AMENDMENT OF SOLICITATION / MODIFICATION OF CONTRACT	1. Contract Number CFOPD-21-C-001	Page of Pages 1 3

2. Amendment/Modification Number	3. Effective Date	4. Requisition/Purchase Request No.	5. Solicitation Caption
Modification 13	See 16 C below		GenTax Maintenance & Support Services

6. Issued by: Code	7. Administered by (If other than line 6)
Office of the Chief Financial Officer Office of Contracts 1100 4th Street, S.W. Suite E620 Washington, D.C. 20024	

8. Name and Address of Contractor (No. street, city, county, state and zip code)		
FAST Enterprises, LLC 7229 S. Alton Way Centennial, CO 80112 Attn: James Harrison businessteam@fastenterprises.com (877) 275-3278		9A. Amendment of Solicitation No.
		9B. Dated (See Item 11)
	X	10A. Modification of Contract/Order No. CFOPD-21-C-001
Code Facility		10B. Dated (See Item 13) July 1, 2021

11. THIS ITEM ONLY APPLIES TO AMENDMENTS OF SOLICITATIONS

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

12. Accounting and Appropriation Data (If Required)

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

X	A. This change order is issued pursuant to (Specify Authority): 27 DCMR Chapter 3601.2(c) Agreements of the Parties 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 27 DCMR, Chapter 3601.3
	C. This supplemental agreement is entered into pursuant to authority of:
	D. Other (Specify type of modification and authority):

E. IMPORTANT: Contractor ☐ is not ☒ is required to sign this document and return one (1) copy to the issuing office.

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

The District intends to achieve the following with Modification #13:

1. Replace Section B.5.2 Option Year 3 with the revised Section B.5.2 Option Year 3 provided in Attachment A to add CLIN 37 for “FAST SMS”.

2. Add Section C.3.XXIV FAST SMS as provided in Attachment B with the new requirements.

3. This Modification is a no cost contract modification. The monthly FAST SMS Service will be billed in Option Year 4 for usage incurred after the production implementation date of FAST SMS.

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)		16A. Name of Contracting Officer	
James G. Harrison, Authorized Signatory/Member		Drakus Wiggins, CPPB, CPPO	
15B. Name of Contractor	15C. Date Signed	16B. District of Columbia	16C. Date Signed
James G. Harrison (Signature of person authorized to sign)	4-28-2025	Drakus Wiggins (Signature of Contracting Officer)	04/30/2025

ATTACHMENT A

1. Section B.5.2.1 Option Year 3 Pricing is hereby added as follows:

B.5.2 Option Year 3 Pricing (July 1, 2024, through June 30, 2025)

CLIN	Description		Total Price
31	Level 1 Annual Maintenance		$1,831,077.36
32	Centralized Tech Support (CTS)		$371,937.59
33	Hosting System - FHS Managed Services on Commercial Cloud (Cloud 2.0 with SQL Server)		$1,854,353.86
34	Fraud Detection Maintenance Service (FDS)		$353,695.48
35	Resource Support Services (NTE)		$4,844,115.16
	Full Time Equivalent (FTE) Resource Quantity	**Hourly Rate per FTE**	
35a	10+ FTE Offsite	$205.99	
35b	10+ FTE Onsite	$211.72	
35c	5-9 FTE Offsite	$211.72	
35d	5-9 FTE Onsite	$217.44	
35e	1-4 FTE Offsite	$217.44	
35f	1-4 FTE Onsite	$223.16	
36	Core21 Upgrade Implementation -Capital		$2,500,000.00
37	FAST SMS		$0.00
	Total		**$11,755,179.44**
	Applied Discount per Section B.5.4		-$200,000.00
	Total Estimated Option Year 3		**$11,555,179.44**

	Optional Item Description	Price
37	Level 3 – Add On to Level 1	$3,630,110.87

ATTACHMENT B

2. Section C.3.XXIV FAST SMS is hereby incorporated as follows:

XXIV FAST SMS – Terms of Use

1. The District will adhere to Contractor's SMS terms of use attached hereto as Appendix 1 to Attachment B.
2. The anticipated date for using the FAST SMS Service is within one (1) month of the contract modification execution.

