

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 PURCHASING OPERATIONS
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

September 27, 2006

**CHANGE NOTICE NO. 2
 TO
 CONTRACT NO. 071B5200307
 (Supercedes Contract #071B9000879)
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR First Data Government Solutions, LP 9250 E. Costilla, Suite 100 Englewood, CO 80112	TELEPHONE Paul Hoglund (800) 701-0161 Ext. 140
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
Contract Compliance Inspector Reid Sisson Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: December 31, 2006	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE (S):

Effective immediately, the contract is hereby EXTENDED to December 31, 2006 and INCREASED by \$18,946.00.

All other terms, conditions, specifications and pricing remain unchanged.

AUTORITY/REASON:

Per agency request and State Administrative Board approval.

INCREASE: \$18,946.00

TOTAL REVISED CONTRACT VALUE: \$107,687.15

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

August 12, 2005

CHANGE NOTICE NO. 1
TO
CONTRACT NO. 071B5200307
 (Supercedes Contract #071B9000879)
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR First Data Government Solutions, LP 9250 E. Costilla, Suite 100 Englewood, CO 80112	TELEPHONE Paul Hoglund (800) 701-0161 Ext. 140
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
Contract Compliance Inspector Reid Sisson Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2006	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE (S):

Effective immediately the following commodity codes are hereby added to this contract:

- 204-55 Microcomputers, Multi-Processor**
- 204-64 Network Components**
- 208-27 Software – Hardware Consultant 084S3000017**
- 918-28 Computer – Hardware Consultant 084S300018**
- 920-17 Computer Installation Services 192S0002190**
- 920-45-11 Software Maintenance/Support, Proprietary Non Juris**
- 962-86 Transportation of Goods (Freight) 192S0002031**

All other terms, conditions, specifications and pricing remain unchanged.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$88,741.15

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

June 10, 2005

**NOTICE
 OF
 CONTRACT NO. 071B5200307
 (Supercedes Contract #071B9000879)
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR First Data Government Solutions, LP 9250 E. Costilla, Suite 100 Englewood, CO 80112		TELEPHONE Paul Hoglund (800) 701-0161 Ext. 140
		VENDOR NUMBER/MAIL CODE
		BUYER (517) 241-0239 Jacque Kuch
Contract Compliance Inspector Reid Sisson Touch Tone System – Dept. of State, Vehicle Registration		
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2002		
TERMS Net 30 Days	SHIPMENT As Required	
F.O.B. Delivered/Installed	SHIPPED FROM N/A	
MINIMUM DELIVERY REQUIREMENTS N/A		

The terms and conditions of this Contract are those of ITB #071I9000712, this Contract Agreement and the vendor's quote dated 8/3/99. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.

Estimated Contract Value: **\$88,741.15**

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

May 19, 2005

CHANGE NOTICE NO. 10
TO
CONTRACT NO. 071B9000879
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE Paula Hoglund (800) 701-0161 Ext. 140
First Data Government Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112 phogland@fdqs.com		VENDOR NUMBER/MAIL CODE
		BUYER/CA (517) 241-0239 Jacque Kuch
Contract Compliance Inspector: Reid Sisson Touch Tone System – Dept. of State, Vehicle Registration		
CONTRACT PERIOD: From: September 25, 1999		To: September 30, 2006
TERMS	Net 30 Days	SHIPMENT As Required
F.O.B.	Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A		

THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT

NATURE OF CHANGE (S):

Per the attached email, the terms and conditions of ITB 071I9000712 and BPO 071B9000879 are merged into a new contract (071B5200307) under the new name of First Data Government Solutions with new FED number as is 58-2582959. Change Notice No. 3 and Change Notice No. 6 are incorporated into this contract as attachments Q and R.

