Texas Department of Motor Vehicles

Business Unit # 60800
Purchase Order # 0000018141

Payment Terms:	Freight Terms:	Ship Via:	PCC:	PO Date:	PO End Date:	PO Method:	Dispatch:	Rev Dt:
NET30	FOB Destination	US MAIL	I	08/25/2026	08/31/2027	CP	Dispatch Via Print	

PLEASE NOTE: ADDITIONAL TERMS AND CONDITIONS MAY BE LISTED AT THE END OF THE PURCHASE ORDER.

Vendor: TTEC GOVERNMENT SOLUTIONS LLC
PO BOX 7411042
CHICAGO IL 60674-1042
United States

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

Ship To Attention: Michelle Helen Bryant

Bill To: 4000 Jackson Avenue
Austin TX 78731
United States

Vendor ID: 1542138949 3 002

Purchaser: Maxwell Alexander Brown
Phone: 512/465-4000
Fax: 512/465-5641

Bill To Fax:

Email: maxwell.brown@txdmv.gov

Bill To Email: DMV_FIN-INVOICES@TxDMV.gov

PO Information:

.
This Purchase Order (PO) adds FY26 funds for monthly overages for Genesys Cloud Recurring Subscription and is part of an ongoing 39-month subscription from 05/13/2024 - 08/12/2027 originally established under PO #0000014359. At the end of FY25 funding PO #0000015309, it was decided to move the services to the DIR Data Center Services (DCS) Program under Ticket Number RITM1196875 and RITM1196876. As part of the original agreement, the services included estimates for monthly overages which were not covered under the DCS Program tickets. Due to the inability for the DCS Program contracts to allow for monthly billing, this PO is being issued to add funds to process payment for these monthly overages.
.
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 - PO 60800 0000017483
FY27 09/01/2026 to 08/12/2027 - PO 60800 0000018141

Termination:
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

Authorized Signature

Maxwell Brown

08/25/2026

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.

.

Each SVCU (service unit) is priced at $1.00. A SVCU is a TxDMV internal system unit of measure. Vendor shall invoice at the price(s) for work authorized under the purchase order.

.

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 purchase order 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 purchase order 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 a 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 purchase order at the same original terms and conditions. The vendor will be notified in writing by purchase order 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 purchase order, 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.

.

Additionally, this Purchase Order is governed by the current TxDMV Contract Affirmations and TxDMV Contract Terms and Conditions, unless modified by Supplemental Conditions approved and provided by TxDMV. If this PO contains goods or services purchased from a DIR Cooperative Contract, the purchase is governed by the current TxDMV Supplemental Terms and Conditions with Affirmations for Purchases through the DIR Cooperative Contracts Program. These documents can be found at: http://www.txdmv.gov/contractors-vendors. For the avoidance of doubt, unless expressly stated otherwise in this Purchase Order or a TxDMV signature document, in the event of a conflict, ambiguity, or inconsistency between or among any Purchase Order documents, all TxDMV documents take precedence over the Contractor's documents, if any.

.

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

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

Vendor Contact: Kelley Jacob
Email: kelley.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

Authorized Signature

Maxwell Brown

08/25/2026

Line-Sch:	Line Description:	PCA:	Class/Item:	Quantity:	UOM:	Unit Price:	Extended Amt:	Due Date:
1-1	Funds for Monthly Overages for Genesys Cloud Recurring Subscription	31010	956/35	6000.0000	UNT	$1.00000	$6,000.00	08/25/2026

Schedule Total $6,000.00

Contract ID:
0000014359

ReqID:
0000018993

Item Total for Line # 1 $6,000.00

Total PO Amount $6,000.00

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

Maxwell Brown

08/25/2026