



Texas Department of Motor Vehicles
Business Unit # 60800
Purchase Order # 0000015309
Purchase Order Change Notice (# 2)

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Payment Terms: NET30 **Freight Terms:** FOB Destination **Ship Via:** US MAIL **PCC:** I **PO Date:** 11/14/2024 **PO End Date:** 08/31/2025 **PO Method:** DG **Dispatch:** Dispatch Via Print **Rev Dt:** 10/06/2025
PLEASE NOTE: ADDITIONAL TERMS AND CONDITIONS MAY BE LISTED AT THE END OF THE PURCHASE ORDER.

Vendor: TTEC GOVERNMENT SOLUTIONS LLC
6312 S FIDDLERS GREEN CIR STE 100N
GREENWOOD VILLAGE CO 80111-4928
United States

Ship To: 1P00 - TxDMV Warehouse
4000 Jackson Avenue
Austin TX 78731
United States

Vendor ID: 1542138949 3 001

Purchaser: Matthew Terrell Windham
Phone: 512/465-5808
Fax: 512/465-5641

Ship To Attention: Andrew Ortegon

Bill To: 4000 Jackson Avenue
Austin TX 78731
United States

Email: Matthew.Windham@txdmv.gov

Bill To Fax:

Bill To Email: DMV_FIN-INVOICES@TxDMV.gov

PO Information:

POCN #2 Matthew Windham 10/06/2025
Added line 4 to include \$21,067.40 in additional funds to process August 2025 invoice. Reference Invoice # 5010766. PO total increased from \$534,701.00 to \$555,768.40. All else remains unchanged.

POCN #1 Matthew Windham 05/30/2025
Added lines 2 and 3 to include additional services to existing subscription. Updated Buyer from Mandy Driskill to Matthew Windham. PO total increased from \$534,600.00 to \$534,701.00. All else remains unchanged.

This procurement has been carried out, and this Purchase Order (PO) has been issued, under the stipulations of the DIR Contract No. DIR-TSO-4288 (DIR Contract), and additional terms and conditions from TxDMV that apply only to the extent they do not contradict or weaken the terms and conditions of the DIR Contract. The Vendor agrees by accepting and beginning the delivery of the goods, products, or services under this PO that none of the terms within this PO are to be considered pre-printed terms and conditions.

The documents incorporated by reference into this PO include: (1) the DIR Contract; (2) the TxDMV Contract Affirmations (version 1.9c), as modified; (3) the TxDMV Contract Terms and Conditions (updated January 2022), as modified; and (4) the TTEC Product Quote, including all hyperlinked documents referenced therein.

The controlling order of precedence will be as follows:

1. DIR Contract;
2. This PO;
3. TxDMV Contract Affirmations;
4. TxDMV Contract Terms and Conditions; and
5. TTEC's Product Quote.

Effective Date of Agreement (Statement of Work): 05/13/2024

SOW Term: 39 months (3 Months Ramp Period and 36 Months Subscription Period)

3 Month Ramp Period: 05/13/2024 - 08/12/2024

36 Month Subscription Period: 08/13/2024 - 08/12/2027

FY24 05/13/2024 to 08/31/2024 - PO 60800 0000014359

FY25 09/01/2024 to 08/31/2025 - PO 60800 0000015309

FY26 09/01/2025 to 08/31/2026

FY27 09/01/2026 to 08/12/2027

Termination:

Authorized Signature

Matthew Windham

10/06/2025



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This PO and all associated contractual agreements are subject to Termination as outlined in Subsection 11.2 of Appendix A in the DIR Contract. To remove any uncertainty, the Vendor's acceptance of this PO and initiation of its performance constitutes acknowledgment and agreement that this PO and any related agreements may be terminated, whether during the initial term or any subsequent extension or renewal due to non-appropriation, convenience, or cause.

Change Orders:

Change orders will be allowed only if unforeseen conditions arise such as, but not limited to, increasing or decreasing quantities or if the department needs dictate changes. All changes shall be in the scope of original work. No verbal change orders shall be permitted. All change orders must be in writing with a Purchase Order Change Notice (POCN) issued by TxDMV Purchasing Section.