AUTHORITY/REASON:

Per vendor request and DMB/Acquisition Services approval.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$369,229.38

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

July 5, 2000

CHANGE NOTICE NO. 3
TO
CONTRACT NO. 071B9000879
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112		VENDOR NUMBER/MAIL CODE (2) 84-1193356 (001)
		BUYER (517) 335-0462 Christine Michel
Contract Administrator: Jim Matson Touch Tone System – Dept. of State, Vehicle Registration		
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2002		
TERMS Net 30 Days	SHIPMENT As Required	
F.O.B. Delivered/Installed	SHIPPED FROM N/A	
MINIMUM DELIVERY REQUIREMENTS N/A		

NATURE OF CHANGE(S):

1. Effective immediately, the attached modifications are hereby incorporated into this Contract.
2. The Contract Administrator is changed to Jim Matson of the Department of State.

AUTHORITY/REASON:

Per agency request, vendor proposal.

INCREASE: \$00.00

TOTAL ESTIMATED CONTRACT VALUE: \$176,200.00

Attachment Q

SERVICE/SYSTEM MAINTENANCE REQUIREMENTS

- A. The vendor shall be responsible for providing system maintenance based on the maintenance option (e.g., basic, plus, extended, premium) that the Department chooses.

Michigan has selected the "Premium" support plan, which includes the following items:

1. **Telepath Hardware/Software Maintenance ("Basic" Support) covering the period of October 1st 1999 to September 30th, 2000. The "Basic" Support for both hardware and software is renewable on October 1st 2000 for \$1,850 and \$12,600 respectively, on an annual basis.**
 2. **Premium Support which is 24 hours/day, 7 days a week support of the Michigan Department of State (MDOS) Telepath IVR system. The cost is \$550 per month, to be invoiced up through September 30th 2000 as requested by MDOS (Start date TBD) and then invoiced annually after that on October 1st of each year.**
 3. **Telepath External Monitoring – The external monitoring is done by the Telepath Guardian application. The MDOS Telepath IVR system has been designed to allow monitoring by Guardian as defined by FSI for MDOS. The cost is \$200 per month, to be invoiced up through September 30th 2000 as requested by MDOS (Start date TBD), and then invoiced annually after that on October 1st of each year. In addition to this, a fee of \$0.18 per minute will be invoiced to MDOS at the end of each month for time used by Guardian to monitor the MDOS Telepath IVR system.**
- B. The vendor shall state the tools used for 1) monitoring the system, and 2) making modification to the application.
1. **The MDOS Telepath IVR system is designed to accept calls from the Telepath Guardian monitoring application to determine system health and functionality.**
 2. **Modifications will be made to the system using pcAnywhere for remote access and all software development tools as defined by the project specification.**
- C. The vendor must notify MDOS staff when files are not generated daily. MDOS will provide the names of the contact, as well as the methods of contact. (Pager, E-mail, etc).
- **FSI will be notified via Telepath Guardian if files are not created and then can then notify MDOS appropriately.**
- D. The vendor will be responsible for routine back up of system files, application files, recordings, transactions completed, and any other files necessary for purposes of data

Attachment Q

loss prevention and restoration of service. The vendor is responsible for developing the back up plan to prevent data loss and ensure prompt recovery in the event of a system failure.

