

**SUPPLEMENTAL AGREEMENT NO. 3
TO
AGREEMENT OF APRIL 17, 2013
FOR VIOLATION PROCESSING SERVICES AGREEMENT**

This Supplemental Agreement is made and entered into this 16th day of July, 2014, and modifies the VIOLATION PROCESSING SERVICES AGREEMENT dated April 17, 2013 (the "Agreement") by and between Fort Bend Grand Parkway Toll Road Authority and Xerox State & Local Solutions, Inc., a corporation organized under the laws of the State of New York, (herein called "Xerox").

The agreement is hereby modified as follows:

1. In accordance with Section 1.02 of the Agreement, the Authority and Xerox approve the change order attached hereto, which shall be included in the Agreement as **Exhibit G**.

This Supplemental Agreement does not alter, modify or otherwise change any part of the Agreement, except as specifically stated in the Supplemental Agreement.

IN WITNESS WHEREOF, this Supplemental Agreement is hereby executed as of the date first set forth above.

FORT BEND GRAND PARKWAY TOLL ROAD
AUTHORITY

By: 

James D. Condrey, DDS
Chairman, Board of Directors

ATTEST:

By: 

XEROX STATE & LOCAL SOLUTIONS, INC.

By: 

Name: Thomas F. Doonan

Title: SVP

EXHIBIT G
CHANGE ORDER



May 22, 2014

Mike Stone
Executive Director
Mike Stone Associates, Inc.
19875 Southwest Freeway, Suite 270
Sugar Land, TX 77479

RE: FBCTRA TVL Support

Dear Mr. Stone:

Xerox is pleased to present the FBCTRA with the cost proposal associated with the effort required to assist in the TransCore TVL corrective measures.

The price to support the FBCTRA TVL issue for the period of April 7 – May 9th is US\$40,901.00. Xerox will submit the remaining level of effort once the issue with TransCore has been resolved. If you are in agreement with the contents of this Change Order, please sign below and email to the attention of Chris Pumilia. The signed submission of this letter will act as Notice to Proceed with invoicing the Fort Bend County Toll Road Authority for the Scope of Work that is included.

If you have any questions or require any additional information, please do not hesitate to contact me or Christopher Pumilia.

Sincerely,

Thomas Dorazio

Sr. Vice President

Cc: Sherrie Knoepfel, Mike Stone Associates, Inc.
Rick Hurst, RS&H
Brandon Rich, RS&H
Christopher Pumilia, Xerox

Approval is provided by Fort Bend County Toll Road Authority to proceed with the change order effort as described above:

