoft.com</a>	
Forms Generator	Lake Companies ICM America Cardiff	JetForms OmniForms Liquid Forms	All are COTS product that allow for management of paper or electronic documents.	

<b>Application Type</b>	<b>Maker</b>	<b>Product</b>	<b>Summary</b>	<b>Comments</b>
<b>SERVER APPLICATIONS</b>				
Server Operating System – File/Print	Microsoft	Windows 2003 Standard thru Enterprise edition 32bit & 64 bit/  Windows 2008 Standard thru Enterprise Edition Server 64 bit.	Servers that require Windows for its primary operating system OCTO will install, maintain and administer Microsoft Server 2003 & 2008 More Info: <a href="http://www.microsoft.com">http://www.microsoft.com</a>	UCP
Server Antivirus Application	McAfee		The previously mentioned products are the recommended virus protection software for the various server platforms.  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.	
Enterprise Application Integration (EAI)	SeeBeyond	EGate InSight	The District of Columbia has standardized on SeeBeyond for enterprise-level integration. Where there is a need for high-volume and reliable	

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

Application Type	Maker	Product	Summary	Comments
<b>SERVER APPLICATIONS</b>				
			integration between many disparate systems, SeeBeyond should be used. The benefits of EAI are only 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. More Info: <a href="http://www.seebeyond.com">www.seebeyond.com</a>	
Directory Services	Microsoft	Windows 2003 Active Directory	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 with additional attributes and will become the central authentication engine for applications and network services. More Info: <a href="http://www.microsoft.com">www.microsoft.com</a>	Process runs as Active Directory Application Mode (ADAM) which is a lightweight version of the AD API.
Web Server	Microsoft	IIS 6.0 / 7.0	Microsoft IIS 6.0 is the sanctioned standard for all web server requirements including Internet, intranet, and extranet applications. The product provides: Infrastructure to store and deliver HTML pages; Scripting services for dynamic content and simple business logic; Application platform for robust application logic.  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.  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. More Info: <a href="http://www.microsoft.com">www.microsoft.com</a>	UCP  OCTO has in the past provided customers with the option to use open source systems such as Linux and Apache  OCTO recommends .NET development be completed in a framework version great than or equal to 2.0

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Application Type	Maker	Product	Summary	Comments
<b>SERVER APPLICATIONS</b>				
Internet Content Filtering – Server	Websense	Websense Enterprise	Content filter prevents access to web sites that are deemed “inappropriate” in a business environment, such as pornography and racial sites. 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.	

Application Type	Maker	Product	Summary	Comments
<b>DATABASE APPLICATIONS</b>				
Relational Database Management	IBM Microsoft Oracle	DB2/MVS V8 SQL Server 2005 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>	UCP The database platforms will be SQL 2005/2008 and Oracle 10g/11g. No IBM DB2 to be provided for customized agency applications
Document Management	IBM FileNet			
Database Modeling	Computer Associates Microsoft Sybase	Erwin Visio Power Designer	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 serve as 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	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 products <a href="http://www.magicsolutions.com">www.magicsolutions.com</a> <a href="http://www.remedy.com">www.remedy.com</a>	

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

<b>Application Type</b>	<b>Maker</b>	<b>Product</b>	<b>Summary</b>	<b>Comments</b>
<b>DATABASE APPLICATIONS</b>				
Report/ Query Tool	Crystal  Business Objects	Crystal Reports 8.0  Business Objects	These products have been 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>Application Type</b>	<b>Maker</b>	<b>Product</b>	<b>Summary</b>	<b>Comments</b>
<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>	UCP  Web authoring will most likely be centralized within the framework of the current content management system (Vignette CMS)  Authoring for static content within web applications can also be performed within Visual Studio Suite (2005/2008 recommended version) or other software development centric IDEs
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>	UCP  OCTO has standardized the web reporting tool with Google Analytics
Remote Host Application	LANDesk/ Dameware Utilities	N/A	These products are COTS products. They are designed for control of remote systems.	
Compression Utility	WinZip	WinZip Version 11.2 or later	WinZip is the recommended product for compressing individual files either to reduce disk usage or to improve performance when sending the file as an	

Solicitation No. DCTO-2010-R-0012  
 Ticket and Adjudication Services System (TASS)

Application Type	Maker	Product	Summary	Comments
<b>UTILITY AND MANAGEMENT APPLICATIONS</b>				
			email attachment. WinZip provides a much more robust set of compression utilities than other products. More Info: <a href="http://www.winzip.com">http://www.winzip.com</a>	
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 Columbia has sanctioned the Microsoft development framework for web application development. Specifically server applications will rely upon ASP and COM+. More Info: <a href="http://www.microsoft.com">www.microsoft.com</a>	MS ASP.NET framework versions 2.0, 3.0 and 3.5 are recommended with development occurring in Visual Studio 2005/2008.  Language recommendation (but not required) is C# if source is provided to OCTO.  (There is flexibility in this since the UCP supports linux and other OSes, along with Apache and other F.O.S. (free or Open Source) internet application services. Java, PHP, ruby, etc developed in F.O.S. IDEs are technically supported )

Application Type	Maker	Product	Summary	Comments
<b>BUSINESS TIER APPLICATIONS</b>				
Help Desk	REMEDY	Remedy Help Desk	Has been selected as the Standard for Helpdesk, problem management software. It is an Industry leader and COTS product	

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Application Type	Maker	Product	Summary	Comments
<b>BUSINESS TIER APPLICATIONS</b>				
High-End Statistical Analysis	SAS SPSS	SAS SPSS	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. 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. More Info: <a href="http://www.sas.com">http://www.sas.com</a> <a href="http://www.spss.com">http://www.spss.com</a>	
Wireless Email Cingular Goodlink	Verizon Cingular Corporate Email Server Goodlink Corporate Messaging Software Treo 650 Treo 700M		OCTO has approved Palm, Blackberry, 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 the standard wireless email application.	

**C.43.1.3** The Contractor shall conform where appropriate with OCTO hardware standards listed below:

Type of Device	Maker	Description	Summary	Comments
<b>COMPUTER DESKTOP</b>				
Desktops I - Normal User	IBM compatible (Dell, IBM, Compaq, Toshiba)		Internet Ready Touch Screen Kiosk's Intel® Core™ 2 Duo Processor E6750 (2.66GHz, 4M, VT, 1333MHz FSB) , 2GB Memory, 250GB SATA HD, 100/1000 Network Card, 512 MB Video Card, 16 Bit Sound Card, 12x10x52 CDRW, 16X DVD Reader/Writer, 19" Wide Screen 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. More Info: <a href="http://www.dell.com">http://www.dell.com</a>

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

Type of Device	Maker	Description	Summary	Comments
<b>COMPUTING – SERVER</b>				
Server (Application)	IBM compatible (Dell, IBM, Compaq, Toshiba)		<p>Four 2x Quad Core X7350 Xeon, 2.93GHz, 8M Cache, 130W, 1066Mz, FSB Processors, 16GB of RAM, 5-7 600GB 15K RPM Serial-Attach SCSI 3Gbps 3.5-in HotPlug Hard Drive 16 MB Video, 101 Key Keyboard, 2 button Mouse, 16x DVD ROM, Integrated SAS/SATA RAID 10, PERC 5/i Integrated, Dual Power Supplies, 2 USB 2.0 Ports, 2 PS2 Ports, 1 Firewire port, 1 Parallel Port, Video Port, 2 100/1000 NICs, 19" Flat Panel Monitor, Rack Chassis w/Sliding Rapid/Versa Rails and Cable Management Arm, Universal</p> <p>This unit is for new purchases only.</p>	<p>UCP</p> <p>Systems hosted by OCTO will be integrated into the virtual infrastructure so standalone server specifications do not apply. The virtual infrastructure utilizes Dell as the primary provider for server class system.</p> <p>This unit has been adopted by the District of Columbia as a Standard for the next 12 months when it will be evaluated again.</p> <p>More Info: www.dell.com</p>
Server (Database)	IBM compatible (Dell, IBM, Compaq, Toshiba)		<p>PowerEdge R900, 2x Dual Core E7220 Xeon, 2.93GHz, 8M Cache, 80W, 1066Mhz FSProcessors, 16GB Memory, 7 1TB 7500-10,000 RPM Serial Attached SCSI 3GBps Hard Drive, 2.5-inch, Hot Plug, 16 MB Video, 101 Key Keyboard, 2 button Mouse, 16x DVD ROM, Integrated SAS/SATA RAID 10, PERC 5/i Integrated, External Storage Ready with Fiber Channel HBAs, Dual Power Supplies, 2 USB 2.0 Ports, 2 PS2 Ports, 1 Firewire port, 1 Parallel Port, Video Port, Dual 100/1000 NIC, 19" Flat Panel Monitor, Rack Chassis w/Sliding Rapid/Versa Rails and Cable Management Arm, Universal</p> <p>This unit is for new purchases only.</p>	<p>UCP</p> <p>Systems classified as database servers hosted By OCTO will be integrated into the shared database environment. Essentially there isn't a need to build an additional server for database instances. The infrastructure hosting database instances are built on Dell server class systems.</p> <p>This unit has been adopted by the District of</p>

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Type of Device	Maker	Description	Summary	Comments
<b>COMPUTING – SERVER</b>				
				Columbia as a Standard for the next 12 months when it will be evaluated again. More Info <a href="http://www.dell.com">www.dell.com</a>

**C.43.2 Networking Topology**

**C.43.2.1** The District headquarters utilizes 100baseT Ethernet for all of its user & server segments. The District service locations are connected via T1 connections. The service locations utilize Ethernet for their user segments. The District utilizes TCP/IP as its standard networking protocol.

**C.43.3 User LAN**

**C.43.3.1** The District currently uses Microsoft technologies File & Print services and User access & authentication. The District allows cross segmenting of Microsoft networking protocols in the Agency User LAN Network.

**C.43.3.2** The District utilizes Microsoft Outlook server for all of its email and file sharing needs. The District currently has six (6) service locations that utilize T1 connection for all network communications.

**C.43.4 Enterprise Application Infrastructure**

**C.43.4.1** The District currently uses UNIX based or Microsoft Windows 2000/2003 Servers as its application server platform. The District has an employee PIN system that can be used to authenticate and authorize The District employees to specific Internet and intranet applications.

**C.43.4.2** Applications should not utilize any proprietary storage format and/or encryption routines that are not readily available for use by the District’s development staff to integrate applications with existing and/or new systems. Open APIs must be provided for use. (For example, a document may be stored in a compressed/encrypted format as long as the District is able to retrieve said document in its entirety for use in other applications).

**C.43.4.3** Applications must not make direct connections/calls to back-end systems. The District utilizes several varieties of distributed computing to ensure reliability

and/or security. An application must be able to be “separated” at any point in the transaction process. (i.e. A web page is designed to retrieve data from a storage array, a database, an external system, and then send an email notification. Each function needs to be built with the ability to service each step on separate physical and logical locations).

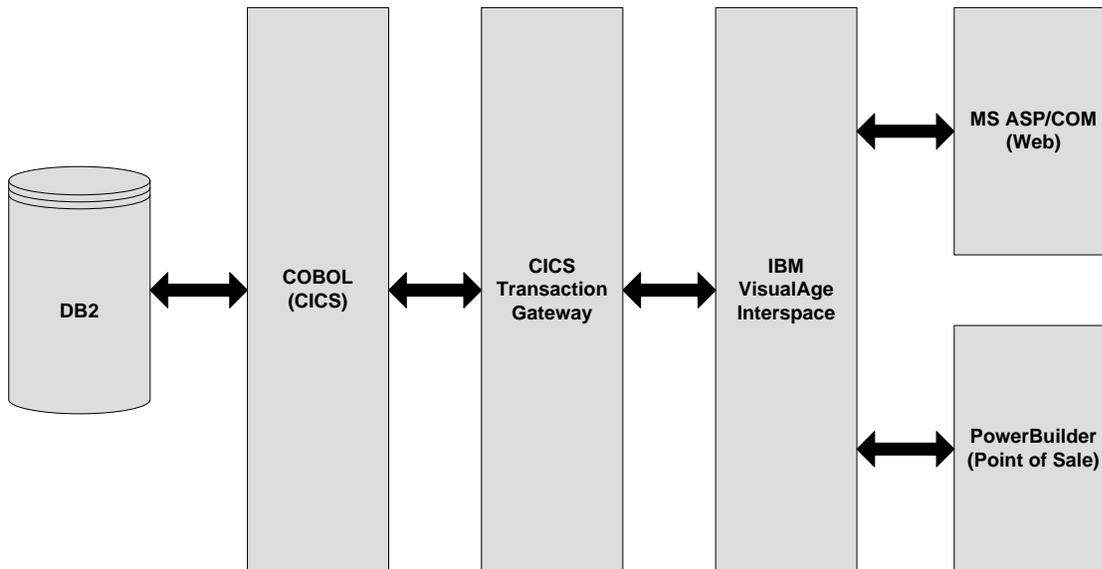
**C.43.4.4** Application integration should occur via a programmatic approach. Screen scraping techniques are prohibited as they do not provide a secure, reliable, and scalable system that can be easily extended and leveraged for future expansion.