1. **Data Loss Prevention and Restoration – The SQL database back up is automatic on a nightly basis. FSI will set up the tape back up software for MDOS to do regular backups of necessary files, but it will require MDOS staff to “monitor” the back up process for errors and change tapes as needed.**
 2. **Journal files are produced on a daily basis. These files will be used to restore data as needed depending on the most recent database backup available.**
 3. **FSI will have written procedures to restore a back up database and/or journal files in the event of a data loss situation.**
 4. **Back up of system files, application files, voice files, and any other necessary file will be done either as part of the regular tape back up process or as needed based on changes to the system. MDOS will assist as needed.**
- E. The vendor must provide the ability to perform scheduled, automatic back ups while the system is on-line. The vendor is responsible for developing the back up plan to prevent data loss and ensure prompt recovery in the event of a system failure.
- **Database backups and/or system backups can be done while the system is on line. See item “D” for comments on back up information.**
- F. The vendor will provide a monitoring tool capable of monitoring the entire system and capable of generating alerts for specified events.
- **The Telepath Guardian is the “tool” used to monitor the MDOS Telepath IVR system and will generate alerts as needed to both FSI off hours pagers and Customer Service department personnel.**
- G. The vendor will monitor traffic/activity of ports and report times and lengths of time that all ports are busy at the same time. This information would be used to evaluate the system’s capacity. The vendor will alert the Department at a mutually agreed upon time when port usage is close to reaching maximum capacity. Consideration must be given to handling peak periods during normal business hours. The vendor must propose alternative methods of expanding the system to accommodate overflows. The Department and the vendor would meet annually in November, and as required, to determine if capacity increases are necessary.
- **As part of Premium Support provided to MDOS, on a monthly basis, FSI will review the Port Usage reports to determine if at any time the system was at capacity, and for how long. This information will then be provided to the appropriate person at MDOS.**

Attachment Q

- If it is determined that the MDOS Telepath IVR system needs to be expanded, either by adding more capacity to the existing computers, or adding an additional computer(s), this will be considered an upgrade or “enhancement” to the system. A change or enhancement of the capacity is not considered part of the support for the system. It will need to be priced and “sold” as needed to meet the requested change.
- H. If a hardware, software, or application failure occurs, the vendor’s staff will be the first contact point for reporting problems 24 hours a day, 7 days a week. The vendor must be able to perform remote diagnostics on the application, advising Department staff in writing of steps taken to isolate and resolve problems. The vendor’s staff will respond to the problem within the shortest time frame possible. If the call is reported to either a pager number or an answering service, the vendor’s technician will be required to call back the person reporting the problem in no more than 10 minutes after receiving the service call. The vendor will be responsible for restoration of the system and must begin resolution with 2 hours of notification, and be on-site with 4 hours of notification, if required. The system must be replaced or restored within 8 hours of notification.
- **Premium support provides support on a 24 hours a day, 7 days a week basis. FSI will respond to any page or call via answering service from a MDOS person within 1 hour. FSI will begin resolution on an issue within 4 hours ONLY if it is critical in nature. (Critical being defined as the system is in a condition where it is not able to function/process phone calls because the problem lies within the realm of FSI responsibility. FSI can not be held responsible for the timely resolution of problems to the system outside our control, including, but not limited to: power outages, phone line problems, bank lease line, bank computer(s), MDOS network, ect...) FSI will respond appropriately and in a timely manner to determine where the problem is from, and either work to resolve it or notify the appropriate person(s).**
 - **FSI will require 24 – 48 hours to be on site or replace the system if needed.**
- I. If there is a complete system failure and the system is considered “downed” (as defined below), system availability must be restored at no less than 50% of total performance within **twenty four** hours of the initial trouble call. The total repair process to bring the system to a minimum of 50% cannot extend beyond a total of **twenty-four** hours after receiving the initial trouble call. When the system is running at 50% or less, it is considered to be “downed”. The amount of time the vendor has to make repairs is based on the percentage of system performance, as defined below:

Percentage of Performance	Amount of Time Allotted to Bring the System Back to 100% Performance
90%	120 hours
80%	90 hours

