

AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT		1. Contract Number CFOPD-20-C-014		Page of Pages 1 Plus Attachments	
2. Amendment/Modification Number Modification 12		3. Effective Date See Box 16C below		4. Requisition/Purchase Request No.	
				5. Solicitation Caption Electronic Benefits Transfer Services	
6. Issued by: Office of the Chief Financial Officer Office of Contracts 1100 4 th Street, S.W. Suite E610 Washington, D.C. 20024			7. Administered by (If other than line 6)		
8. Name and Address of Contractor (No. street, city, county, state and zip code) Fidelity Information Services, LLC (FIS) 11000 West Lake Park Drive Milwaukee, WI 53224-3003 Kim Bynan, SVP, Group Executive EBT Kim.Bynan@FISGlobal.com 414-577-9861			9A. Amendment of Solicitation No.		
			9B. Dated (See Item 11)		
			10A. Modification of Contract/Order No. CFOPD-20-C-014		
Code			Facility		
			10B. Dated (See Item 13) May 28, 2020		
11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS					
<input type="checkbox"/> The above numbered solicitation is amended as set forth in item 14. The hour and date specified for receipt of Offers <input type="checkbox"/> is extended. <input type="checkbox"/> is not extended. Offers must acknowledge receipt of this amendment prior to the hour and date specified in the solicitation or as amended, by one of the following methods: (a) By completing Items 8 and 15, and returning _____ copies of the amendment; (b) By acknowledging receipt of this amendment on each copy of the offer submitted; or (c) BY separate letter or fax which includes a reference to the solicitation and amendment number. FAILURE OF YOUR ACKNOWLEDGMENT TO BE RECEIVED AT THE PLACE DESIGNATED FOR THE RECEIPT OF OFFERS PRIOR TO THE HOUR AND DATE SPECIFIED MAY RESULT IN REJECTION OF YOUR OFFER. If by virtue of this amendment you desire to change an offer already submitted, such may be made by letter or fax, provided each letter or telegram makes reference to the solicitation and this amendment, and is received prior to the opening hour and date specified.					
12. Accounting and Appropriation Data (If Required)					
13. THIS ITEM APPLIES ONLY TO MODIFICATIONS OF CONTRACTS/ORDERS , IT MODIFIES THE CONTRACT/ORDER NO. AS DESCRIBED IN ITEM 14					
<input checked="" type="checkbox"/> A. This change order is issued pursuant to (Specify Authority): 27 DCMR Section 3601.2(c) and Section I.8 Changes of the Contract					
B. The above numbered contract/order is modified to reflect the administrative changes (such as changes in paying office, appropriation data etc.) set forth in item 14, pursuant to the DC Financial Responsibility and Management Assistance Authority.					
C. This supplemental agreement is entered into pursuant to authority of:					
D. Other (Specify type of modification and authority)					
E. IMPORTANT: Contractor <input type="checkbox"/> is not <input checked="" type="checkbox"/> is required to sign this document and return <u>1</u> copies to the issuing office.					
14. Description of Amendment/Modification (Organized by UCF Section headings, including solicitation/contract subject matter where feasible.)					
1. The purpose of Modification No. 12 is to add Attachment A, to add validation of the Primary Client's Social Security Number or Date of Birth information before playing the balance in the IVR and to add Attachment B, Disable commonly used PINs from selection by District EBT cardholders in accordance with the Statements of Work to the contract requirements. 2. Funding in the amount of \$110,000.00 is added for the \$79,100.00 services requested in Attachment A and for the \$30,900.00 services requested in Attachment B. 3. Therefore, the Contract Base Period NTE is increased from \$8,384,253.36 by \$110,000.00 to \$8,494,253.36. All other terms and conditions shall remain unchanged.					
Except as provided herein, all terms and conditions of the document is referenced in Item 9A or 10A remain unchanged and in full force and effect.					
15A. Name and Title of Signer (Type or print) SVP, Government Solutions & Compliance Services			16A. Name of Contracting Officer Drakus Wiggins, CPPB, CPPO		
15B. Name of Contractor DocuSigned by: Prashant Gupta (Signature of person authorized to sign)		15C. Date October 24, 2023		16B. District of Columbia 10:22 EDT Drakus Wiggins (Signature of Contracting Officer)	
				16C. Date Signed 11/15/2023	

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ATTACHMENT A



STATEMENT OF WORK

A. PURPOSE:

1. The contract modification is issued in pursuant to the DC EBT Contract# CFOPD 20-C-014, between the Office of Finance and Treasury on behalf of District of Columbia, Department of Human Services and FIS Information Services, LLC (the Contractor) (as amended the ‘Agreement’), is authorization for the Contractor to:
 - a. Add validation of the Primary Client’s Social Security Number or Date of Birth information before playing the balance in the IVR.

B. PRICING: \$79,100.00

C. DELIVERABLES

The Contractor shall:

1. Add prompts to the DC Customer Service IVR flow to validate the caller before playing the balance.
 - a) Ask for cardholder’s last 4 digits of Social Security Number (SSN)
 - b) If the cardholder’s SSN is not in ebtEDGE then ask for the cardholder’s Date of Birth (DOB).
 - c) If neither the SSN nor DOB is in ebtEDGE the call will end without playing the balance.
2. Allow the caller to make up to 3 validation attempts, after the 3rd attempts the call will end without playing the balance.
3. Update the PIN Select script to only ask for validation that was not previously provided.
4. Update the online information guide for customer service representatives.
5. Update District documentation (Detail Design document and IVR Script), as needed and provide to the District.
6. Allow the District to test the updates in the test environment before implementing in production.