**C.43.5 DESTINY Technology Overview (for Contractor informational purposes only)**

**C.43.5.1** The DESTINY system is the backbone of the District’s driver and vehicle related services. This system is used by anyone who is dealing with the customer or requires access to the customer or vehicle information. This is based on three-tier client/server architecture. Logically, from the Application Architecture perspective, these tiers provide separation of the presentation of information, the business rules and logic, and the database. The diagrams on the following page show three-tier components and a detailed DESTINY software system architecture. These diagrams are for Contractor informational purposes only.

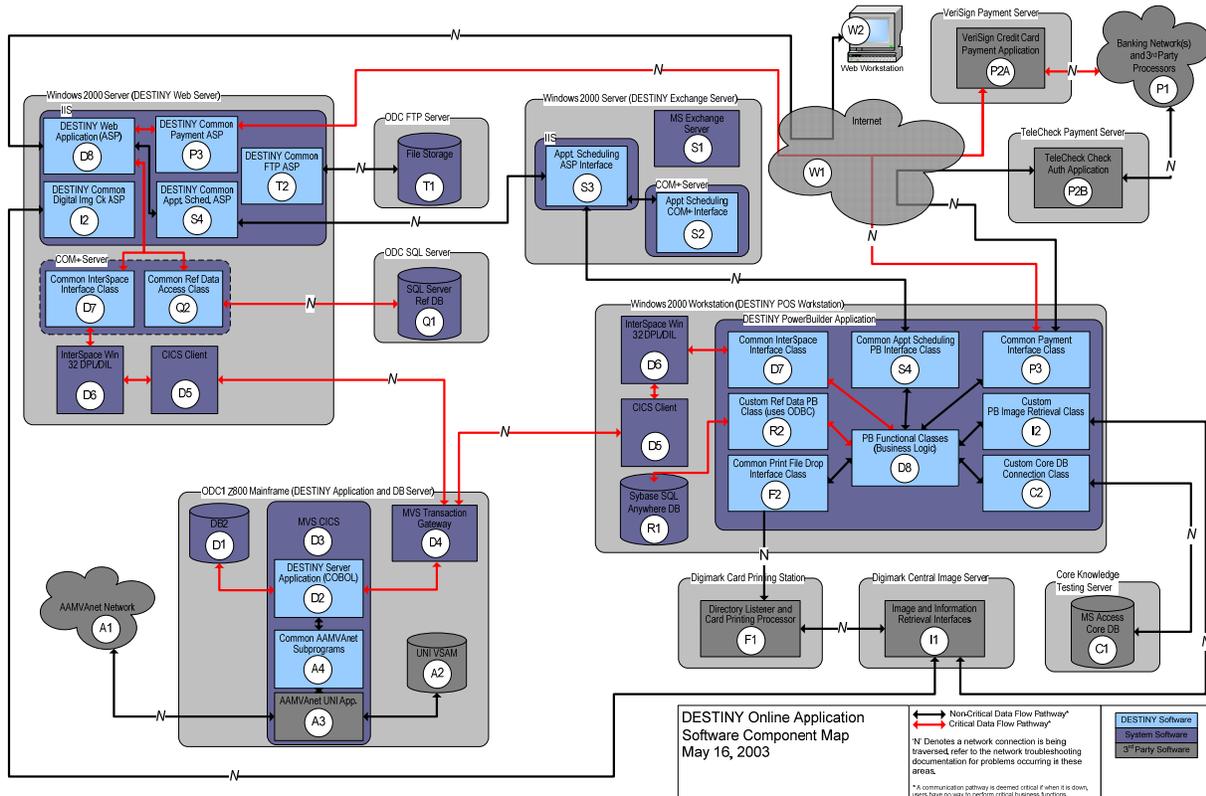
**3-Tier Client/Server System**

- Client Layer: PowerBuilder Fat Client
- Internet Layer: Microsoft ASP/COM
- Application Layer CICS COBOL
- Database Layer: DB2
- Middleware: IBM CICS Client, VisualAge InterSpace



**Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)**

A detailed DESTINY system software architecture is presented below for Contractor



informational purposes only:

**C.43.6 Application and Systems Security**

**C.43.6.1** The District’s Application Security is extremely restrictive. All applications and/or vendor supplied solutions are put through a rigorous forensic programming test. Known exploits such as SQL injection attacks, Denial of Service Attacks, Buffer Overflows, etc as well as not-so-well known attacks are simulated and/or performed on all systems to ensure that they are secure and reliable. It is imperative that all applications take these items into consideration when delivering solutions for use. These exploits are simulated as if coming from external as well as internal systems designed to act as human-based and/or worm based exploits. The District reports found vulnerabilities to BugTraq.

**C.43.6.2** Windows 2000/2003 servers used for Enterprise applications and Web Services are hardened with guidelines supplied by the National Security Agency and other independent Security Industry organizations. All applications designed for use on this platform should conform to these security standards.

**C.43.7 Database**

**C.43.7.1** The District utilizes the SQL database platform, and mainframe DB2. Database is accessed through MDAC, ODBC, OLEDB, MTS connections and WEB servers.

### **C.43.8 Security**

**C.43.8.1** The District is very restrictive with security policies. The District only provides detailed security information on an as needed basis.

**C.43.8.2** Generally speaking, the District does not allow direct connections from outside sources to internal systems. All externally and most internally available applications are designed in a multi-tier security model utilizing full client disconnects. No http proxy based applications are allowed. The District restricts the IP application ports that are allowed to traverse networks. The District does not allow dynamic port allocation applications. The District considers any machine that is directly accessed by an outside entity as a perimeter device and restricts accordingly.

### **C.43.9 Remote Access**

**C.43.9.1** The District does not allow direct connections to any machine located on the District network. The District does not allow the use of vendor provided remote control applications. Remote access to the proposed system will be provided to no more than two named technical support individuals by a secured connection.

**C.43.9.2** The District will provide the remote access software that the District currently uses to the Vendor. This software will allow the Vendor to remotely administer the servers related to their product. This remote control access is for troubleshooting and diagnosis use only, and does not provide a data transfer method.

## **C.44 MAINTENANCE AND OPERATIONS OF THE IMPLEMENTED SYSTEM COMPONENTS**

### **C.44.1 Base Year Two (CLIN0039)**

**C.44.1.1** The Contractor shall provide staffing, materials, support, and services necessary to maintain and operate the implemented system components in the Requirements sections associated with CLIN0001 through CLIN0038.

### **C.44.2 Base Year Three (CLIN0040)**

**C.44.2.1** The Contractor shall provide staffing, materials, support, and services necessary to maintain and operate the implemented system components in the Requirements sections associated with CLIN0001 through CLIN0038.

## **C.45 DEVELOPMENT LIFECYCLE FOR CLIN0001 THROUGH CLIN0038**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**C.45.1** For each of the requirements sections referenced in CLIN0001 through CLIN0038, the Contractor shall follow these stages and steps for the development lifecycle. Each milestone listed in the Development Lifecycle Milestone Table in Section C.45.1.1 has a required delivery date. Delivery Date is counted as Contract Award Date (CAD) plus the stated number of calendar days in this chart. The Contractor shall provide evidence to the Contract Administrator that each of the twenty-five milestones are met, by the required delivery date, for the scope of work requirements included in each section of the RFP that is labeled Requirements and is associated with a CLIN. For example, for CLIN0001, the Contractor shall provide a Project Implementation Plan for Ticket Issuance requirements to the Contract Administrator no later than twenty-eight calendar days following Contract Award Date to meet Milestone One.

**C.45.1.1** Development Lifecycle Milestone Table

<b>TASS CLINs 0001 through 0038</b>	<b>Milestone Number</b>	<b>Required Delivery Date</b>
<b>Stage 1 – Discovery</b>		
<b>Project Implementation Plan</b>	<b>1</b>	<b>CAD + 28 days</b>
<b>Fit/Gap Document</b>	<b>2</b>	<b>CAD + 28 days</b>
<b>Conversion Planning</b>	<b>3</b>	<b>CAD + 35 days</b>
<b>Interface Planning</b>	<b>4</b>	<b>CAD + 35 days</b>
<b>Report Planning</b>	<b>5</b>	<b>CAD + 42 days</b>
<b>Security Planning</b>	<b>6</b>	<b>CAD + 42 days</b>
<b>Change Management Planning</b>	<b>7</b>	<b>CAD + 42 days</b>
<b>Stage 2 – Configuration</b>		
<b>Configuration Document</b>	<b>8</b>	<b>CAD + 42 days</b>
<b>Conversion Testing</b>	<b>9</b>	<b>CAD + 84 days</b>
<b>CRP/Unit Testing</b>	<b>10</b>	<b>CAD + 84 days</b>
<b>Training Planning</b>	<b>11</b>	<b>CAD + 84 days</b>
<b>Test Planning</b>	<b>12</b>	<b>CAD + 84 days</b>
<b>Stage 3 – Complex Extensions</b>		
<b>Customization Development</b>	<b>13</b>	<b>CAD + 180 days</b>

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

<b>TASS CLINs 0001 through 0038</b>	<b>Milestone Number</b>	<b>Required Delivery Date</b>
<b>Conversion Development</b>	<b>14</b>	<b>CAD + 180 days</b>
<b>System Testing</b>	<b>15</b>	<b>CAD + 210 days</b>
<b>Customization and Development Updates (Final)</b>	<b>16</b>	<b>CAD + 240 days</b>
<b>Stage 4 – Environmental Adaptations</b>		
<b>Report Development</b>	<b>17</b>	<b>CAD + 180 days</b>
<b>Interface Development</b>	<b>18</b>	<b>CAD + 180 days</b>
<b>Integration Testing</b>	<b>19</b>	<b>CAD + 180 days</b>
<b>Stage 5 – Deployment</b>		
<b>User Acceptance Testing</b>	<b>20</b>	<b>CAD + 260 days</b>
<b>End User Training</b>	<b>21</b>	<b>CAD + 280 days</b>
<b>Final/Parallel Testing</b>	<b>22</b>	<b>CAD + 290 days</b>
<b>Cutover to Production</b>	<b>23</b>	<b>CAD + 300 days</b>
<b>Post Production Support – One to Thirty Calendar Days after Cutover</b>	<b>24</b>	<b>CAD + 330 days</b>
<b>Post Production Support – Thirty One to Sixty Calendar Days after Cutover</b>	<b>25</b>	<b>CAD + 365 days</b>

## **SECTION D      PACKAGING AND MARKING**

The packaging and marking requirements for the resultant contract shall be governed by clause number (2), Shipping Instructions-Consignment, of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated March, 2007. (Attachment J.1)

## **SECTION E      INSPECTION AND ACCEPTANCE**

The inspection and acceptance requirements for the resultant contract shall be governed by clause number six (6) Inspection of Services of the Government of the District of Columbia's Standard Contract Provisions for use with Supplies and Services Contracts, dated March, 2007. (Attachment J.1)

**SECTION F DELIVERIES OR PERFORMANCE**

**F.1 TERM OF CONTRACT**

**F.1.1** The term of the contract shall be for a period of three (3) years from the date of award specified on the cover page of the contract.

**F.2 OPTION TO EXTEND THE TERM OF THE CONTRACT**

**F.2.1** The District may extend the term of this contract for a period of two (2), one-year option periods, or successive fractions thereof, by written notice to the Contractor before the expiration of the contract; provided that the District will give the Contractor a preliminary written notice of its intent to extend at least thirty (30) calendar days before the contract expires. The preliminary notice does not commit the District to an extension. The exercise of this option is subject to the availability of funds at the time of the exercise of this option. The Contractor may waive the thirty (30) calendar day preliminary notice requirement by providing a written waiver to the Contracting Officer prior to expiration of the contract.

**F.2.2** If the District exercises this option, the extended contract shall be considered to include this option provision.

**F.2.3** The price for the option periods shall be as specified in the contract.

**F.2.4** The total duration of this contract, including the exercise of any options under this clause, shall not exceed five (5) years.