Attachment Q

70%	60 hours
60%	30 hours
50%	24 hours

- K. If a hardware, software, or application failure occurs, the vendor's staff is required to report in person, by phone, or by e-mail message describing the nature of the problem, the proposed solution, and the estimated time of resolution. The Department will designate the person(s) to contact for reporting purposes.
- L. If the vendor's staff determines they must take the application off-line to resolve hardware or application problems, they must request permission from MDOS staff prior to taking it off-line. The Department will designate the person(s) to contact for permission.
- **The MDOS system is designed to play a "unavailable" message in the event of a system problem (provided the system is capable of taking calls). This can also be used to test the application, allowing FSI to access the system via a "Back Door" to test while callers still here the "unavailable" message.**
 - **FSI will request permission of MDOS to take the system off-line. However, if needed, FSI will be allowed do this during normal business hours (8 – 5 MST), and/or immediately if needed (only because of an emergency).**
- M. The vendor must supply a contact person from 8am to 5pm **MST** (Monday through Friday, **except holidays**) to take trouble calls. The vendor will supply a local or toll-free telephone number for reporting trouble calls and must be able to provide unlimited telephone support during normal business hours. During all other hours, it is acceptable for the vendor to use a pager number or answering service to accept trouble calls.
- N. The vendor shall perform routine, scheduled maintenance of all equipment. The vendor will be responsible for preventive maintenance to ensure optimum system performance. Preventive maintenance must be performed at no additional cost, outside of normal business hours, during non-peak hours, or at a time agreeable to MDOS.
- O. Preventive maintenance must be performed on the manufacturer's recommended time schedule.
- P. The vendor must have a strategic counseling and management support plan that provides for the orderly escalation of service problems to the next highest level of support including third party hardware, software, and maintenance resources as deemed necessary to resolve a problem.

Attachment Q

- Q. The vendor shall notify MDOS' management at regular intervals of the progress made in resolving problems.
- R. The system shall include a host computer down alarm. When a host (or the credit card process) shuts down, it sends an alarm to all the terminals. Vendor staff should receive this alarm and act accordingly (for example, AutoDial to a technician and provide a special message to callers).
- **All monitoring of the system is performed by the Telepath Guardian program.**
- S. The vendor will be required to monitor the hardware's performance daily and make any adjustments necessary to keep the hardware performing as efficiently as possible.
- **One of the items monitored by Guardian is the CPU usage. In the event it exceeds the parameters set by FSI, a message will be sent via Guardian and the issue investigated. Otherwise, system performance has been tracked during project development and adjusted/verified as necessary. System performance will be checked on a monthly basis along with a check on the port usage.**

Attachment Q

FRANK SOLUTIONS TELEPATH HARDWARE MAINTENANCE / FOR

MICHIGAN DEPARTMENT OF STATE "OPTIONAL SUPPORT MODULES"

- "Extended" Support - 7AM to 7PM Monday through Saturday
Cost - \$250.00 per month in addition to the "Basic" Plan. This amount will be due once the Telepath system is implemented on a monthly basis.
- "Premium" Support - 24 hours a day, 7 days a week.
Cost - \$550.00 per month in addition to the "Basic" Plan. This amount will be due once the Telepath system is implemented on a monthly basis.
- TelePath External Monitoring System - FSI's external monitoring IVR system will call the Department of State's production IVR system on a pre-defined basis. The external monitoring system will verify all functions of the production IVR system. In the event there is a loss of integrity, the external monitoring system will page a FSI support technician to alert them of the problem.

Cost - \$200.00 per month plus \$.18 per minute. It is FIS's recommendation that the external monitoring system call the D.O.S. production system once every ½ hour. It is anticipated that the monitoring call to the D.O.S. production system will be a 2 minute call.

Attachment Q

FRANK SOLUTIONS TELEPATH HARDWARE MAINTENANCE / FOR

MICHIGAN DEPARTMENT OF STATE "BASIC" SUPPORT

HARDWARE COMPONENTS FOR TELEPATH INTERACTIVE VOICE RESPONSE SYSTEM

- * Pentium PC processors
- * Database Server PC hardware
- * System hard disk drives
- * System RAM
- * VGA monitors
- * Modems
- * Power Supplies
- * Tape back up system
- * Dialogic voice and fax hardware

* TelePath Hardware Maintenance - All of the above components are covered under the TelePath Hardware Maintenance for a period of one year from the date of October 1st, 2000 as requested by Michigan Department of State. This one-year maintenance agreement is provided for with the purchase of the TelePath system. With the TelePath hardware maintenance all of the above components will be supported with:

- On site hardware service and support (8am – 5pm Eastern Time)
- 24 hour part replacement of any component
- 4 hour response time
- Spare parts inventory at Frank Solutions' local support location in Lansing
- Remote Access for hardware support and diagnostics

The TelePath Hardware Maintenance is available after the first year for \$1850.00 annually.