Signature

Printed Name MIKE STONE

Date JUNE 24, 2014

Title GENERAL MANAGER

FBCTRA

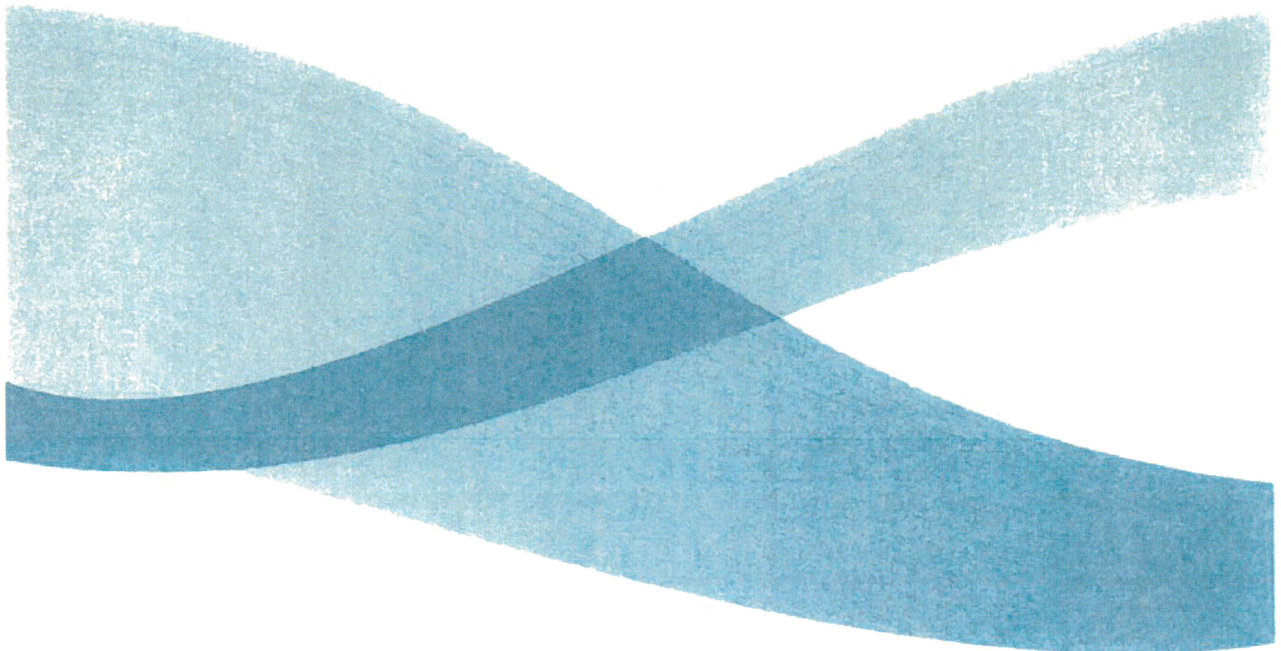
Change Order 01

Transcore TVL Violation Web
Issue



Version 1.0

May 2014





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This document has been through a formal review process. To the best of our knowledge it is accurate. Xerox reserves the right to make further modifications as necessary.

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Version History

Version Number	Date	Description	Author
1.0	May 2014	Initial Creation of Change Order	Bonita Billingsley

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1 Introduction

1.1 Overview

The purpose of this document is to provide an overview and document tasks which are required to support the Fort Bend County Toll Road Authority (FBCTRA) with validating the TVL Lookup error produced by TransCore, LP. Xerox will provide support by validating, testing, implementing new Vector dismissal code and processing files to ensure the Web Service and ITOL functionality is operational.

1.2 Problem Description

The TVL look up provided by TransCore was not complete (as provided by IOP HUB), and was returning NOMATCH, when a MATCH was required. Apparently the full file was being replaced by the intermittent TVL files so that when Xerox went to get a match/no match due to the non-completeness of the TVL list on TransCore side. This resulted in Xerox sending a good tag transaction as a violation to post to a TVN on violation accounts that are also posted valid transactions by TransCore. Thus, as an example, individuals whose account posted properly on Monday, transactions were processed as violations on Tuesday/Wednesday and posted to the account again on Thursday.

1.3 Scope

A thorough analysis was conducted with selected plates and reports provided by the CSC and confirmed that TransCore is sending a "no match" via the TVL. This analysis confirmed that VECTOR met the ICD requirements and followed the same process during interface testing and control runs.

The validation to ensure these are truly violators is based on the TransCore TVL lookup tables whereby TransCore determines if the plate matches an active account within the IOP Hub. If there is a "no match" on the TVL, once indicated by the TransCore Web Service, VECTOR will mark the transaction as a violation.

Xerox will compile a spreadsheet of "no match" transactions received to date. This will allow Xerox to validate the TVL "no match" plates with TransCore. TransCore will review and update the spreadsheet and indicate if there is a "match" or "no match" after IOP confirmation. Xerox will identify the corresponding TVNs for all match plates and dismiss the tolls and fees. The "no match" will be reprocessed and TVN will be sent to violators.

1.4 Assumptions

1. TransCore fixed the issue with the web service look up process and placed the fix into production
2. TransCore will place a debug code on the system to monitor fix
3. TransCore will provide a Reconciliation Report to validate transactions



4. TransCore backlog of files will not exceed two (2) weeks

The VECTOR Subsystems affected by this change:

- ✓ CSC
- ✓ VEMS
- ✓ REPORTS
- ✓ VIOLATIONS



2 VECTOR Requirements

1. Xerox will perform analysis, design ad hoc job, development, testing and migration to the production environment.
2. Xerox will execute, filter and dismiss the Toll and Fees on false violations (after Xerox receives the MATCH information from TransCore team)
3. Execute and validate files by testing with TransCore team
4. Xerox will follow the activities noted in Section 2.1 to ensure the TransCore web service error has been resolved.