**F.3 DELIVERABLES**

<b>Deliverable</b>	<b>Qty</b>	<b>Format/ Method of Delivery</b>	<b>Due Date</b>	<b>To Whom</b>
Draft project implementation plan including draft project schedule for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038. Must include milestones and dates for each major phase and task as well as proposed implementation date.	1	Electronic	28 calendar days following contract award	CA (See Section G.9)
Draft Transition Plan for C.34, Transition Plan at Contract Expiration and for C.39, Data	1	Electronic	28 calendar days following	CA (See Section G.9)

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

<b>Deliverable</b>	<b>Qty</b>	<b>Format/ Method of Delivery</b>	<b>Due Date</b>	<b>To Whom</b>
Conversion and Security			contract award	
Business Continuity and Conversion Plan for C.34, Transition Plan at Contract Expiration and for C.39, Data Conversion and Security	1	Electronic	35 calendar days following contract award	CA (See Section G.9)
List of all final documentation and delivery date that will be delivered as part of this contract for C.29, Reporting and C.33, Training	1	Electronic	84 calendar days following contract award	CA (See Section G.9)
Before and After Business Process and Flow Model for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	1	Electronic	84 calendar days following contract award	CA (See Section G.9)
System Architecture and Staging Plan for Hardware and System Software including UAT Needs for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	1	Electronic	180 calendar days following contract award	CA (See Section G.9)
Plan for Migration and Reconciliation of Existing Records and Images for C.34, Transition Plan at Contract Expiration and for C.39, Data Conversion and Security	1	Electronic	180 calendar days following contract award	CA (See Section G.9)
Integration Test Plans for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	1	Electronic	180 calendar days following contract award	CA (See Section G.9)
Software Test Plan to include interface testing and full regression testing for the requirements in Section C, Description / Specifications / Work Statement detailed in	1	Electronic	180 calendar days following contract award	CA (See Section G.9)

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

<b>Deliverable</b>	<b>Qty</b>	<b>Format/ Method of Delivery</b>	<b>Due Date</b>	<b>To Whom</b>
CLIN0001 through CLIN0038.				
User Acceptance Test Plan for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	1	Electronic	180 calendar days following contract award	CA (See Section G.9)
User Training Plan for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	1	Electronic	240 calendar days following contract award	CA (See Section G.9)
Training Schedule for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	1	Electronic	240 calendar days following contract award	CA (See Section G.9)
Application User Manual for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	50/ 1	Paper/ Electronic. doc	240 calendar days following contract award	CA (See Section G.9)
User training material including training manual for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	50/ 1	Paper/ Electronic. doc	240 calendar days following contract award	CA (See Section G.9)
System Documentation for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	1	Electronic. doc	240 calendar days following contract award	CA (See Section G.9)
Operations and Maintenance Guide for the requirements in Section C, Description / Specifications / Work Statement detailed in CLIN0001 through CLIN0038.	5/1	Paper/ Electronic. doc	240 calendar days following contract award	CA (See Section G.9)
The report described in section H.5.5 that is required by the 51% District Residents New Hires Requirements and First Source Employment	1	Electronic	With request for final payment	CA (See Section G.9)

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

<b>Deliverable</b>	<b>Qty</b>	<b>Format/ Method of Delivery</b>	<b>Due Date</b>	<b>To Whom</b>
Agreement				

**F.3.1** The Contractor shall submit to the District, as a deliverable, the report described in section H.5.5 that is required by the 51% District Residents New Hires Requirements and First Source Employment Agreement. If the Contractor does not submit the report as part of the deliverables, final payment to the Contractor shall not be paid pursuant to section G.3.2.

## SECTION G CONTRACT ADMINISTRATION DATA

### G.1 INVOICE PAYMENT

**G.1.1** 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 or services performed and accepted, less any discounts, allowances or adjustments provided for in this contract.

**G.1.2** The District will pay the Contractor on or before the 30th calendar day after receiving a proper invoice from the Contractor.

### G.2 INVOICE SUBMITTAL

**G.2.1** The Contractor shall submit proper invoices on a monthly basis or as otherwise specified in Section G.4. Invoices shall be prepared in duplicate and submitted to the agency Chief Financial Officer (CFO) with concurrent copies to the Contract Administrator (CA) specified in Section G.9 below. The address of the CFO is:

**Name:** OCFO Accounts Payable  
**Address:** 2000 14<sup>th</sup> Street NW, 6<sup>th</sup> floor  
Washington, DC 20009  
**Telephone:** (202)671-2741

**G.2.2** To constitute a proper invoice, the Contractor shall submit the following information on the invoice:

**G.2.2.1** Contractor's name, federal tax ID and invoice date (Contractors shall date invoices as of the date of mailing or transmittal);

**G.2.2.2** Contract number and invoice number;

**G.2.2.3** Description, price, quantity and the date(s) that the supplies or services were delivered or performed;

**G.2.2.4** Other supporting documentation or information, as required by the Contracting Officer;

**G.2.2.5** Name, title, telephone number and complete mailing address of the responsible official to whom payment is to be sent;

**G.2.2.6** Name, title, phone number of person preparing the invoice;

**Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)**

**G.2.2.7** 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.2.2.8** Authorized signature.

**G.3 FIRST SOURCE AGREEMENT REQUEST FOR FINAL PAYMENT**

**G.3.1** For contracts subject to the 51% District Residents New Hires Requirements and First Source Employment Agreement requirements, final request for payment shall be accompanied by the report or a waiver of compliance discussed in section H.5.5.

**G.3.2** No final payment shall be made to the Contractor until the CFO has received the Contracting Officer’s final determination or approval of waiver of the Contractor’s compliance with 51% District Residents New Hires Requirements and First Source Employment Agreement requirements.

**G.4 PAYMENT**

**G.4.1** Unless otherwise specified in this contract, payment will be made on partial deliveries of goods and services accepted by the District if:

**G.4.1.1** The amount due on the deliveries warrants it; or

**G.4.1.2** The Contractor requests it and the amount due on the deliveries are in accordance with the following: Payment will be made on completion and acceptance of each percentage or stage of work in accordance with the prices stated in the Schedule in Section B.

**G.4.2** Until the system is implemented, operational for three months, and fully accepted, payment for the fixed price components will be made on the following basis:

**G.4.2.1** The following payment schedule is based on phased completion of the requirements defined in each CLIN 0001 through 0038 as outlined in this Payment Schedule. Delivery Date is counted as Contract Award Date (CAD) plus the stated number of calendar days in this chart. In the event that the Contractor completes delivery prior to the Required Delivery Date for a specific Milestone, the Contractor shall submit an invoice for that Milestone to accelerate payment. This Payment Schedule corresponds to C.45, Development Lifecycle for CLIN0001 through CLIN0038.

<b>TASS CLINs 0001 through 0038 Payment Schedule</b>	<b>Milestone Number</b>	<b>Payment</b>	<b>Percentage Payment</b>	<b>Required Delivery Date</b>
<b>Stage 1 – Discovery</b>			<b>7% for Stage 1</b>	

Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)

<b>TASS CLINs 0001 through 0038 Payment Schedule</b>	<b>Milestone Number</b>	<b>Payment</b>	<b>Percentage Payment</b>	<b>Required Delivery Date</b>
<b>Project Implementation Plan</b>	<b>1</b>	<b>1</b>	<b>1%</b>	<b>CAD + 28 days</b>
<b>Fit/Gap Document</b>	<b>2</b>	<b>2</b>	<b>1%</b>	<b>CAD + 28 days</b>
<b>Conversion Planning</b>	<b>3</b>	<b>3</b>	<b>1%</b>	<b>CAD + 35 days</b>
<b>Interface Planning</b>	<b>4</b>	<b>4</b>	<b>1%</b>	<b>CAD + 35 days</b>
<b>Report Planning</b>	<b>5</b>	<b>5</b>	<b>1%</b>	<b>CAD + 42 days</b>
<b>Security Planning</b>	<b>6</b>	<b>6</b>	<b>1%</b>	<b>CAD + 42 days</b>
<b>Change Management Planning</b>	<b>7</b>	<b>7</b>	<b>1%</b>	<b>CAD + 42 days</b>
<b>Stage 2 – Configuration</b>			<b>20% for Stage 2</b>	
<b>Configuration Document</b>	<b>8</b>	<b>8</b>	<b>4%</b>	<b>CAD + 42 days</b>
<b>Conversion Testing</b>	<b>9</b>	<b>9</b>	<b>4%</b>	<b>CAD + 84 days</b>
<b>CRP/Unit Testing</b>	<b>10</b>	<b>10</b>	<b>4%</b>	<b>CAD + 84 days</b>
<b>Training Planning</b>	<b>11</b>	<b>11</b>	<b>4%</b>	<b>CAD + 84 days</b>
<b>Test Planning</b>	<b>12</b>	<b>12</b>	<b>4%</b>	<b>CAD + 84 days</b>
<b>Stage 3 – Complex Extensions</b>			<b>40% for Stage 3</b>	
<b>Customization Development</b>	<b>13</b>	<b>13</b>	<b>10%</b>	<b>CAD + 180 days</b>
<b>Conversion Development</b>	<b>14</b>	<b>14</b>	<b>10%</b>	<b>CAD + 180 days</b>
<b>System Testing</b>	<b>15</b>	<b>15</b>	<b>10%</b>	<b>CAD + 210 days</b>
<b>Customization and Development Updates (Final)</b>	<b>16</b>	<b>16</b>	<b>10%</b>	<b>CAD + 240 days</b>
<b>Stage 4 – Environmental Adaptations</b>			<b>15% for Stage 4</b>	
<b>Report Development</b>	<b>17</b>	<b>17</b>	<b>5%</b>	<b>CAD + 180 days</b>
<b>Interface Development</b>	<b>18</b>	<b>18</b>	<b>5%</b>	<b>CAD + 180 days</b>
<b>Integration Testing</b>	<b>19</b>	<b>19</b>	<b>5%</b>	<b>CAD + 180 days</b>

<b>TASS CLINs 0001 through 0038 Payment Schedule</b>	<b>Milestone Number</b>	<b>Payment</b>	<b>Percentage Payment</b>	<b>Required Delivery Date</b>
<b>Stage 5 – Deployment</b>			<b>18% for Stage 5</b>	
<b>User Acceptance Testing</b>	<b>20</b>	<b>20</b>	<b>3%</b>	<b>CAD + 260 days</b>
<b>End User Training</b>	<b>21</b>	<b>21</b>	<b>3%</b>	<b>CAD + 280 days</b>
<b>Final/Parallel Testing</b>	<b>22</b>	<b>22</b>	<b>3%</b>	<b>CAD + 290 days</b>
<b>Cutover to Production</b>	<b>23</b>	<b>23</b>	<b>3%</b>	<b>CAD + 300 days</b>
<b>Post Production Support – One to Thirty Calendar Days after Cutover</b>	<b>24</b>	<b>24</b>	<b>3%</b>	<b>CAD + 330 days</b>
<b>Post Production Support – Thirty One to Sixty Calendar Days after Cutover</b>	<b>25</b>	<b>25</b>	<b>3%</b>	<b>CAD + 365 days</b>

**G.4.2.2** Cost reimbursable and hourly labor rate payments will be made on a monthly basis throughout the contract term based on submitted, approved documentation.

**G.4.2.3** Once the system is implemented and accepted, payment shall be made on a monthly basis based on the annual price for system maintenance and operations, administrative and back office operations and support staff, cost reimbursables, and any authorized labor hours.

**G.5 ASSIGNMENT OF CONTRACT PAYMENTS**

**G.5.1** In accordance with 27 DCMR 3250, 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.5.2** Any assignment shall cover all unpaid amounts payable under this contract, and shall not be made to more than one party.

**G.5.3** Notwithstanding an assignment of contract payments, the Contractor, not the assignee, is required to prepare invoices. Where such an assignment has been made, the original copy of the invoice shall refer to the assignment and shall 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.6 THE QUICK PAYMENT CLAUSE**

**G.6.1** Interest Penalties to Contractors

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- G.6.1.1** 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 3rd day after the required payment date for meat or a meat product; b) the 5th day after the required payment date for an agricultural commodity; or c) the 15th day after the required payment date for any other item.
- G.6.1.2** 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.6.2** Payments to Subcontractors
- G.6.2.1** 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:
- G.6.2.1.1** 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
- G.6.2.1.2** 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.6.2.2** The Contractor shall pay any 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 3rd day after the required payment date for meat or a meat product; b) b) the 5th day after the required payment date for an agricultural commodity; or c) c) the 15th day after the required payment date for any other item.
- G.6.2.3** 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.6.2.4** 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

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Columbia is a party. The District of Columbia may not be interpleaded in any judicial or administrative proceeding involving such a dispute.

**G.6.3 Subcontract Requirements**

**G.6.3.1** The Contractor shall include in each subcontract under this contract a provision requiring the subcontractor to include in its contract with any subcontractor or supplier the payment and interest clauses required under paragraphs (1) and (2) of D.C. Official Code §2-221.02(d).