D. CONTIGENCIES

The District’s understanding and agreement that:

- a) Anything not outlined in the modification is outside the scope of this project.
- b) The IVR Script for PIN Select will also be updated. If the caller enters validation to hear their balance, the Contractor will not ask for that validation during the PIN Select.
- c) There will be no changes to the Cardholder Portal or Mobile application.

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- d) The District will be responsible for any Cardholder training associated with this project.
 - e) Updates to Cardholder materials, such as card carriers and brochures, is not in scope of this project.
 - f) The monthly ongoing fee is based on current call volumes. If call volume increases more than 25% over a three (3) month period, the Contractor reserves the right to renegotiate the monthly fee.
2. Receipts by the Contractor of the signed modification.
 3. The District of Columbia’s performance of its obligations set forth herein and in the Agreement to the extent necessary for the Contractor to perform.
 4. Acceptance of the deliverables hereunder is upon delivery by the Contractor.
 5. The Contractor not being responsible for issues or delays outside of the Contractor reasonable control.
 6. Fulfillment of the payment terms listed below.

E. PAYMENT TERMS This modification is payable as follows:

1. Payment term points
 - a) 100% of the one-time implementation cost \$47,000.00 to be invoiced and payable with the District of Columbia’s monthly invoice following the execution of this modification.
 - b) 100% of the Monthly ongoing fee \$5,350.00 to be invoiced monthly and due with the District of Columbia’s monthly invoices following the implementation of this project into Production.

Project Pricing		Qty.	Cost	
Implementation	\$47,000.00	1	\$47,000.00	
Monthly Cost	\$5,350.00	6	\$32,100.00	
			TOTAL	\$79,100.00

F. Other Terms:

1. The District will pay the Contractor for any hours and costs incurred by the Contractor, expended after the District provides approval of modification, should the District cancel the project after signing. The payment will not exceed the pricing amount of the contract modification.
2. This modification will be effective when signed by both parties. Unless the expiration date of the modification is expressly set forth herein, this modification will expire upon the delivery by the Contractor of the deliverables described above.
3. No government funds to be paid under this modification being or will be used to develop any current or future intellectual property of the Contractor except as expressly set forth in this modification. No rights in intellectual property are being transferred pursuant to this modification.
4. This modification supersedes any verbal agreements or understanding made previously regarding this subject.

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ATTACHMENT B



STATEMENT OF WORK

A. PURPOSE:

1. The contract modification is issued in pursuant to the DC EBT Contract# CFOPD 20-C-014, between the Office of Finance and Treasury on behalf of District of Columbia, Department of Human Services and FIS Information Services, LLC (the Contractor) (as amended the ‘Agreement’). is authorization for the Contractor to:
 - a. Block commonly used PINs from being selected by District EBT cardholders.

B. DELIVERABLES: The Contractor shall:

1. Disallow cardholders from selecting commonly used PINs on the Cardholder Portal/Mobile App, IVR, and POS PIN select devices.
2. Work with the District to determine up to 20 PIN values that cardholders will be blocked from selecting.
3. Work with the District to set an implementation date for blocking common PINs.
4. Provide a message in the District IVR and the Cardholder Portal/Mobile App to be displayed when a cardholder attempts to select change PIN to one that is not allowed.
5. Allow sufficient time to test common PIN blocking with the District in the test environment.
6. Notify and train the call center about blocking common PINs for the District.
7. Update District documentation, as needed and provide to the District.

C. CONTINGENCIES:

1. The Contractor performance under this modification is contingent upon:
 - a. The District’s understanding and agreement that:
 1. Anything not outlined in this modification is outside the scope of this project.
 2. The District will notify EBT cardholders of Common PIN Blocking.
 3. The District will be responsible for any Cardholder training associated with this project.
 4. Updates to Cardholders materials, such as card carriers and brochures, is not in scope of this project.
 5. The monthly ongoing fee is based on current call volumes. If call volume increases more than 25% over a three (3) month period the Contractor reserves the right to renegotiate the monthly fee.
 6. The District of Columbia’s performance of its obligations set forth herein and in the Agreement to the extent necessary for the Contractor to perform.
 7. Acceptance of the deliverable hereunder is upon deliver by the Contractor.

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8. The Contractor isn't responsible for issues or delays outside of the Contractor's reasonable control.
9. Fulfillment of the payment terms listed below.

D. PAYMENT TERMS:

1. This modification is payable as follow:
 - a. Payment term points
 - b. 100% of the one-time implementation cost \$30,000.00 to be invoiced and payable with the District of Columbia's monthly invoice following the execution of this modification.
 - c. 100% of the Monthly ongoing fee \$150.00 to be invoiced monthly and due with the District of Columbia's monthly invoices following the implement of this project in Production.

Project Cost		Qty.	Cost	
Implementation	\$30,000.00	1	\$30,000.00	
Monthly Cost	\$150.00	6	\$900.00	
			TOTAL	\$30,900.00

E. OTHER TERMS:

1. The District will pay the Contractor for any hours and cost incurred by the Contractor, expended after the District provides.
2. Approval of modification should the District cancel the project after signing.
3. This modification will be effective when signed by both parties. Unless the expiration date of the modification is expressly set forth herein, this modification will expire upon the delivery the Deliverables described above.
4. No government funds to be paid under this modification are being or will be used to develop any current or future intellectual property of the Contractor except as expressly set forth in this modification. No rights in intellectual property are being transferred pursuant to this modification.
5. This modification supersedes any verbal agreements or understanding made previously regarding this subject.