Attachment Q

TELEPATH SOFTWARE MAINTENANCE / FOR

MICHIGAN DEPARTMENT OF STATE "BASIC" SUPPORT PLAN

SOFTWARE MODULES AND PRODUCTS FOR TELEPATH INTERACTIVE VOICE RESPONSE SYSTEM

- | | |
|---------------------|---|
| * TelePath software | * TelePath host access applications |
| * Visual Voice | * TelePath telephone PBX integration |
| * Visual Fax | * TelePath Credit Card Module |
| * Visual Basic | * TelePath / SQL Server DBMS |
| * Windows NT | * TelePath reports |
| * SQL Server | * TelePath External System Monitoring |
| * Crystal Reports | * All professional voice recording/editing |

* TelePath Software Maintenance - All of the above applications/modules are covered for a period of one year from the date of October 1st, 2000 as requested by Michigan Department of State under the TelePath Software Maintenance. This one year period of TelePath Software Maintenance is provided for with the purchase of the TelePath system. With the TelePath software maintenance all of the above applications/modules will be supported with:

- All program "bug" fixes
- All professional voice recording and editing
- Remote Software Support
- IVR, CTI, IWR Consulting Services
- 4 hour response time
- 8am to 5pm (MST) direct telephone access to FSI Support Department
- 800 Help Desk
- Quarterly System Review and Diagnostics

The "Basic" TelePath Support/Maintenance is available after the first year for \$12,600.00 on an annual basis.

Summary Funding Sources - Touch Tone System

	One-Time Costs Agreement #231-03-6/7 - 71.2% Restricted, 28.8% GF-GP
Frank Solutions	\$146,200
Total One-Time Costs	\$146,200

	Maintenance/Recurring Costs (Index 70013) - 59.3% Restricted, 40.7% GF-GP
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One-time installation costs	\$1,700
Custom programming (optional)	\$30,000
Total Recurring Costs	\$86,550

CONTRACT GRAND TOTAL **\$264,450**

Current contract total **\$176,200**

Additional authorization required (rounded) **\$85,000**

Attachment Q

Revised 5/26/00
based on 11/99 info
from Frank Solutions

\$146,200

\$146,200

\$1,710

\$30,000

\$82,936

\$260,846

Frank Solutions Touch-Tone Renewal System Pricing
Funding Sources

One-Time Costs
Agreement #231-03-6/7 -
71.2% Restricted, 28.8%
GF-GP

Revised 5/2
based on 1
info from F
Solution

Compaq Proliant (3)	\$25,296
HP SureStore Tape Backup	\$1,289
24 Port Dialogic Voice HW (2)	\$11,960
Windows NT Server (3)	\$2,340
SQL Server DBMS (2)	\$2,300
Crystal Report License	\$315
48 Port TelePath Sys License	\$14,400
IVR System Programming/DMV	\$22,800
IVR Support/Maintenance Program	\$8,800
Host Integration Program	\$8,800
TelePath TelePay CC Module	\$12,500
TelePath T1 Integration	\$6,400
System Design/Specifications	\$12,600
Project Management	\$12,800
On site Installation/Testing	\$3,600
Total One-Time Costs	\$146,200

\$146,2

Maintenance/Recurring
Costs (Index 70013) -
59.3% Restricted, 40.7%
GF-GP

Centrex T-1 installation (one-time)	\$1,700
Customization (optional)	\$30,000
Ameritech Recurring Expense	
T-1 Port Charge	\$21,600
T-1 Monthly Fee	\$21,600
TelePath Hardware Maintenance	\$5,550
TelePath Software Maintenance	\$37,800
Total Yearly Recurring Costs	\$86,550