**G.7 CONTRACTING OFFICER (CO)**

**G.7.1** Contracts will be entered into and signed on behalf of the District only by contracting officers. The address and telephone number of the Contracting Officer is:

Contracting Officer  
Office of Contracting and Procurement  
Information Technology Group  
441 – 4<sup>th</sup> Street, NW, Suite 700 South  
Washington, D.C. 20001  
Phone: (202) 727-0252  
Fax: (202) 727-0245

**G.8 AUTHORIZED CHANGES BY THE CONTRACTING OFFICER**

**G.8.1** The Contracting Officer is the only person authorized to approve changes in any of the requirements of this contract.

**G.8.2** 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.8.3** 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.9 CONTRACT ADMINISTRATOR (CA)**

**G.9.1** The CA is responsible for general administration of the contract and advising the CO as to the Contractor's compliance or noncompliance with the contract. The CA has the responsibility of ensuring the work conforms to the requirements of the contract and such other responsibilities and authorities as may be specified in the contract. These include:

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- G.9.1.1** Keeping the CO fully informed of any technical or contractual difficulties encountered during the performance period and advising the CO of any potential problem areas under the contract;
- G.9.1.2** Coordinating site entry for Contractor personnel, if applicable;
- G.9.1.3** Reviewing invoices for completed work and recommending approval by the CO if the Contractor's costs are consistent with the negotiated amounts and progress is satisfactory and commensurate with the rate of expenditure;
- G.9.1.4** Reviewing and approving invoices for deliverables to ensure receipt of goods and services. This includes the timely processing of invoices and vouchers in accordance with the District's payment provisions; and
- G.9.1.5** Maintaining a file that includes all contract correspondence, modifications, records of inspections (site, data, equipment) and invoice or vouchers.

**G.9.2** The address and telephone number of the CA is:

Contract Administrator  
Office of the Chief Technology Officer  
441 – 4<sup>th</sup> Street, NW, Suite 900 South  
Washington, D.C. 20001  
Phone: (202) 741-5849

**G.9.3** The CA shall NOT have the authority to:

- G.9.3.1** Award, agree to, or sign any contract, delivery order or task order. Only the CO shall make contractual agreements, commitments or modifications;
- G.9.3.2** Grant deviations from or waive any of the terms and conditions of the contract;
- G.9.3.3** Increase the dollar limit of the contract or authorize work beyond the dollar limit of the contract,
- G.9.3.4** Authorize the expenditure of funds by the Contractor;
- G.9.3.5** Change the period of performance; or
- G.9.3.6** Authorize the use of District property, except as specified under the contract.

**G.9.4** The Contractor will be fully responsible for any changes not authorized in advance, in writing, by the CO; 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.10 COST REIMBURSEMENT CEILING**

**G.10.1** Cost reimbursement ceilings for specified cost reimbursable items and for the total cost reimbursement allowance are set forth in Sections B.4.5, B.4.8 and B.4.11.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- G.10.2** The costs for the cost reimbursable items and for the total cost reimbursement allowance in this contract shall not exceed the cost reimbursement ceilings specified in Sections B.4.5, B.4.8 and B.4.11.
- G.10.3** 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.
- G.10.4** The Contractor must notify the CO, in writing, whenever it has reason to believe that the total cost for the cost reimbursable items of this contract will be either greater or substantially less than the cost reimbursement ceilings.
- G.10.5** As part of the notification, the Contractor must provide the CO a revised estimate of the total cost of the cost reimbursable items of this contract.
- G.10.6** The District is not obligated to reimburse the Contractor for costs incurred in excess of the cost reimbursement ceilings specified in Sections B.4.5, B.4.8 and B.4.11, and the Contractor is not obligated to continue providing cost reimbursable items 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 Sections B.4.5, B.4.8 and B.4.11, until he CO notifies the Contractor, in writing, that the estimated cost has been increased and provides revised cost reimbursement ceilings for the cost reimbursable items in this contract.
- G.10.7** No notice, communication, or representation in any form from any person other than the CO 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.
- G.10.8** If any cost reimbursement ceiling specified in Sections B.4.5, B.4.8 and B.4.11 is increased, any costs the Contractor incurs before the increase that are in excess of the previous cost reimbursement ceilings shall be allowable to the same extent as if incurred afterward, unless the CO issues a termination or other notice directing that the increase is solely to cover termination or other specified expenses.
- G.10.9** A change order shall not be considered an authorization to exceed the applicable cost reimbursement ceilings specified in Sections B.4.5., B.4.8 and B.4.11, unless the change order specifically increases the cost reimbursement ceilings.
- G.10.10** Only costs determined in writing to be reimbursable in accordance with the cost principles set forth in rules issued pursuant to Title VI of the D.C. Procurement Practices Act of 1985 shall be reimbursable.

**G.11 HOURLY RATE CEILING**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- G.11.1** The ceilings for specified hourly rate items are set forth in Sections B.4.2, B.4.3, B.4.4, B.4.7 and B.4.10.
- G.11.2** The hourly rates in this contract shall be fully loaded and include wages, overhead, general and administrative expenses, and profit and the total cost to the District shall not exceed the ceilings specified in Sections B.4.2, B.4.3, B.4.4, B.4.7 and B.4.10.
- G.11.3** 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 hourly rate ceilings.
- G.11.4** The Contractor must notify the CO, in writing, whenever it has reason to believe that the total cost for the hourly rate items of this contract will be either greater or substantially less than the hourly rate ceilings.
- G.11.5** As part of the notification, the Contractor must provide the CO a revised estimate of the total cost of the hourly rate items of this contract.
- G.11.6** The District is not obligated to reimburse the Contractor for hourly rates incurred in excess of the hourly rate ceilings specified in Sections B.4.2, B.4.3, B.4.4, B.4.7 and B.4.10, and the Contractor is not obligated to continue providing hourly rate items under this contract (including actions under the Termination clauses of this contract), or otherwise incur costs in excess of the hourly rate ceilings specified in Sections B.4.2, B.4.3, B.4.4, B.4.7 and B.4.10, until the CO notifies the Contractor, in writing, that the estimated cost has been increased and provides revised hourly rate ceilings for the hourly rate items in this contract.
- G.11.7** No notice, communication, or representation in any form from any person other than the CO shall change the hourly rate ceilings. In the absence of the specified notice, the District is not obligated to reimburse the Contractor for any costs in excess of the hourly rate ceilings, whether such costs were incurred during the course of contract performance or as a result of termination.
- G.11.8** If any hourly rate ceiling specified in Sections B.4.2, B.4.3, B.4.4, B.4.7 and B.4.10 is increased, any costs the Contractor incurs before the increase that are in excess of the previous hourly rate ceilings shall be allowable to the same extent as if incurred afterward, unless the CO issues a termination or other notice directing that the increase is solely to cover termination or other specified expenses.
- G.11.9** A change order shall not be considered an authorization to exceed the applicable hourly rate ceilings specified in Sections B.4.2, B.4.3, B.4.4, B.4.7 and B.4.10, unless the change order specifically increases the hourly rate ceilings.

## **SECTION H SPECIAL CONTRACT REQUIREMENTS**

### **H.1 HIRING OF DISTRICT RESIDENTS AS APPRENTICES AND TRAINEES**

**H.1.1** For all new employment resulting from this contract or subcontracts hereto, as defined in Mayor's Order 83-265 and implementing instructions, the Contractor shall use its best efforts to comply with the following basic goal and objectives for utilization of bona fide residents of the District of Columbia in each project's labor force:

**H.1.1.1** At least fifty-one (51) percent of apprentices and trainees employed shall be residents of the District of Columbia registered in programs approved by the District of Columbia Apprenticeship Council.

**H.1.2** The Contractor shall negotiate an Employment Agreement with the DOES for jobs created as a result of this contract. The DOES shall be the Contractor's first source of referral for qualified apprentices and trainees in the implementation of employment goals contained in this clause.

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

The Contractor shall be bound by the Wage Determination 2005-2103, Rev. No.: 10 dated June 15, 2010, issued by the U.S. Department of Labor in accordance with the Service Contract Act (41 U.S.C. 351 et seq.) and incorporated herein as Section J.2 of this solicitation. 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 obtains a revised wage determination, the revised wage determination is applicable for the option periods and the Contractor may be entitled to an equitable adjustment.

### **H.3 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 subcontractors, 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.4 FREEDOM OF INFORMATION ACT**

The District of Columbia Freedom of Information Act, at D.C. Official Code § 2-532 (a-3), requires the District to make available for inspection and copying any record produced or collected pursuant to a District contract with a private contractor to perform a public function, to the same extent as if the record were maintained by the agency on whose behalf the contract is made. If the Contractor receives a request for such information, the Contractor shall immediately send the request to the Contract Administrator designated in subsection G.9 who will provide the request to the FOIA Officer for the agency with programmatic responsibility in accordance with the D.C. Freedom of Information Act. If the agency with programmatic

responsibility receives a request for a record maintained by the Contractor pursuant to the contract, the Contract Administrator will forward a copy to the Contractor. In either event, the Contractor is required by law to provide all responsive records to the Contract Administrator within the timeframe designated by the Contract Administrator. The FOIA Officer for the agency with programmatic responsibility will determine the releasability of the records. The District will reimburse the Contractor for the costs of searching and copying the records in accordance with D.C. Official Code §2-532 and Chapter 4 of Title 1 of the *D.C. Municipal Regulations*.

## **H.5 51% DISTRICT RESIDENTS NEW HIRES REQUIREMENTS AND FIRST SOURCE EMPLOYMENT AGREEMENT**

**H.5.1** The Contractor shall comply with the First Source Employment Agreement Act of 1984, as amended, D.C. Official Code §2-219.01 *et seq.* (“First Source Act”).

**H.5.2** The Contractor shall enter into and maintain, during the term of the contract, a First Source Employment Agreement, (Section J.4) in which the Contractor shall agree that:

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

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.5.3** The Contractor shall submit to DOES, no later than the 10<sup>th</sup> 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;

Number of new job openings created;

Number of job openings listed with DOES;

Total number of all District residents hired for the reporting period and the cumulative total number of District residents hired; and

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.

**H.5.4** 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.5.5** 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.5.4 of this clause; or

(2) Submit a request to the Contracting Officer for a waiver of compliance with section H.5.4 and include the following documentation:

(a) Material supporting a good faith effort to comply;

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

(b) Referrals provided by DOES and other referral sources;  
Advertisement of job openings listed with DOES and other referral sources; and  
Any documentation supporting the waiver request pursuant to section H.5.6.

**H.5.6** The Contracting Officer may waive the provisions of section H.5.4 if the Contracting Officer finds that:

(1) A good faith effort to comply is demonstrated by the Contractor;

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, Loudoun, 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.

The Contractor enters into a special workforce development training or placement arrangement with DOES; or

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.5.7** Upon receipt of the contractor's final payment request and related documentation pursuant to sections H.5.5 and H.5.6, the Contracting Officer shall determine whether the Contractor is in compliance with section H.5.4 or whether a waiver of compliance pursuant to section H.5.6 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 Contract Administrator.

**H.5.8** Willful breach of the First Source Employment Agreement, or failure to submit the report pursuant to section H.5.5, 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.5.8.

**H.5.9** The provisions of sections H.5.4 through H.5.8 do not apply to nonprofit organizations.

**H.6 SECTION 504 OF THE REHABILITATION ACT OF 1973, as amended.**

During the performance of the contract, the Contractor and any of its subcontractors shall comply with Section 504 of the Rehabilitation Act of 1973, as amended. This Act prohibits discrimination against disabled people in federally funded programs and activities. See 29 U.S.C. § 794 *et seq.*

**H.7 AMERICANS WITH DISABILITIES ACT OF 1990 (ADA)**

During the performance of this contract, the Contractor and any of its subcontractors shall comply with the ADA. The ADA makes it unlawful to discriminate in employment against a qualified individual with a disability. See 42 U.S.C. §12101 *et seq.*

## **H.8 WAY TO WORK AMENDMENT ACT OF 2006**

**H.8.1** Except as described in H.8.8 below, the Contractor shall comply with Title I of the Way to Work Amendment Act of 2006, effective June 8, 2006 (D.C. Law 16-118, D.C. Official Code §2-220.01 *et seq.*) (“Living Wage Act of 2006”), for contracts for services in the amount of \$100,000 or more in a 12-month period.

**H.8.2** The Contractor shall pay its employees and subcontractors who perform services under the contract no less than the current living wage published on the OCP website at [www.ocp.dc.gov](http://www.ocp.dc.gov).

**H.8.3** The Contractor shall include in any subcontract for \$15,000 or more a provision requiring the subcontractor to pay its employees who perform services under the contract no less than the current living wage rate.