APPENDIX 1

FAST SMS Terms of Use

Proprietary and Confidential

Version: 1.6

October 10, 2024

Table of Contents

Agreement 3
What is SMS? 3
Third-party Service 3
Acceptable Use 3
Sample Opt-in Language – Long 4
Sample Opt-in Language – Short 4
Prohibited Use 4
Summary of Prohibited Uses 4
Technical requirements 5
Toll-free phone numbers 5
Cost 5
Pre-Production 5
Production 6
Invoicing 6
Change and Termination 6
Agreement 7

FAST ENTERPRISES

Agreement

By installing, configuring, and/or using the FAST SMS Gateway Service (the “SMS Service”), __________ (the “Agency”) agrees to be bound by these terms (the “Terms of Use”) while the SMS Service is used in any Agency environment. Fast Enterprises, LLC (“FAST”) controls the SMS Service.

What is SMS?

Simple Message Service (“SMS”) is the mobile phone protocol that almost all phones use to send text messages. Using an SMS gateway such as the SMS Service removes message delivery uncertainty ensuring that messages, sent to a valid number, have a very high delivery probability. The gateway provides message delivery confirmations for messages sent to recipients on carriers that support delivery notifications.

Third-party Service

FAST provides its SMS Service without additional on-site interface development. The Service depends on a third-party provider FCC registered carrier (the “SMS Provider”) to provide third-party services to FAST by relaying messages to carriers and adjudicating adherence to Federal law. The Agency must coordinate with FAST to deploy the SMS Service and set up appropriate configurations with the SMS Provider.

Acceptable Use

The Agency agrees to adhere to the acceptable use policy by FAST’s SMS Provider. To maintain functionality for all clients, FAST will temporarily suspend service to the Agency for any violation of this policy. Service will be restored as soon as the Agency takes satisfactory remedial steps to ensure that the prohibited activity will not continue. FAST will not be responsible for any violation of the acceptable use policy by the Agency or its Customers. The full vendor acceptable-use policy is applicable, excluding the choice of law provision, and is available online:

https://www.bandwidth.com/legal/acceptable-use-policy/

Please direct questions regarding the acceptable use policy to FAST’s on-site project manager and/or the FAST Development Center. The basic rules are:

- The receiver of the SMS has chosen to opt-in
- The receiver of the SMS has the option to opt-out
- The message is for a specific agency related activity

Acceptable use examples include two-Factor authentication, vehicle renewal reminder, notice of tax deadline Changes, and unemployment benefit approval notification.

It is critical that the Agency inform users with proper “Opt-in” language explaining what they are opting in to, how often they will receive messages, and a warning about fees. CTIA provides a best practices document that should be reviewed by anyone crafting messages and campaigns using the SMS service.

Section 5 of this document contains best practices regarding SMS messaging. Please see examples of long and short opt-in messages for customer enrollment in SMS.

Before provisioning phone numbers for use by the SMS service, Agency will provide a copy of, or link to, Agency's publicly available privacy policy to be kept on file by FAST for use in resolving deliverability issues that may arise. Agency will provide FAST with updates to the privacy policy as applicable. FAST may provide the privacy policy to our third-party FCC registered carrier which may be relayed to downstream carriers to demonstrate the integrity of messages sent by the agency. Likewise, if deliverability issues arise, Agency may be requested to provide a demonstration (screenshots) of the customer opt-in process to further demonstrate Agency message integrity.

Sample Opt-in Language – Long

By entering your cell phone number and clicking “I consent” (or whatever describes the enrollment website mechanic) I understand that the [Agency Name] will send a text to the number provided to be used to authenticate my identity while signing into the [Agency Name] website. I understand that two factor authentication messages will only be sent during sign-in, and no customer service is being offered from the [Agency Name] via text.

Insert enrollment buttons here

If you have questions or problems with receiving your texts, please contact xxxx@xxx.com (or phone number) or reply HELP to any text message you receive. You may un-enroll from this service by replying with the word STOP to any text message you receive, or by unenrolling your account from your [Agency Name] website.

Standard message and data rates may apply. Please contact your cell phone provider for any questions regarding your rates.

Sample Opt-in Language – Short

[Agency Name] will send you a message each time you access your account. Standard message and data rates may apply; reply STOP to end messages at any time.

Prohibited Use

FAST is acting as the primary customer for the SMS Provider and is obligated to non-negotiable contract terms when implementing the SMS Service for our clients. It is extremely important that none of the prohibited actions below, or any other prohibited use, occur as such an action can result in the SMS Provider blocking all messages for FAST customers and even termination of our contract.