2.1 Validation Tasks

Xerox will implement the following activities to validate the TransCore TVL web service code fix:

- Xerox will process a single file, or multiple, received from TransCore to BPO for image review
- BPO will provide a list of code offs – rejecting all DV plates as 'no codes'
- Xerox holds the file from BPO until authorized to proceed by FBCTRA,
- TransCore will provide a file for processing as ITolls through the match/no match process (Xerox reports to FBCTRA the size of the file)
- Upon receiving the authorization, Xerox will process the match/no match file and provide a spreadsheet reflecting what you received from the match/no match process
- This same process will be duplicated by TransCore
- Expected results: The match/no match records for both firms will get identical results
- If FBCTRA receives identical results – FBCTRA will authorize Xerox to restart the TVN process
- If identical results are not obtained FBCTRA will provide Xerox with subsequent direction

2.2 Executed Tasks to Complete Validation

2.2.1 TVL Look Up

- FB to confirm the accuracy of TVL look up, in confirmation from TC and TVL lookup results
- XRX to run a special job to redo the TVL look up for all violations posted to TVNs(not-rejected txns)
- Xerox to provide detail of the time required to process the Xcel file between the two firms
- Xerox to continue to process the match / no match process for the interim



- Upon TVL look up
 - 1. TVNs - Sent to Customers (3093 TVNs):
 - a. MATCH: XRX will dismiss all unpaid/OPEN/APPEALED Tolls and Fees on the TVNs with DISTVL as code
 - i. We need to see if someone paid, that should not have been invoiced. We need to determine the number of events. Send a letter reimbursing payment
 - ii. If they haven't paid, dismiss the violation in the system, develop a letter withdrawing the violation.
 - iii. NOMATCH: XRX will follow the pre-agreed business rules run a software program to identify
 - plate_number LIKE 'DV%' OR plate_number LIKE '%DV' OR
 - plate_number LIKE 'CM%' OR plate_number LIKE '%CM' OR
 - plate_number LIKE 'BB%' OR plate_number LIKE '%BB'
 - Dismiss the violation in the system, develop a letter withdrawing the violation.
 - Different letter from 1. Above
 - We will not reprocess these through image review
 - 2. TVNs – Met threshold and ON-HOLD at MH(5643 TVNs):
 - a. If file date is pre April don't process - dismiss in system by creating a code
 - 3. TVNs – Not yet met threshold and still in violation life cycle (9000+)-
 - a. Transactions on accounts dated prior to April 11 are dismissed.
 - b. Transaction not on an account, create an account and then dismiss
 - c. MATCH: XRX will dismiss all unpaid/OPEN/APPEALED Tolls and Fees on the TVNs with DISTVL as code
 - d. Post any valid Itoll
 - e. NOMATCH: XRX will follow the pre-agreed business rules
 - i. A TVN will be generated once the threshold is met upon posting new violation txns to TVN
 - ii. Reject prior to April 10 transactions
 - 4. Transactions not processed
 - a. Check if data can parse transactions with a date earlier than April 11 to keep them from image review
 - b. Image review processors will code off the disabled veterans
 - c. Create the Xcel file
 - d. Xerox to continue to process the match no match process for the interim
 - e. Matches process as ITolls
 - f. No Matches process as violations
 - g. Disagreements are quarantined for future processing/analysis



3 Delivery Timeframe and Level of Effort

Xerox will invoice Fort Bend County Toll Road Authority for the work expended through May 9th against this Change Order upon receipt of a Notice to Proceed (NTP). Xerox will make every effort to expedite the changes requested in this Change Order.

Xerox output will show the following:

1. Match (Tag/account) to ITOLL
2. No Match not found in the IOP Hub tag status (Violation)

When TransCore has resolved their software issue, the files should contain identical results.

Xerox will notify Fort Bend that the results are identical. Fort Bend will direct Xerox to process all transactions received after April 15, 2014.

Pricing:

The price to support the FBCTRA TVL issue for the period of April 7 – May 9th is US\$40,901.00. Xerox will submit the remaining level of effort once the issue with TransCore has been resolved.

Description	Cost
Xerox Support and Validation of TransCore TVL Process	\$ 40,901.00
Total Due upon NTP	\$ 40,901.00