**H.8.4** The DOES may adjust the living wage annually and the OCP will publish the current living wage rate on its website at [www.ocp.dc.gov](http://www.ocp.dc.gov).

**H.8.5** The Contractor shall provide a copy of the Fact Sheet attached as J.6 to each employee and subcontractor who performs services under the contract. The Contractor shall also post the Notice attached as J.5 in a conspicuous place in its place of business. The Contractor shall include in any subcontract for \$15,000 or more a provision requiring the subcontractor to post the Notice in a conspicuous place in its place of business.

**H.8.6** The Contractor shall maintain its payroll records under the contract in the regular course of business for a period of at least three (3) years from the payroll date, and shall include this requirement in its subcontracts for \$15,000 or more under the contract.

**H.8.7** The payment of wages required under the Living Wage Act of 2006 shall be consistent with and subject to the provisions of D.C. Official Code §32-1301 *et seq.*

**H.8.8** The requirements of the Living Wage Act of 2006 do not apply to:

- (1) Contracts or other agreements that are subject to higher wage level determinations required by federal law;
- (2) Existing and future collective bargaining agreements, provided, that the future collective bargaining agreement results in the employee being paid no less than the established living wage;
- (3) Contracts for electricity, telephone, water, sewer or other services provided by a regulated utility;
- (4) Contracts for services needed immediately to prevent or respond to a disaster or eminent threat to public health or safety declared by the Mayor;
- (5) Contracts or other agreements that provide trainees with additional services including, but not limited to, case management and job readiness services; provided that the trainees do not replace employees subject to the Living Wage Act of 2006;

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- (6) An employee under 22 years of age employed during a school vacation period, or enrolled as a full-time student, as defined by the respective institution, who is in high school or at an accredited institution of higher education and who works less than 25 hours per week; provided that he or she does not replace employees subject to the Living Wage Act of 2006;
- (7) Tenants or retail establishments that occupy property constructed or improved by receipt of government assistance from the District of Columbia; provided, that the tenant or retail establishment did not receive direct government assistance from the District;
- (8) Employees of nonprofit organizations that employ not more than 50 individuals and qualify for taxation exemption pursuant to section 501(c)(3) of the Internal Revenue Code of 1954, approved August 16, 1954 (68A Stat. 163; 26 U.S.C. § 501(c)(3));
- (9) Medicaid provider agreements for direct care services to Medicaid recipients, provided, that the direct care service is not provided through a home care agency, a community residence facility, or a group home for mentally retarded persons as those terms are defined in section 2 of the Health-Care and Community Residence Facility, Hospice, and Home Care Licensure Act of 1983, effective February 24, 1984 (D.C. Law 5-48; D.C. Official Code § 44-501); and
- (10) Contracts or other agreements between managed care organizations and the Health Care Safety Net Administration or the Medicaid Assistance Administration to provide health services.

**H.8.9** The Mayor may exempt a contractor from the requirements of the Living Wage Act of 2006, subject to the approval of Council, in accordance with the provisions of Section 109 of the Living Wage Act of 2006.

## **H.9 SUBCONTRACTING REQUIREMENTS**

### **H.9.1 Mandatory Subcontracting Requirements**

**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 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 Subcontracting Plan**

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 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 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.9.2.7** 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.9.2.9** 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 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 21<sup>st</sup> 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.9.3.2** 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.9.3.4** 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.9.3.6** 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 Enforcement and Penalties for Breach of Subcontracting Plan**

**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.10 DIVERSION, REASSIGNMENT AND REPLACEMENT OF KEY PERSONNEL**

The key personnel specified in the contract are considered to be essential to the work being performed hereunder. Prior to diverting any of the specified key personnel for any reason, the Contractor shall notify the CO at least thirty (30) calendar days in advance and shall submit justification, including proposed substitutions, in sufficient detail to permit evaluation of the impact upon the contract. The Contractor shall obtain written approval of the CO for any proposed substitution of key personnel.

## **H.11 AUDITS AND RECORDS**

**H.11.1** As used in this clause, “records” includes books, documents, accounting procedures and practices, and other data, regardless of type and regardless of whether such items are in written form, in the form of computer data, or in any other form.

**H.11.2 Examination of Costs.** If this is a cost-reimbursement, incentive, time-and-materials, labor-hour, or price redeterminable contract, or any combination of these, the Contractor shall maintain and the CO, or an authorized representative of the CO, shall have the right to examine and audit all records and other evidence sufficient to reflect properly all costs claimed to have been incurred or anticipated to be incurred directly or indirectly in performance of this contract. This right of examination shall include inspection at all reasonable times of the Contractor’s plants, or parts of them, engaged in performing the contract.

**H.11.3 Cost or pricing data.** If the Contractor has been required to submit cost or pricing data in connection with any pricing action relating to this contract, the CO, or an authorized representative of the CO, in order to evaluate the accuracy, completeness, and currency of the cost or pricing data, shall have the right to examine and audit all of the Contractor’s records, including computations and projections, related to:

- a) The proposal for the contract, subcontract, or modification;
- b) The discussions conducted on the proposal(s), including those related to negotiating;
- c) Pricing of the contract, subcontract, or modification; or
- d) Performance of the contract, subcontract or modification.

### **H.11.4 Comptroller General**

**H.11.4.1** The Comptroller General of the United States, or an authorized representative, shall have access to and the right to examine any of the Contractor’s directly pertinent records involving transactions related to this contract or a subcontract hereunder.

**H.11.4.2** This paragraph may not be construed to require the Contractor or subcontractor to create or maintain any record that the Contractor or subcontractor does not maintain in the ordinary course of business or pursuant to a provision of law.

**H.11.5 Reports.** If the Contractor is required to furnish cost, funding, or performance reports, the CO or an authorized representative of the CO shall have the right to examine and audit the supporting records and materials, for the purpose of evaluating:

- a) The effectiveness of the Contractor's policies and procedures to produce data compatible with the objectives of these reports; and
- b) the data reported.

**H.11.6 Availability.** The Contractor shall make available at its office at all reasonable times the records, materials, and other evidence described in clauses H.11.1 through H.11.5, for examination, audit, or reproduction, until three (3) years after final payment under this contract or for any shorter period specified in the solicitation, or for any longer period required by statute or by other clauses of this contract. In addition:

- a) If this contract is completely or partially terminated, the Contractor shall make available the records relating to the work terminated until three (3) years after any resulting final termination settlement; and
- b) The Contractor shall make available records relating to appeals under the Disputes clause or to litigation or the settlement of claims arising under or relating to this contract until such appeals, litigation, or claims are finally resolved.

**H.11.7** The Contractor shall insert a clause containing all the terms of this clause, including this section H.11.7, in all subcontracts under this contract that exceed the small purchase threshold of \$100,000, and:

- a) That are cost-reimbursement, incentive, time-and-materials, labor-hour, or price-redeterminable type or any combination of these;
- b) For which cost or pricing data are required; or
- c) That requires the subcontractor to furnish reports as discussed in H.11.5 of this clause.

## **H.12 ADVISORY AND ASSISTANCE SERVICES**

This contract is a "nonpersonal services contract". The Contractor and the Contractor's employees: (1) shall perform the services specified herein as independent contractors, not as employees of the government; (2) 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; (3) shall be free from supervision or control by any government employee with respect to the manner or method of performance of the service specified; but (4) shall, pursuant to the government's right and obligation to inspect, accept or reject work, comply with such general direction of the CO, or the duly authorized representative of the CO as is necessary to ensure accomplishment of the contract objectives.

## **H.13 CONFLICT OF INTEREST**

**H.13.1** No official or employee of the District of Columbia 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 and Chapter 18 of the DC Personnel Regulations).

**H.13.2** 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.13.3** Upon District request, Contractor shall cause its staff and consultants to sign non-disclosure and conflict of interest statements, on forms provided by the District

**H.14 PROTECTION OF PROPERTY:**

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

## **SECTION I      CONTRACT CLAUSES**

### **I.1      APPLICABILITY OF STANDARD CONTRACT PROVISIONS**

The Standard Contract Provisions for use with District of Columbia Government Supplies and Services Contracts dated March 2007 (“SCP”), are incorporated as part of the contract resulting from this solicitation. To obtain a copy of the SCP go to [www.ocp.dc.gov](http://www.ocp.dc.gov), click on OCP Policies under the heading “Information”, then click on “Standard Contract Provisions – Supplies and Services Contracts”.

### **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**

All information obtained by the Contractor relating to any employee or customer of the District will be kept in absolute confidence and shall not be used by the Contractor in connection with any other matters, nor shall any such information be disclosed to any other person, firm, or corporation, 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      RIGHTS IN DATA**

**I.5.1** “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.5.2** 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

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

does not include computer software or financial, administrative, cost and pricing, and management data or other information incidental to contract administration.

**I.5.3** 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, 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. 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.5.4** 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.5.5** All data first 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.5.6** The District will 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, notwithstanding any contrary provision in any such license or agreement, such restricted rights shall include, as a minimum the right to:

**I.5.6.1** 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.5.6.2** 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.5.6.3** Copy computer programs for safekeeping (archives) or backup purposes; and 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.5.7** The restricted rights set forth in section I.5.6 are of no effect unless 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

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.5.8** In addition to the rights granted in Section I.5.6 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.5.6 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.5.9** Whenever any data, including computer software, are to be obtained from a subcontractor under this contract, the Contractor shall use this clause, I.5, Rights in Data, 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.5.10** For all computer software furnished to the District with the rights specified in Section I.5.5, the Contractor shall furnish to the District, a copy of the source code with such rights of the scope specified in Section I.5.5. For all computer software furnished to the District with the restricted rights specified in Section I.5.6, 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 a 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,

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

upon payment to the person in control of the source code the reasonable cost of making each copy.

**I.5.11** 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.5.12** 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.

**I.5.13** Paragraphs I.5.6, I.5.7, I.5.8, I.5.11 and I.5.12 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.6 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.7 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 will 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.8 INSURANCE:**

- A. **GENERAL REQUIREMENTS.** The Contractor shall procure and maintain, during the entire period of performance under this contract, the types of insurance specified below. The Contractor shall have its insurance broker or insurance company submit a Certificate of Insurance to the Contracting Officer giving evidence of the required coverage prior to commencing performance under this contract. In no event shall any work be performed until the required Certificates of Insurance signed by an authorized representative of the insurer(s) have been provided to, and accepted by, the Contracting Officer. All insurance shall be written with financially responsible companies authorized to do business in the District of Columbia or in the jurisdiction where the work is to be performed and have an A.M. Best Company rating of A-VIII or higher. The Contractor shall require all of its subcontractors to carry the same

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

insurance required herein. The Contractor shall ensure that all policies provide that the Contracting Officer shall be given thirty (30) days prior written notice in the event the stated limit in the declarations page of the policy is reduced via endorsement or the policy is canceled prior to the expiration date shown on the certificate. The Contractor shall provide the Contracting Officer with ten (10) days prior written notice in the event of non-payment of premium.

1. Commercial General Liability Insurance. The Contractor shall provide evidence satisfactory to the Contracting Officer with respect to the services performed that it carries \$1,000,000 per occurrence limits; \$2,000,000 aggregate; Bodily Injury and Property Damage including, but not limited to: premises-operations; broad form property damage; Products and Completed Operations; Personal and Advertising Injury; contractual liability and independent contractors. The policy coverage shall include the District of Columbia as an additional insured, shall be primary and non-contributory with any other insurance maintained by the District of Columbia, and shall contain a waiver of subrogation. The Contractor shall maintain Completed Operations coverage for five (5) years following final acceptance of the work performed under this contract.
2. Automobile Liability Insurance. The Contractor shall provide automobile liability insurance to cover all owned, hired or non-owned motor vehicles used in conjunction with the performance of this contract. The policy shall provide a \$1,000,000 per occurrence combined single limit for bodily injury and property damage.
3. Workers' Compensation Insurance. The Contractor shall provide Workers' Compensation insurance in accordance with the statutory mandates of the District of Columbia or the jurisdiction in which the contract is performed.

Employer's Liability Insurance. The Contractor shall provide employer's liability insurance as follows: \$500,000 per accident for injury; \$500,000 per employee for disease; and \$500,000 for policy disease limit.

4. Umbrella or Excess Liability Insurance. The Contractor shall provide umbrella or excess liability (which is excess over employer's liability, general liability, and automobile liability) insurance as follows: \$2,000,000 per occurrence, including the District of Columbia as additional insured.
5. Professional Liability Insurance (Errors & Omissions). The Contractor shall provide Professional Liability Insurance (Errors and Omissions) to cover liability resulting from any error or omission in the performance of professional services under this Contract. The policy shall provide limits of \$1,000,000 per occurrence for each wrongful act and \$3,000,000 annual aggregate.