Customization (optional)	\$30,0
Server rack	\$1,7
TelePath Hardware Maint	\$3,7
Basic TelePath Maint	\$25,2
Premium Support	\$16,5
External Monitoring System	\$6,0
External Monitoring Phone Fee	\$31,5
Total Yearly Recurring Costs	\$82,9

Attachment Q

TECHNICAL ACQUISITION DIVISION

Buyer: C. Muel

Completed: 7/5/00

Date: 6/29/00

Date: JMK

CONTRACT 071B 9000879

ITB # _____

Contract Administrator: ~~Th. Esch~~ Jim Matson

REQ # _____

Contract Notice of Contract Notice Only Contract

Change Notice No. 3

Nature of Change:

Effective immediately the attached modifications are hereby incorporated into this contract, and the contract administrator is changed to: Jim Matson of the Michigan Department of State.

Authority/Reason:

Agency Request, Vendor proposal

Increase: _____ Decrease: _____

Total Revised Estimated Contract Value: Remains 176,200.00

LETTERS: Insurance (Y or N)

Contract _____

Notice _____

Notice Only _____

APPROVALS:

For Bid: _____

Sole Source (attached) _____

Ad Board _____

CS-138 _____

OIT/TRAD _____

J. Chin _____

D. Ancell _____

Other _____

7-13 Mail w/ attachments

DISTRIBUTION: Contact

Vendor: Frank Solutions Greg Trauma

Agency: DOS Jose Lewis

_____ Jim Matson

MRC
7-17-00

Attachment Q

07189 000879
pull

From: Rose M Jarois
To: DMB.PO1.MichelC
Date: 6/9/00 10:34AM
Subject: Touch Tone Contract Change Request

Chris:
Attached are the amended pages that need to be added to the FSI contract for Maintenance and Support. If you recall, the original contract was finalized prior to any decisions being made on how MDOS would support the system. In addition, the last document is our revised cost estimate based on the documents (included) from FSI on pricing.

At the same time these items are added to the contract, we would like the contract administrator changed from Tom Fogle, to Jim Matson, MDOS. The agreement monies will be finalized with the processing of the final installment payment (sent over this week to Charles), so this contract is now an ongoing support activity that we do not use agreement for.

The system is up and running successfully and has past PARE. Some of the monitoring and support charges are going to need immediate effect, others start October 2000 (e.g., the phones calls to check the system are an immediate cost).

Please let me know if you have any questions. I appreciate your assistance on moving this forward. thx/rj

CC: DMB.PO1.MickensC, RussP, SOSSC01.DennisW, SOSSC01.Jim, SOSSC06.OchadleusC

RECEIVED

Form No. DMR 254 (Rev. 1/96)
AUTHORITY: Art 45J of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
OFFICE OF PURCHASING
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

February 25, 2003

CHANGE NOTICE NO. 6
TO
CONTRACT NO. 071B9000879
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR		TELEPHONE Greg Trainer (800) 701-0161 Ext. 110
Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112		VENDOR NUMBER/MAIL CODE (2) 84-1193356 (001)
Contract Administrator: Jim Matson		BUYER (517) 335-0462 Christine Michel
Touch Tone System – Dept. of State, Vehicle Registration		
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2003		
TERMS Net 30 Days	SHIPMENT As Required	
F.O.B. Delivered/Installed	SHIPPED FROM N/A	
MINIMUM DELIVERY REQUIREMENTS N/A		

THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby extended to all local units of government.

AUTHORITY/REASON:

Per vendor request (Greg Trainer) on 2/4/03 and agency's approval (Tom Falik).

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$264,450.00

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

May 18, 2005

CHANGE NOTICE NO. 9
 TO
 CONTRACT NO. 071B9000879
 between
 THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112 <u>GregT@tpath.com</u>	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 241-0239 Jacque Kuch
Contract Compliance Inspector: Reid Sisson Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 30, 2006	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT

NATURE OF CHANGE (S):

Effective immediately this contract is hereby **EXTENDED** until **September 30, 2006**. Also, this contract is **INCREASED** by **\$79,547.00**. All other terms and conditions remain the same.