Payment:

Payment will be made in accordance with the Texas Prompt Payment Act, TGC, Subtitle F, Chapter 2251. Vendor shall submit one copy of a correct itemized invoice showing the PO number, payee ID., remit to address, and phone number on invoice. Vendors may submit an electronic invoice. All electronic invoices shall be sent to DMV_FIN-INVOICES@txdmv.gov (note: There is an underscore "_" between DMV and FIN). All invoices received at the email address will be filed for future reference and you will receive a receipt confirmation email. To avoid the confusion of duplicate invoices, please do not send other copies of this invoice via regular mail, fax or other means. On emails for electronic invoices, include the company name (as it appears on the invoice) and the PO number in the subject line to assist in identifying and processing your invoices in a timely manner. TxDMV will not incur any penalty for late payment if payment is made in 30 days or less from receipt of goods or services and a correct invoice, whichever is later.

Note: Warrants will not be issued to the Vendor without a current Texas Identification Number.

Quantity(ies):

Quantities are estimated: TxDMV does not guarantee to purchase any minimum or maximum quantity. TxDMV reserves the right to increase or decrease the quantity(ies) of the PO at the same original terms and conditions. The Vendor will be notified in writing by PO change notice of any requirements for any increased or decreased quantity(ies).

Delivery:

Delivery of goods shall be in accordance with the delivery requirements of this PO, any underlying or associated contract for the goods being purchased and any other requirements set for by TxDMV or state law. Upon delivery, the bill of lading shall include at a minimum the following information: TxDMV Division and Contact Name, TxDMV Purchase Order number, Delivery Address, Vendor contact information and return address. If the Vendor has an updated delivery schedule or more accurate delivery date, the Vendor shall notify the TxDMV contact immediately.

Technical POC: George Mallick
Email: george.mallick@txdmv.gov

Contract Monitor: Andrew Ortegon
Email: andrew.ortegon@txdmv.gov

Vendor Contact: Kelley Jacob
Email: kelly.jacob@ttecdigital.com
Cell: 512.718.8200
Direct: 713.554.9061

DIR Vendor Contact: Kai Hollenhorst
Email: kai.hollenhorst@carasoft.com
Phone: 703.230.7536

Line-Sch:	Line Description:	PCA:	Class/Item:	Quantity:	UOM:	Unit Price:	Extended Amt:	Due Date:
1-1	Genesys Cloud Recurring Subscription	30106	956/35	1.0000	EA	\$534,600.0000 0	\$534,600.00	11/14/2024
							Schedule Total	\$534,600.00
Contract ID: 0000014359					ReqID: 0000016030			
Item Total for Line # 1								\$534,600.00

Authorized Signature

Matthew Windham

10/06/2025



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Line-Sch:	Line Description:	PCA:	Class/Item:	Quantity:	UOM:	Unit Price:	Extended Amt:	Due Date:
2-1	Genesys Enhanced TTS Wavenet Voice	58718	956/35	1.0000	EA	\$100.00000	\$100.00	05/30/2025
							Schedule Total	\$100.00
Contract ID:					ReqID:			
0000014359					0000016789			
							Item Total for Line # 2	\$100.00

Line-Sch:	Line Description:	PCA:	Class/Item:	Quantity:	UOM:	Unit Price:	Extended Amt:	Due Date:
3-1	AI Experience Tokens Concurrent	58718	956/35	1.0000	EA	\$1.00000	\$1.00	05/30/2025
							Schedule Total	\$1.00
Contract ID:					ReqID:			
0000014359					0000016789			
							Item Total for Line # 3	\$1.00

Line-Sch:	Line Description:	PCA:	Class/Item:	Quantity:	UOM:	Unit Price:	Extended Amt:	Due Date:
4-1	Additional Funds for Genesys Cloud Invoice	58019	956/35	1.0000	EA	\$21,067.40000	\$21,067.40	10/10/2025
							Schedule Total	\$21,067.40
Contract ID:					ReqID:			
0000014359					0000017711			
							Item Total for Line # 4	\$21,067.40

							Total PO Amount	\$555,768.40
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All Shipments, Shipping papers, invoices and correspondence must be identified with our Purchase Order Number. Over shipments will not be accepted unless authorized by Purchaser prior to Shipment.

Texas Department of Motor Vehicles Standard Terms and Conditions can be found at: <http://www.txdmv.gov/contractors-vendors>

Authorized Signature

Matthew Windham

10/06/2025