The Contractor shall maintain this insurance for five (5) years following the District's final acceptance of the work performed under this contract.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

6. Crime Insurance (3<sup>rd</sup> Party Indemnity). The Contractor shall provide a 3<sup>rd</sup> Party Crime policy to cover the dishonest acts of Contractor's employees which result in a loss to the District. The policy shall provide a limit of \$500,000 per occurrence. This coverage shall be endorsed to name the District of Columbia as joint-loss payee, as their interests may appear.
- B. **DURATION**. The Contractor shall carry all required insurance until all contract work is accepted by the District, and shall carry the required General Liability; any required Professional Liability; and any required Employment Practices Liability insurance for five (5) years following final acceptance of the work performed under this contract.
- C. **LIABILITY**. These are the required minimum insurance requirements established by the District of Columbia. **HOWEVER, THE REQUIRED MINIMUM INSURANCE REQUIREMENTS PROVIDED ABOVE, WILL NOT IN ANY WAY LIMIT THE CONTRACTOR'S LIABILITY UNDER THIS CONTRACT.**
- D. **CONTRACTOR'S PROPERTY**. Contractor and subcontractors are solely responsible for any loss or damage to their personal property, including but not limited to tools and equipment, scaffolding and temporary structures, rented machinery, or owned and leased equipment. A waiver of subrogation shall apply in favor of the District of Columbia.
- E. **MEASURE OF PAYMENT**. The District shall not make any separate measure or payment for the cost of insurance and bonds. The Contractor shall include all of the costs of insurance and bonds in the contract price.
- F. **NOTIFICATION**. The Contractor shall immediately provide the Contracting Officer with written notice in the event that its insurance coverage has or will be substantially changed, canceled or not renewed, and provide an updated certificate of insurance to the Contracting Officer.
- G. **CERTIFICATES OF INSURANCE**. The Contractor shall submit certificates of insurance giving evidence of the required coverage as specified in this section prior to commencing work. Evidence of insurance shall be submitted to:
- Contracting Officer  
Office of Contracting and Procurement  
Information Technology Group  
441 – 4<sup>th</sup> Street, NW, Suite 700 South  
Washington, D.C. 20001  
Phone: (202) 727-0252  
Fax: (202) 727-0245
- H. **DISCLOSURE OF INFORMATION**. The Contractor agrees that the District may disclose the name and contact information of its insurers to any third party which presents a claim against the District for any damages or claims resulting from or

arising out of work performed by the Contractor, its agents, employees, servants or subcontractors in the performance of this contract.

### **I.9 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 Section J.3. An award cannot be made to any Contractor who has not satisfied the equal employment requirements.

### **I.10 ORDER OF PRECEDENCE**

The contract awarded as a result of this RFP will contain the following clause:

#### **ORDER OF PRECEDENCE**

A conflict in language shall be resolved by giving precedence to the document in the highest order of priority that contains language addressing the issue in question. The following documents are incorporated into the contract by reference and made a part of the contract in the following order of precedence:

- (1) An applicable Court Order, if any
- (2) Contract document
- (3) Standard Contract Provisions
- (4) Contract attachments other than the Standard Contract Provisions
- (5) RFP, as amended
- (6) BAFOs (in order of most recent to earliest)
- (7) Proposal

### **I.11 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.12 GOVERNING LAW**

This contract, and any disputes arising out of or related to this contract, shall be governed by, and construed in accordance with, the laws of the District of Columbia.

### **I.13 PRE-AWARD APPROVAL**

The award and enforceability of this contract is contingent upon approval of the Council of the District of Columbia, if applicable.

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.

**I.13.1** 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.14 CONTINUITY OF SERVICES**

**I.14.1** 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 or another Contractor, at the District's option, may continue to provide these services. To that end, the Contractor agrees to:

**I.14.1.1** Furnish phase-out, phase-in (transition) training; and

**I.14.1.2** Exercise its best efforts and cooperation to effect an orderly and efficient transition to a successor.

**I.14.2** The Contractor shall, upon the Contracting Officer's written notice:

**I.14.2.1** Furnish phase-in, phase-out services for up to 90 days after this contract expires and

**I.14.2.2** 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.

**I.14.3** The Contractor shall provide sufficient experienced personnel during the phase-in, phase-out period to ensure that the services called for by this contract are maintained at the required level of proficiency.

**I.14.4** The Contractor shall allow as many 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 also shall disclose necessary personnel records and allow the successor to conduct on-site interviews with these employees. If selected employees are agreeable to the change, the Contractor shall release them at a mutually agreeable date and negotiate transfer of their earned fringe benefits to the successor.

**I.14.5** Only in accordance with a modification issued by the Contracting Officer, the Contractor shall be reimbursed for all reasonable phase-in, phase-out costs (i.e., costs incurred within the agreed period after contract expiration that result from phase-in, phase-out operations) and a fee (profit) not to exceed a pro rata portion of the fee (profit) under this contract.

**SECTION J LIST OF ATTACHMENTS**

The following list of attachments is incorporated into the solicitation by reference.

<b>Attachment Number</b>	<b>Document</b>
<b>J.1</b>	Government of the District of Columbia Standard Contract Provisions for Use with the Supplies and Services Contracts (March 2007) Available at <a href="http://www.ocp.dc.gov">www.ocp.dc.gov</a> click on Vendor Support Center, click on View All, then click on "Solicitation Attachments"
<b>J.2</b>	U.S. Department of Labor Wage Determination No. 2005-2103, Revision No. 10, dated June 15, 2010
<b>J.3</b>	Office of Human Rights Equal Employment Opportunity Information Report and Mayor's Order 85-85 Available at <a href="http://www.ocp.dc.gov">www.ocp.dc.gov</a> click on Vendor Support Center, click on View All, then click on "Solicitation Attachments"
<b>J.4</b>	Department of Employment Services First Source Employment Agreement available at <a href="http://www.ocp.dc.gov">www.ocp.dc.gov</a> click on Vendor Support Center, click on View All, then click on "Solicitation Attachments"
<b>J.5</b>	Way to Work Amendment Act of 2006 - Living Wage Notice available at <a href="http://www.ocp.dc.gov">www.ocp.dc.gov</a> click on Vendor Support Center, click on View All, then click on "Solicitation Attachments"
<b>J.6</b>	Way to Work Amendment Act of 2006 - Living Wage Fact Sheet available at <a href="http://www.ocp.dc.gov">www.ocp.dc.gov</a> click on Vendor Support Center, click on View All, then click on "Solicitation Attachments"
<b>J.7</b>	Tax Certification Affidavit available at <a href="http://www.ocp.dc.gov">www.ocp.dc.gov</a> click on Vendor Support Center, click on View All, then click on "Solicitation Attachments"
<b>J.8</b>	Cost/Price Certification and Data Package available at <a href="http://www.ocp.dc.gov">www.ocp.dc.gov</a> click on Vendor Support Center, click on View All, then click on "Solicitation Attachments"

## SECTION K REPRESENTATIONS, CERTIFICATIONS AND OTHER STATEMENTS OF OFFERORS

### K.1 AUTHORIZED NEGOTIATORS

The offeror represents that the following persons are authorized to negotiate on its behalf with the District in connection with this request for proposals: (list names, titles, and telephone numbers of the authorized negotiators).

---

---

---

### K.2 TYPE OF BUSINESS ORGANIZATION

**K.2.1** The offeror, by checking the applicable box, represents that:

(a) It operates as:

a corporation incorporated under the laws of the state of: \_\_\_\_\_  
an individual,  
a partnership,  
a nonprofit organization, or  
a joint venture.

(b) If the offeror is a foreign entity, it operates as:

an individual,  
a joint venture, or  
a corporation registered for business in \_\_\_\_\_  
(Country)

### K.3 CERTIFICATION AS TO COMPLIANCE WITH EQUAL OPPORTUNITY OBLIGATIONS

Mayor's Order 85-85, "Compliance with Equal Opportunity Obligations in Contracts", dated June 10, 1985 and the Office of Human Rights' regulations, Chapter 11, "Equal Employment Opportunity Requirements in Contracts", promulgated August 15, 1986 (4 DCMR Chapter 11, 33 DCR 4952) are included as a part of this solicitation and require the following certification for contracts subject to the order. Failure to complete the certification may result in rejection of the offeror for a contract subject to the order. I hereby certify that I am fully aware of the content of the Mayor's Order 85-85 and the Office of Human Rights' regulations, Chapter 11, and agree to comply with them in performance of this contract.

Offeror \_\_\_\_\_ Date \_\_\_\_\_

Name \_\_\_\_\_ Title \_\_\_\_\_

Signature \_\_\_\_\_

Offeror \_\_\_\_ has \_\_\_\_ has not participated in a previous contract or subcontract subject to the Mayor's Order 85-85. Offeror \_\_\_\_ has \_\_\_\_ has not filed all required compliance reports, and representations indicating submission of required reports signed by proposed subofferors. (The above representations need not be submitted in connection with contracts or subcontracts which are exempt from the Mayor's Order.)

**K.4 BUY AMERICAN CERTIFICATION**

The offeror hereby certifies that each end product, except the end products listed below, is a domestic end product (See Clause 23 of the SCP, "Buy American Act"), and that components of unknown origin are considered to have been mined, produced, or manufactured outside the United States.

\_\_\_\_\_ EXCLUDED END PRODUCTS  
\_\_\_\_\_ COUNTRY OF ORIGIN

**K.5 DISTRICT EMPLOYEES NOT TO BENEFIT CERTIFICATION**

Each offeror shall check one of the following:

- \_\_\_\_\_ No person listed in Clause 13 of the SCP (Attachment J.1), "District Employees Not To Benefit" will benefit from this contract.
- \_\_\_\_\_ The following person(s) listed in Clause 13 of the SCP (Attachment J.1), "District Employees Not To Benefit" may benefit from this contract. For each person listed, attach the affidavit required by Clause 13.

\_\_\_\_\_  
\_\_\_\_\_

**K.6 CERTIFICATION OF INDEPENDENT PRICE DETERMINATION**

- (a) Each signature of the offeror is considered to be a certification by the signatory that:
  - 1) The prices in this contract have been arrived at independently, without, for the purpose of restricting competition, any consultation, communication, or agreement with any offeror or competitor relating to:
    - (i) those prices,
    - (ii) the intention to submit a contract, or
    - (iii) the methods or factors used to calculate the prices in the contract.

**Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)**

- 2) The prices in this contract have not been and will not be knowingly disclosed by the offeror, directly or indirectly, to any other offeror or competitor before contract opening unless otherwise required by law; and
  - 3) No attempt has been made or will be made by the offeror to induce any other concern to submit or not to submit a contract for the purpose of restricting competition.
- (b) Each signature of the offeror is considered to be a certification by the signatory that the signatory:
- 1) Is the person in the offeror's organization responsible for determining the prices being offered in this contract, and that the signatory has not participated and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above; or
  - 2) Has been authorized, in writing, to act as agent for the following principals in certifying that those principals have not participated, and will not participate in any action contrary to subparagraphs (a)(1) through (a)(3) above:

---

*(insert full name of person(s) in the organization responsible for determining the prices offered in this contract and the title of his or her position in the offeror's organization);*

As an authorized agent, does certify that the principals named in subdivision (b)(2) have not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above; and

As an agent, has not participated, and will not participate, in any action contrary to subparagraphs (a)(1) through (a)(3) above.

- (c) If the offeror deletes or modifies subparagraph (a)(2) above, the offeror must furnish with its offer a signed statement setting forth in detail the circumstances of the disclosure.

**K.7 TAX CERTIFICATION**

Each offeror must submit with its offer, a sworn Tax Certification Affidavit, incorporated herein as Attachment J.7.

**K.8 CERTIFICATION OF ELIGIBILITY**

The offeror's signature shall be considered a certification by the signatory that the offeror, or any person associated therewith in the capacity of owner, partner, director, officer, principal, or any position involving the administration of funds:

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- A. is not currently under suspension, debarment, voluntary exclusion, or determination of ineligibility under any federal, District or state statutes;
- B. has not been suspended, debarred, voluntarily excluded or determined ineligible by any federal, District or state agency within the past three (3) years;
- C. does not have a proposed debarment pending; and
- D. has not been indicted, convicted, or had a civil judgment rendered against it or them by a court of competent jurisdiction in any matter involving fraud or official misconduct within the past three (3) years.

Indicate below any exception to your certification of eligibility and to whom it applies, their position in the offeror's organization, the initiating agency, and dates of action. Exceptions will not necessarily result in denial of award, but will be considered in determining responsibility of the offeror. Providing false information may result in criminal prosecution or administrative sanctions.