AUTHORITY/REASON:

Per DMB/Acquisitions Services.

INCREASE: \$79,547.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$369,229.38

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

October 1, 2004

CHANGE NOTICE NO. 8
TO
CONTRACT NO. 071B9000879
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112 <u>GregT@tpath.com</u>	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER/CA (517) 335-0462 Christine Mitchell
Contract Compliance Inspector: Patty Russ <p style="text-align: center;">Touch Tone System – Dept. of State, Vehicle Registration</p>	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2005	
TERMS <p style="text-align: center;">Net 30 Days</p>	SHIPMENT <p style="text-align: center;">As Required</p>
F.O.B. <p style="text-align: center;">Delivered/Installed</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT

NATURE OF CHANGE (S):

Effective immediately this contract is hereby **EXTENDED** for one-year for ongoing maintenance. The new contract ending date is **September 24, 2005**. No increase in value, pricing or changes in terms and conditions are required.

AUTHORITY/REASON:

Per agency request (Jacque Kuch) and invoice from the vendor (Greg Trainer) dated **4/27/04**.

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$289,682.38

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 ACQUISITION SERVICES
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

September 9, 2003

CHANGE NOTICE NO. 7
 TO
 CONTRACT NO. 071B9000879
 between
 THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112 <u>GregT@tpath.com</u>	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Mitchell
Contract Administrator: Patty Russ Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2004	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby EXTENDED to September 24, 2004 with a 5% reduction in ongoing maintenance and support costs for a new annual maintenance total of \$25,232.38

AUTHORITY/REASON:

Per agency request (Jacque Kuch) on 7/23/03 and vendor approval (Greg Trainor) on 8/7/03.

INCREASE: \$25,232.38

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$289,682.38

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

February 25, 2003

CHANGE NOTICE NO. 6
TO
CONTRACT NO. 071B9000879
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Michel
Contract Administrator: Jim Matson Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2003	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

THIS CONTRACT IS EXTENDED TO LOCAL UNITS OF GOVERNMENT

NATURE OF CHANGE (S):

Effective immediately, this contract is hereby extended to all local units of government.

AUTHORITY/REASON:

Per vendor request (Greg Trainer) on 2/4/03 and agency's approval (Tom Falik).

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$264,450.00

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

August 6, 2002

CHANGE NOTICE NO. 5
TO
CONTRACT NO. 071B9000879
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Michel
Contract Administrator: Jim Matson Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2003	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE (S):

Effective 8/7/02, this contract is EXTENDED for one year. The new contract ending date is September 24, 2003. All other specifications, terms, conditions, and pricing remain the same.

AUTHORITY/REASON:

Per agency's request from Betty Nixon/Jim Matson on 7/18/02 and vendor's approval by Greg Trainor and in accordance with the modification clause

TOTAL ESTIMATED CONTRACT VALUE REMAINS: \$264,450.00

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

September 12, 2000

CHANGE NOTICE NO. 4
 TO
 CONTRACT NO. 071B9000879
 between
 THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Michel
Contract Administrator: Jim Matson Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2002	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE(S):

Effective immediately, contract value is hereby INCREASED by \$88,250.00 to allow for increased functionality, maintenance and support.

AUTHORITY/REASON:

Agency request, spreadsheet with contract total included with CCN #3, Ad Board approval 6/10/99 and vendor concurrence.

INCREASE: \$88,250.00

TOTAL REVISED ESTIMATED CONTRACT VALUE: \$264,450.00

STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933

July 5, 2000

CHANGE NOTICE NO. 3
 TO
 CONTRACT NO. 071B9000879
 between
 THE STATE OF MICHIGAN
 and

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Michel
Contract Administrator: Jim Matson Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2002	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE(S):

1. **Effective immediately, the attached modifications are hereby incorporated into this Contract.**
2. **The Contract Administrator is changed to Jim Matson of the Department of State.**

AUTHORITY/REASON:

Per agency request, vendor proposal.