Summary of Prohibited Uses

- Use of third-party “URL shorteners” to send links
    - ex. Bit.ly, TinyURL
- Conducting or forwarding surveys (this may be supported by special request only)
- Repetitive or continuous messaging (excluding authentication codes)
- Activities which conflict with CAN SPAM Act of 2003

- Customers should only receive text if they opt-in
- Customers should always have an option to opt-out
- Using services to interact with law enforcement or emergency services
  - "Text us if you need police assistance" for DMV roadside vehicle emergencies
- Sending PII over text: use the guidelines for e-Services when displaying PII, if at all
- Activities conflicting with HIPPA policies regarding medical information
  - Unemployment Insurance – Health questions or health notifications via text
  - Tax – Disability, healthcare, or medical questions via text
  - DMV – CDL medical certificate or vision scores via text

Prohibited Use examples include sending out coupons for goods or services, forwarding Amber Alerts, messaging political information, or inviting customers to a charity event. To maintain functionality for all clients, FAST will temporarily suspend service to any agency found to be engaging in a prohibited use. FAST will restore service to the agency when the client takes satisfactory remedial steps to ensure that the prohibited use will not continue. Neither FAST nor its SMS Provider will be responsible for any Prohibited Use by our clients or their customers.

Technical requirements

The FAST SMS Gateway utilizes a REST API to send and receive SMS messages and to receive delivery notifications. Each environment utilizing the FAST SMS Gateway must allow outgoing traffic to https://messaging.bandwidth.com/api/v2 and must also provide an environment-specific callback URL. The callback URL must allow https traffic from the static IP addresses listed below. The FAST SMS Gateway requires TLS 1.2 for all traffic and self-signed certificates are not supported.

FAST will provide the static IP addresses for incoming traffic during implementation.

Toll-free phone numbers

Each agency, environment, and use-case will be provided a new toll-free number. This is used to ensure traffic for Two Factor codes have a dedicated line and each type of activity is isolated.

FAST will provide these toll-free numbers at no additional cost.

Cost

FAST incurs costs for each SMS message sent and received by the Service and is committed to offering competitive pricing to our clients. The pricing schedule below is based on the number of SMS message segments sent or received monthly. FAST invoices clients quarterly based on usage with a $500.00 per month minimum charge. Note that International messages can be enabled or disabled.

Pre-Production

Before Agency implements the FAST SMS Gateway in a production environment, Agency may use 1,000 SMS messages per month across non-production environments at no charge. If Agency exceeds 1,000

FAST ENTERPRISES

messages per month, FAST may, at its sole option, bill extra messages at the rates defined in the Production SMS Pricing Schedule.

Anticipated date for use in a production environment:

Production

Once Agency implements SMS messaging in any production environment, the following pricing schedule applies to all environments (production and non-production).

Monthly Message Rates Counted as message segments sent or received	
Minimum Charge	$500.00 / Month
1 - 1,000,000	$0.007 / Message Segment
1,000,001 - 10,000,000	$0.006 / Message Segment
10,000,001 +	$0.005 / Message Segment
Canada	$0.015 / Message Segment
International *	$0.100 / Message Segment
Carrier Fees, Taxes, and Surcharges	Passed through from cellular carriers

* Where supported by the recipients' foreign carrier. The SMS Service limits international message delivery to one (1) per second

Invoicing

FAST bills clients on a message segment basis (incoming and outgoing) each quarter. There is a $500.00 minimum charge per month.

The SMS Service computes the number of segments contained in each message and provides this information to FAST. Several factors influence the number of segments including, but not limited to, message length, character types, special characters, etc. FAST's invoices will contain the number of segments consumed, the rate per segment, and the total due. FAST will charge applicable tax according to Agency jurisdictional taxation laws.

Change and Termination

FAST reserves the right to change these Terms of Use and/or terminate the SMS Service by providing the Agency thirty (30) days notice in writing.

Agency may opt out of these Terms of Use by discontinuing its use of the SMS Service and informing FAST. Upon opting out, FAST will deliver a final invoice on its normal billing cycle.

FAST ENTERPRISES

Agreement

By signing below, the authorized representatives of each Party agree to be bound hereby.

Agreed To:

Fast Enterprises, LLC

4-28-2025

Signature Date

Authorized Signatory/Member

Title

Agreed To:

<insert agency name>

Signature Date

Title