---

---

---

---

## **SECTION L INSTRUCTIONS, CONDITIONS AND NOTICES TO OFFERORS**

### **L.1 CONTRACT AWARD**

#### **L.1.1 Most Advantageous to the District**

The District intends to award a single contract resulting from this solicitation to the responsible Offeror whose offer conforming to the solicitation will be most advantageous to the District, cost or price, technical and other factors, specified elsewhere in this solicitation considered.

#### **L.1.2 Initial Offers**

The District may award contracts on the basis of initial offers received, without discussion. Therefore, each initial offer should contain the Offeror's best terms from a standpoint of cost or price, technical and other factors.

#### **L.1.3 Non-Compete Agreements**

The Offeror may not have non-compete agreements with any personnel on this contract with the exception of the account manager and technical manager. The District of Columbia reserves the right to hire any other personnel during the course of the contract or any time after the contract expires.

### **L.2 PROPOSAL FORM, ORGANIZATION AND CONTENT**

One original, six (6) copies of the written proposals, and one (1) copy on either cd, flash disk, or other media device shall be submitted in two parts, titled "Technical Proposal" and "Price Proposal". Proposals shall be typewritten in 12 point font size on 8.5" by 11" bond paper. Telephonic, telegraphic, and facsimile proposals will not be accepted. Each proposal shall be submitted in a sealed envelope conspicuously marked: "**Proposal in Response to Solicitation No. DCTO-2010-R-0012 – Ticket and Adjudication Services System**".

Offerors are directed to the specific proposal evaluation criteria found in Section M of this solicitation, Evaluation Factors. The offeror shall respond to each factor in a way that will allow the District to evaluate the offeror's response. The offeror shall submit information in a clear, concise, factual and logical manner providing a comprehensive description of program supplies and services and delivery thereof. The information requested below for the technical proposal shall facilitate evaluation for all proposals. The technical proposal must contain sufficient detail to provide a clear and concise response fully reflecting the manner in which the offeror proposes to fully meet the requirements in Section C.

Company details such as history, clients, background, etc., are limited to five pages. Response to the information requested below shall be in the table format shown and shall

be no more than 75 pages. Resumes shall be no more than 2 pages each for the proposed account manager, project manager and technical manager. If an alternative is proposed to any of the functions addressed in the statement of work, the alternative should be included as an attachment and shall not exceed 5 pages. The attachment should be identified by the section number in the RFP. An additional 9 pages may be used to describe clients with similar systems and associated references. Some of the sections request samples or examples that demonstrate the Offeror's ability to meet the requirements. All examples shall be included in an appendix and may include flowcharts, screen shots, reports, sample documents, etc, whatever the Offeror feels best supports their proposal. Each example should be identified by the appropriate section number. There is no page limit; however, evaluation efforts are limited and may not be able to encompass copious amounts of detailed information.

The information requested below for the technical proposal shall facilitate evaluation and best value source selection for all proposals. The technical proposal shall contain sufficient detail to provide a clear and concise representation of the requirements in Section C.)

### **L.3 PROPOSAL SUBMISSION DATE AND TIME, AND LATE SUBMISSIONS, LATE MODIFICATIONS, WITHDRAWAL OR MODIFICATION OF PROPOSALS AND LATE PROPOSALS**

#### **L.3.1 Proposal Submission**

Proposals must be submitted no later than 2:00pm local time, Tuesday, November 2, 2010. Proposals, modifications to proposals, or requests for withdrawals that are received in the designated District office after the exact local time specified above, are "late" and shall be considered only if they are received before the award is made and one (1) or more of the following circumstances apply:

- (a) The proposal or modification was sent by registered or certified mail not later than the fifth (5th) day before the date specified for receipt of offers;
- (b) The proposal or modification was sent by mail and it is determined by the CO that the late receipt at the location specified in the solicitation was caused by mishandling by the District, or
- (c) The proposal is the only proposal received.

#### **L.3.2 Withdrawal or Modification of Proposals**

An offeror may modify or withdraw its proposal upon written, telegraphic notice, or facsimile transmission if received at the location designated in the solicitation for submission of proposals, but not later than the closing date and time for receipt of proposals.

### **L.3.3 Postmarks**

The only acceptable evidence to establish the date of a late proposal, late modification or late withdrawal sent either by registered or certified mail shall be a U.S. or Canadian Postal Service postmark on the wrapper or on the original receipt from the U.S. or Canadian Postal Service. If neither postmark shows a legible date, the proposal, modification or request for withdrawal shall be deemed to have been mailed late. When the postmark shows the date but not the hour, the time is presumed to be the last minute of the date shown. If no date is shown on the postmark, the proposal shall be considered late unless the offeror can furnish evidence from the postal authorities of timely mailing.

### **L.3.4 Late Modifications**

A late modification of a successful proposal, which makes its terms more favorable to the District, shall be considered at any time it is received and may be accepted.

### **L.3.5 Late Proposals**

A late proposal, late modification or late request for withdrawal of a proposal that is not considered shall be held unopened, unless opened for identification, until after award and then retained with unsuccessful proposals resulting from this solicitation.

## **L.4 EXPLANATION TO PROSPECTIVE OFFERORS**

If a prospective offeror has any questions relating to this solicitation, the prospective offeror shall submit the question in writing to the contact person, identified on page one. The prospective offeror shall submit questions no later than ten (10) days prior to the closing date and time indicated for this solicitation. The District will not consider any questions received less than ten (10) days before the date set for submission of proposals. The District will furnish responses promptly to all prospective offerors. An amendment to the solicitation will be issued if the CO decides that information is necessary in submitting offers, or if the lack of it would be prejudicial to any prospective offeror. Oral explanations or instructions given by District officials before the award of the contract will not be binding.

## **L.5 FAILURE TO SUBMIT OFFERS**

Recipients of this solicitation not responding with an offer should not return this solicitation. Instead, they should advise the CO, Office of Contracting and Procurement, Information Technology Group, 441 4<sup>th</sup> Street, N.W., Suite 700 South, Washington, D.C. 20001, Telephone No. (202) 727-0252, by letter or postcard whether they want to receive future solicitations for similar requirements. It is also requested that such recipients advise the CO of the reason for not submitting a proposal in response to this solicitation. If a recipient does not submit an offer and does not notify the CO that future solicitations are desired, the recipient's name may be removed from the applicable mailing list.

## **L.6 RESTRICTION ON DISCLOSURE AND USE OF DATA**

**L.6.1** Offerors who include in their proposal data that they do not want disclosed to the public or used by the District except for use in the procurement process shall mark the title page with the following legend:

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

**If, however, a contract is awarded to this offeror as a result of or in connection with the submission of this data, the District will have the right to duplicate, use, or disclose the data to the extent consistent with the District's needs in the procurement process. This restriction does not limit the District's rights to use, without restriction, information contained in this proposal if it is obtained from another source. The data subject to this restriction are contained in sheets (insert page numbers or other identification of sheets)."**

**L.6.2** 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."**

## **L.7 PROPOSALS WITH OPTION YEARS**

The offeror shall include option year prices in its price/cost proposal. An offer may be determined to be unacceptable if it fails to include pricing for the option year(s).

## **L.8 PROPOSAL PROTESTS**

Any actual or prospective offeror or contractor who is aggrieved in connection with the solicitation or award of a contract, must file with the D.C. Contract Appeals Board (Board) a protest no later than ten (10) business days after the basis of protest is known or should have been known, whichever is earlier. A protest based on alleged improprieties in a solicitation which are apparent at the time set for receipt of initial proposals shall be filed with the Board prior to the time set for receipt of initial proposals. In procurements in which proposals are requested, alleged improprieties which do not exist in the initial solicitation, but which are subsequently incorporated into the solicitation, must be protested no later than the next closing time for receipt of proposals following the incorporation. The protest shall be filed in writing, with the Contract Appeals Board, 717 14th Street, N.W., Suite 430, Washington, D.C. 20004. The aggrieved person shall also mail a copy of the protest to the Contracting Officer for the solicitation.

## **L.9 SIGNING OF OFFERS**

The offeror shall sign the offer and print or type its name on the Solicitation, Offer and Award form of this solicitation. Offers signed by an agent shall be accompanied by evidence of that agent's authority, unless that evidence has been previously furnished to the Contracting Officer.

**L.10 UNNECESSARILY ELABORATE PROPOSALS**

Unnecessarily elaborate brochures or other presentations beyond those sufficient to present a complete and effective response to this solicitation are not desired and may be construed as an indication of the offeror's lack of cost consciousness. Elaborate artwork, expensive paper and bindings, and expensive visual and other presentation aids are neither necessary nor desired.

**L.11 RETENTION OF PROPOSALS**

All proposal documents will be the property of the District and retained by the District, and therefore will not be returned to the offerors.

**L.12 PROPOSAL COSTS**

The District is not liable for any costs incurred by the offerors in submitting proposals in response to this solicitation.

**L.13 ELECTRONIC COPY OF PROPOSALS FOR FREEDOM OF INFORMATION ACT REQUESTS**

In addition to other proposal submission requirements, the offeror must submit an electronic copy of its proposal, redacted in accordance with any applicable exemptions from disclosure in D.C. Official Code §2-534, in order for the District to comply with §2-536(b) that requires the District to make available electronically copies of records that must be made public. The District's policy is to release documents relating to District proposals following award of the contract, subject to applicable FOIA exemption under §2-534(a)(1).

**L.14 CERTIFICATES OF INSURANCE**

Prior to commencing work, the Contractor shall have its insurance broker or insurance company submit certificates of insurance giving evidence of the required coverages as specified in Section I.8 to:

Contracting Officer  
Office of Contracting and Procurement  
Information Technology Group  
441 – 4<sup>th</sup> Street, NW, Suite 700 South  
Washington, D.C. 20001  
Phone: (202) 727-0252  
Fax: (202) 727-0245

### **L.15 ACKNOWLEDGMENT OF AMENDMENTS**

The offeror shall acknowledge receipt of any amendment to this solicitation (a) by signing and returning the amendment; (b) by identifying the amendment number and date in the space provided for this purpose in Section A, Solicitation, Offer and Award form; or (c) by letter, telegram or e-mail from an authorized negotiator. The District must receive the acknowledgment by the date and time specified for receipt of proposals. An offeror's failure to acknowledge an amendment may result in rejection of its offer.

### **L.16 BEST AND FINAL OFFERS**

If, subsequent to receiving original proposals, negotiations are conducted, all offerors within the competitive range will be so notified and will be provided an opportunity to submit written best and final offers at the designated date and time. Best and final offers will be subject to the Late Submissions, Late Modifications and Late Withdrawals of Proposals provisions of the solicitation. After receipt of best and final offers, no discussions will be reopened unless the CO determines that it is clearly in the District's best interest to do so, e.g., it is clear that information available at that time is inadequate to reasonably justify contractor selection and award based on the best and final offers received. If discussions are reopened, the CO shall issue an additional request for best and final offers to all offerors still within the competitive range.

### **L.17 LEGAL STATUS OF OFFEROR**

Each proposal must provide the following information:

**L.17.1** Name, address, telephone number and federal tax identification number of offeror;

**L.17.2** A copy of each District of Columbia license, registration or certification that the offeror is required by law to obtain. This mandate also requires the offeror to provide a copy of the executed "Clean Hands Certification" that is referenced in D.C. Official Code §47-2862, if the offeror is required by law to make such certification. If the offeror is a corporation or partnership and does not provide a copy of its license, registration or certification to transact business in the District of Columbia, the offer shall certify its intent to obtain the necessary license, registration or certification prior to contract award or its exemption from such requirements; and

**L.17.3** If the offeror is a partnership or joint venture, the names and addresses of the general partners or individual members of the joint venture, and copies of any joint venture or teaming agreements.

### **L.18 FAMILIARIZATION WITH CONDITIONS**

Offerors shall thoroughly familiarize themselves with the terms and conditions of this solicitation, acquainting themselves with all available information regarding difficulties which may be encountered, and the conditions under which the work is to be

accomplished. Contractors will not be relieved from assuming all responsibility for properly estimating the difficulties and the cost of performing the services required herein due to their failure to investigate the conditions or to become acquainted with all information, schedules and liability concerning the services to be performed.

#### **L.19 GENERAL STANDARDS OF RESPONSIBILITY**

The prospective contractor must demonstrate to the satisfaction of the District its capability in all respects to perform fully the contract requirements; therefore, the prospective contractor must submit the documentation listed below, within five (5) days of the request by the District.