INCREASE: \$00.00

TOTAL ESTIMATED CONTRACT VALUE: \$176,200.00

Form No. DMB 234 (Rev. 1/96)
AUTHORITY: Act 431 of 1984
COMPLETION: Required
PENALTY: Contract will not be executed unless form is filed

STATE OF MICHIGAN
DEPARTMENT OF MANAGEMENT AND BUDGET
OFFICE OF PURCHASING
P.O. BOX 30026, LANSING, MI 48909
OR
530 W. ALLEGAN, LANSING, MI 48933

February 1, 2000

CHANGE NOTICE NO. 2
TO
CONTRACT NO. 071B9000879
between
THE STATE OF MICHIGAN
and

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Michel
Contract Administrator: Rose Jarvis Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2002	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE:

Effective immediately, the contract amount is hereby increased by \$30,000.00 to allow for customizations, which are, or may become necessary.

AUTHORITY/REASON:

Agency request, vendor agreement

INCREASE: \$30,000.00

REVISED CONTRACT VALUE: \$176,200.00

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

January 5, 2000

**CHANGE NOTICE NO. 1
 TO
 CONTRACT NO. 071B9000879
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Michel
NIGP #725-53 Contract Administrator: Rose Jarvis/Tom Fogle CS-138 #071S9000169 Touch Tone System – Dept. of State, Vehicle Registration	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2002	
TERMS Net 30 Days	SHIPMENT As Required
F.O.B. Delivered/Installed	SHIPPED FROM N/A
MINIMUM DELIVERY REQUIREMENTS N/A	

NATURE OF CHANGE:

Effective immediately, this contract is hereby reduced to \$146,200.00 due to a change in vendor.

AUTHORITY/REASON:

Agency request/vendor proposal.

DECREASE: \$331,590.00

REVISED CONTRACT VALUE: \$146,200.00

Form No. DMB 234 (Rev. 1/96)
 AUTHORITY: Act 431 of 1984
 COMPLETION: Required
 PENALTY: Contract will not be executed unless form is filed

**STATE OF MICHIGAN
 DEPARTMENT OF MANAGEMENT AND BUDGET
 OFFICE OF PURCHASING
 P.O. BOX 30026, LANSING, MI 48909
 OR
 530 W. ALLEGAN, LANSING, MI 48933**

November 9, 1999

**NOTICE
 OF
 CONTRACT NO. 071B9000879
 between
 THE STATE OF MICHIGAN
 and**

NAME & ADDRESS OF VENDOR Frank Solutions 9250 E. Costilla, Ste. 100 Englewood, CO 80112	TELEPHONE Greg Trainor (800) 701-0161 Ext. 110
	VENDOR NUMBER/MAIL CODE
	BUYER (517) 335-0462 Christine Michel
NIGP #725-53 Contract Administrator: Rose Jarvis CS-138 #071S9000169 <p style="text-align: center;">Touch Tone System – Dept. of State, Vehicle Registration</p>	
CONTRACT PERIOD: From: September 25, 1999 To: September 24, 2002	
TERMS <p style="text-align: center;">Net 30 Days</p>	SHIPMENT <p style="text-align: center;">As Required</p>
F.O.B. <p style="text-align: center;">Delivered/Installed</p>	SHIPPED FROM <p style="text-align: center;">N/A</p>
MINIMUM DELIVERY REQUIREMENTS <p style="text-align: center;">N/A</p>	

The terms and conditions of this Contract are those of ITB #071I9000712, this Contract Agreement and the vendor's quote dated 8/3/99. In the event of any conflicts between the specifications, terms and conditions indicated by the State and those indicated by the vendor, those of the State take precedence.

Estimated Contract Value: \$146,200.00