- L.19.1** Evidence of adequate financial resources, credit or the ability to obtain such resources as required during the performance of the contract.
- L.19.2** Evidence of the ability to comply with the required or proposed delivery or performance schedule, taking into consideration all existing commercial and governmental business commitments.
- L.19.3** Evidence of the necessary organization, experience, accounting and operational control, technical skills or the ability to obtain them.
- L.19.4** Evidence of compliance with the applicable District licensing and tax laws and regulations.
- L.19.5** Evidence of a satisfactory performance record, record of integrity and business ethics.
- L.19.6** Evidence of the necessary production, construction and technical equipment and facilities or the ability to obtain them.
- L.19.7** Evidence of other qualifications and eligibility criteria necessary to receive an award under applicable laws and regulations.
- L.19.8** If the prospective contractor fails to supply the information requested, the CO shall make the determination of responsibility or nonresponsibility based upon available information. If the available information is insufficient to make a determination of responsibility, the CO shall determine the prospective contractor to be nonresponsible.

#### **L.20 PRE-PROPOSAL CONFERENCE**

A pre-proposal conference will be held at 2:00pm local time, Friday, September 17, 2010, One Judiciary Square, 441 4<sup>th</sup> Street, N.W., 11<sup>th</sup> Floor, Conference Room 1114, Washington, D.C. 20001. Prospective offerors will be given an opportunity to ask questions regarding this solicitation at the conference. The purpose of the conference is to provide a structured and formal opportunity for the District to accept questions from offerors on the solicitation document as well as to clarify the contents of the solicitation.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Attending offerors must complete the pre-proposal conference Attendance Roster at the conference so that their attendance can be properly recorded.

Impromptu questions will be permitted and spontaneous answers will be provided at the District's discretion. Verbal answers given at the pre-proposal conference are only intended for general discussion and do not represent the Department's final position. All oral questions must be submitted in writing following the close of the pre-proposal conference but no later than five working days after the pre-proposal conference in order to generate an official answer. Official answers will be provided in writing to all prospective offerors who are listed on the official offerors' list as having received a copy of the solicitation. Answers will be posted on the OCP website at [www.ocp.dc.gov](http://www.ocp.dc.gov).

**L.21 KEY PERSONNEL**

**L.21.1** The District considers the following positions to be key personnel for this contract: the Program Manager, the Account Manager, and the Technical Manager.

**L.21.2** The offeror shall set forth in its proposal the names and reporting relationships of the key personnel the offeror will use to perform the work under the proposed contract. Their resumes shall be included. The hours that each will devote to the contract shall be provided in total and broken down by task.

## **SECTION M EVALUATION FACTORS**

### **M.1 EVALUATION FOR AWARD**

The contract will be awarded to the responsible offeror whose offer is most advantageous to the District, based upon the evaluation criteria specified below. Thus, while the points in the evaluation criteria indicate their relative importance, the total scores will not necessarily be determinative of the award. Rather, the total scores will guide the District in making an intelligent award decision based upon the evaluation criteria.

The Offeror shall include information in their response to the Ticket and Adjudication Services System (TASS) RFP sections regarding their capability to perform either the specific tasks requested or similar work. If the Offeror fails to submit information for a section, it will be assumed that this capability is not available. Please note that only five (5) pages of the maximum one hundred fifty (150) page proposal shall address company-related information. The District may check company reputation, size, longevity, etc. through other sources. This response should address completely and succinctly each of the capabilities requested in the RFP.

### **M.2 SITE VISITS**

The District reserves the right to visit a site where the Offeror's system is fully operational. Consequently, the offeror shall include one or more sites at which the offeror's system is operational. If the District decides to make site visits, the District will seek permission from the organization and will coordinate the trip logistics. The District will only consider site visits for the offerors whose proposals have been determined to be within the competitive range.

### **M.3 ORAL PRESENTATIONS**

The District reserves the right to request oral presentations from the offerors whose proposals have been determined to be within the competitive range. Oral presentations will be made at 441 4<sup>th</sup> Street, Washington, DC (room to be determined). The pertinent offerors will be provided two weeks notice to prepare for the presentation. The oral presentation will involve a one-hour presentation plus two hours for discussion in the morning and a two-hour question and answer session in the afternoon.

The oral presentations should provide information that augments offeror's proposal and should provide an opportunity for dialogue among the parties. Questions will be provided at the time the oral presentations are scheduled. Questions will address issues such as risk, business continuity, work plans, recommendations on transition and data migration process, implementation problems encountered in other projects, potential problems anticipated with the District of Columbia implementation, emerging technologies that may have future potential to enhance ticket processing and adjudication services, future enhancements already anticipated by the offeror, etc. The presentation committee should include only the project manager proposed for the implementation, the account manager to support the system once it is operational, and the technical manager responsible for overall operations.

**M.4 TECHNICAL RATING**

**M.4.1** The Technical Rating Scale is as follows:

<u>Numeric Rating</u>	<u>Adjective</u>	<u>Description</u>
0	Unacceptable	Fails to meet minimum requirements; e.g., no demonstrated capacity, major deficiencies which are not correctable; offeror did not address the factor.
1	Poor	Marginally meets minimum requirements; major deficiencies which may be correctable.
2	Minimally Acceptable	Marginally meets minimum requirements; minor deficiencies which may be correctable.
3	Acceptable	Meets requirements; no deficiencies.
4	Good	Meets requirements and exceeds some requirements; no deficiencies.
5	Excellent	Exceeds most, if not all requirements; no deficiencies.

**M.4.2** The technical rating is a weighting mechanism that will be applied to the point value for each evaluation factor to determine the offeror’s score for each factor. The offeror’s total technical score will be determined by adding the offeror’s score in each evaluation factor. For example, if an evaluation factor has a point value range of zero (0) to forty (40) points, using the Technical Rating Scale above, if the District evaluates the offeror’s response as “Good,” then the score for that evaluation factor is 4/5 of 40 or 32.

**M.4.3** If subfactors are applied, the offeror’s total technical score will be determined by adding the offeror’s score for each subfactor. For example, if an evaluation factor has a point value range of zero (0) to forty (40) points, with two subfactors of twenty (20) points each, using the Technical Rating Scale above, if the District evaluates the offeror’s response as “Good” for the first subfactor and “Poor” for the second subfactor, then the total score for that evaluation factor is 4/5 of 20 or 16 for the first subfactor plus 1/5 of 20 or 4 for the second subfactor, for a total of 20 for the entire factor.

**M.5 EVALUATION CRITERIA**

**M.5.1 TASS DEVELOPMENT**

**M.5.1.1 TECHNICAL CRITERIA (Total 75 Points maximum)**

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

Description: These factors consider the Offeror’s past performance, experience and key personnel used in performing services similar to the required services as described in Section C. These factors include an examination of the quality of services provided, timeliness in service delivery, business practices, and overall satisfaction with the Offeror’s performance.

<b>Evaluation Factors</b>	<b>Point Value</b>
FACTOR A – Software Development Expertise consistent with the stated requirements in Section C of the SOW	20
FACTOR B – Proposed Methodology	20
FACTOR C – Past Performance	15
FACTOR D – Proposed Project Team	15
FACTOR E – Compliance with Schedule	5
<b>TOTAL</b>	<b>75</b>

**M.5.1.2** Factor A – Proposed Software Development Expertise (20 Points maximum)

**M.5.1.2.1** This evaluation factor considers the Contractor’s specific expertise related to development and installation of similar large-scale, complex software projects within the past three (3) years that are consistent with the requirements in Section C of the SOW.

**M.5.1.2.2** The Contractor will be evaluated on the toolsets, technical approach, and demonstrated viability of the proposed technical solution, based on a clear and thorough understanding of the SOW requirements. Offerors with a proven track record of expertise with their proposed toolset will be rated higher.

**M.5.1.3** Factor B – Management Methodology (20 Points maximum)

**M.5.1.3.1** This evaluation factor considers the managerial methodologies proposed for this project, including project management and the oversight and direction of the design, deployment, training, documentation, and ongoing support.

**M.5.1.3.2** This factor will be evaluated based on the completeness of the proposed management methodology and its match to the Functional Requirements in Section C. The proposed methodology must demonstrate how the Contractor intends to manage the project and all deliverables successfully to completion within the desired timeframes. Approaches that minimize the need for custom programming and for excessive time commitments from District managers and staff will be rated higher.

**M.5.1.4** Factor C – Past Performance on Similar Contracts (15 Points maximum)

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

**M.5.1.4.1** This factor considers the Contractor's performance within the last five (5) years in achieving a high degree of customer satisfaction. Evaluation of this factor will be based on the quantity and quality of the contractor's performance on projects of comparable size, highly technical nature, and complexity. The currency and relevance of the information, source of information, context of the data, and general trends of the Contractor's performance shall be considered.

**M.5.1.4.2** The Contractor shall provide a list of three (3) previous contracts for which the Contractor provided identical or similar work within the last five (5) years. Include the Name of Company, Title and Description of the Project, Contract Number, Dollar Amount, Period of Performance, Name and Title of the Contract Person, and the Contact Person's Telephone Number and Email Address.

**M.5.1.5** Factor D – Proposed Project Team (15 Points maximum)

**M.5.1.5.1** This evaluation factor considers the education, experience, knowledge, past performance, necessary skills and expertise of the key personnel directly assigned to the project.

**M.5.1.5.2** This factor will be evaluated on the specific skill sets of the proposed project team. Each key team member must provide the required specific expertise in large-scale software development projects, based on their project role.

**M.5.1.6** Factor E – Compliance with Schedule (5 Points maximum)

**M.5.1.6.1** This evaluation factor considers the proposed schedule. The TASS implementation phase must be completed within twelve months or less from contract award.

**M.5.1.6.2** This factor will be evaluated based on how the Contractor's past performance to complete projects on schedule within the last five (5) years. Evaluation of this factor will be based on the quantity and quality of the contractor's performance on projects of comparable size, highly technical nature, and complexity.

**M.5.1.6.3** The Contractor shall provide a list of three (3) previous contracts for which the Contractor met or exceeded a stringent timeframe for development and delivery of a project with a similar scope and size within the last five (5) years. Include the Name of Company, Title and Description of the Project, Contract Number, Dollar Amount, Period of Performance, Name and Title of the Contract Person, and the Contact Person's Telephone Number and Email Address.

**M.5.2 PRICE CRITERION (25 Points Maximum)**

**M.5.2.1** The price evaluation will be objective. The offeror with the lowest price will receive the maximum price points. All other proposals will receive a

**Solicitation No. DCTO-2010-R-0012  
Ticket and Adjudication Services System (TASS)**

proportionately lower total score. The following formula will be used to determine each offeror's evaluated price score:

$$\frac{\text{Lowest price proposal}}{\text{Price of proposal being evaluated}} \times 25 = \text{Evaluated price score}$$

**M.5.3 Preference Points Awarded Pursuant To Section M.7.2 (12 Points Maximum)**

**M.5.4 Total Points (112 Points Maximum)**

**M.5.4.1** Total points shall be the cumulative total of the offeror's technical criteria points, price criterion points and preference points, if any.

**M.6 EVALUATION OF OPTION YEARS**

**M.6.1.1** The District will evaluate offers for award purposes by evaluating the total price for all options as well as the base year. Evaluation of options shall not obligate the District to exercise them. The total District's requirements may change during the option years. Quantities to be awarded will be determined at the time each option is exercised.

**M.7 PREFERENCES FOR CERTIFIED BUSINESS ENTERPRISES**

**M.7.1** 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.7.1.1** Application of Preferences

**M.7.1.2** For evaluation purposes, the allowable preferences under the Act for this procurement shall be applicable to prime contractors as follows:

**M.7.1.2.1** 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.7.1.2.2** 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.

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

- M.7.1.2.3** 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.7.1.2.4** 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.7.1.2.5** 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.7.1.2.6** 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.7.1.2.7** 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.7.1.2.8** 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.7.2 Maximum Preference Awarded**

- M.7.2.1** 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.7.3 Preferences for Certified Joint Ventures**

- M.7.3.1** 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.7.4 Verification of Offeror's Certification as a Certified Business Enterprise**

- M.7.4.1** 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

**Solicitation No. DCTO-2010-R-0012**  
**Ticket and Adjudication Services System (TASS)**

proposal any documentation regarding its certification as a certified business enterprise.

**M.7.4.2** 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.7.4.3** All vendors are encouraged to contact DSLBD at (202) 727-3900 if additional information is required on certification procedures and requirements.

**M.8 EVALUATION OF PROMPT PAYMENT DISCOUNT**

**M.8.1** Prompt payment discounts shall not be considered in the evaluation of offers. However, any discount offered will form a part of the award and will be taken by the District if payment is made within the discount period specified by the offeror.

**M.8.2** In connection with any discount offered, time will be computed from the date of delivery of the supplies to carrier when delivery and acceptance are at point of origin, or from date of delivery at destination when delivery, installation and acceptance are at that, or from the date correct invoice or voucher is received in the office specified by the District, if the latter date is later than date of delivery. Payment is deemed to be made for the purpose of earning the discount on the date of mailing of the District check.