

THE STATE OF NEW HAMPSHIRE DEPARTMENT OF TRANSPORTATION



WILLIAM CASS, P.E ASSISTANT COMMISSIONER

> September 18, 2015 Bureau of Turnpikes

Her Excellency, Governor Margaret Wood Hassan and the Honorable Council State House 'Concord, New Hampshire 03301

REQUESTED ACTION

1. Pursuant to RSA 237:15-a, Transfers from the General Reserve Account, authorize the Department of Transportation, Bureau of Turnpikes to transfer funds in the amount of \$4,500,000 from the Turnpike General Reserve Account to budget and expend revenue for the design, testing, installation and consultant oversight of the NH E-ZPass Back Office for the Division of Operations, to be effective upon Governor and Council approval through June 30, 2016 and the amount requested for the FY 2017 budget. 100% Turnpike Funds.

FROM: 04-096-096-961017-363615-0000 Turnpike Fund Balance

\$4,500,000

04-096-096-961017-70500000	Current Budget FY 2016	Requested Change	Revised Budget FY 2016
Tpk Toll Collection			
Expenses:	·		
020 500200 Current Expense	\$2,500,000	\$0	\$2,500,000
022 500255 Rents-Leases Other than State	1,500	0	1,500
023 500291 Heat, Electricity, Water	18,510	0	18,510
024 500225 Maint Other than Bldg-Grnds	3,950,162	0	3,950,162
026 500251 Membership Fees	75,000	0	75,000
046 500463 Eng Consultants Non-Benefits	3,500,000	3,150,000	6,650,000
080 500710 Out of State Travel	9,000	0	9,000
102 500731 Contracts for Program Svcs	8,506,063	0	8,506,063
103 502664 Contracts for Operational Svcs	8,900	0	8,900
Total	\$18,569,135	\$3,150,000	\$21,719,135
Source of Funds			
Revenue:			
000017 Turnpike Fund	\$18,569,135	\$3,150,000	\$21,719,135

04-096-096-961017-70500000	Budget Request FY 2017	Requested Change	Revised Budget Request FY 2017
Tpk Toll Collection			
Expenses:			444
020 500200 Current Expense	\$2,600,000	\$0	\$2,600,000
022 500255 Rents-Leases Other than State	1,500	0	1,500
023 500291 Heat, Electricity, Water	18,510	0	18,510
024 500225 Maint Other than Bldg-Grnds	2,100,000	0	2,100,000
026 500251 Membership Fees	75,000	0	75,000
046 500463 Eng Consultants Non-Benefits	1,500,000	1,350,000	2,850,000
080 500710 Out of State Travel	9,000	0	9,000
102 500731 Contracts for Program Svcs	7,900,000	0	7,900,000
103 502664 Contracts for Operational Sycs	9,200	0	9,200
Total	\$14,213,210	\$1,350,000	\$15,563,210
Source of Funds			
Revenue:			
000017 Turnpike Fund	\$14,213,210	\$1,350,000	\$15,563,210

The unaudited Turnpike Fund Balance Surplus account as of June 30, 2015 was \$76.6 million, and is projected to be \$39.7 million as of June 30, 2016. See attached.

2. Authorize the Department of Transportation to enter into a contract with Cubic Transportation Systems, Inc. (Vendor #267136) in the amount of \$51,889,724.83 for design, testing, installation and maintenance services for the operation of the NH E-ZPass Back Office for the Turnpike System within the Division of Operations effective upon Governor and Council approval, through June 30, 2021 with an option to renew, at the sole discretion of the State, for up to three (3) additional three (3) year optional operation periods up to, but not beyond June 30, 2030, subject to Governor and Council approval. 100% Turnpike Funds.

Funds to support this request are anticipated to be available in the following accounts in State FY 2018, State FY 2019, State FY 2020 and State FY 2021 upon the availability and continued appropriation of funds in the future operating budget, with the ability to adjust encumbrances between State Fiscal Years through the Budget Office, if needed and justified.

04-096-096-	FY 2016	FY2017	FY2018	FY 2019	FY 2020	FY 2021
961017-7050 Consultants 046-500463	\$6,650,000.00	\$2,850,000.00				
04-096-096- 961017-7050 Credit Card Processing Services 020-500205		\$1,149,336.70	\$1,406,788.08	\$1,434,923.88	\$1,463,622.36	\$1,492,894.80
04-096-096- 961017-7050 Contract Services 102-500731		\$4,817,712.52	\$7,687,841.03	\$7,511,094.86	\$7,616,184.11	\$7,809,326.49
Fiscal Year Totals	\$6,650,000.00	\$8,817,049.22	\$9,094,629.11	\$8,946,018.74	\$9,079,806.47	\$9,302,221.29

EXPLANATION

<u>Transfer from General Reserve Account to NH Turnpike Toll Collection (70500000) – 100% Turnpike Funds:</u>

- Class 046 FY 2016: Increase Class 046 in Accounting Unit 7050 by \$3,150,000. This transfer will allow for payment of FY 2016 contract expenditures for the new Back Office system development, expected to begin in October, 2015. This account was budgeted in FY 2016 but the amount of the contract exceeds the budget.
- Class 046 FY 2017: Increase Class 046 in Accounting Unit 7050 by \$1,350,000. This transfer will allow for payment of FY 2017 contract expenditures for the new Back Office system development. This account was budgeted in FY 2017 but the amount of the contract exceeds the budget.

RSA 237:16-b as amended in 2001authorized the Department to participate in a regional Electronic Toll Collection system (E-ZPass). Governor and Council on August 22, 2001 authorized the Department to enter into an Interagency Group (IAG) agreement to implement electronic toll collection in a manner that provides a seamless toll system for motorists and commercial operators along the eastern seaboard of the United States.

A Back Office System to Support Electronic Tolling, Video Tolling and Violation Processing is necessary to continue to operate the E-ZPass system. The above referenced contract involves engaging Cubic Transportation Systems Inc. to perform design, testing, installation, maintenance and operation services for the NH E-ZPass Back Office for the Turnpike System within the Division of Operations. This request specifically addresses the procurement of the Back Office System (BOS) and Customer Service Center (CSC) and their related maintenance and operation services under RFP 2015-068.

The initial portion of the contract is estimated to be 14 months and involves the design, development, testing and installation of an enhanced BOS system and CSC with the following project goals as described in the RFP.

- Goal 1 Procure a hosted back office platform which is sustainable and scalable for a minimum of 14 years (the maximum life of this contract).
- Goal 2 Transition from the existing legacy system with minimal impact to operations and impacts to patrons.
- Goal 3 Provide call center and back office operations supported locally.
- Goal 4 Ability for greater adaptation to meet MAP-21 mandates.
- Goal 5 Incorporate streamlined processes for capturing customer information, tracking violations through their lifecycle and license plate updates.
- Goal 6 Ability to identify and to pursue multiple plate types with special characters.
- Goal 7 Ability to pursue out-of-state violators with the potential to utilize registration holds with the corresponding DMVs.
- Goal 8 Redesign the <u>www.ezpassnh.com</u> website to be more customer friendly and interactive.

The BOS system will specifically be designed and developed to support the management of NH E-ZPass accounts, including fund management on behalf of the Department; process and reconcile all in-state and out-of-state toll revenue collected, including financial reconciliation and reciprocity with other E-ZPass agencies within the Inter Agency Group; administer invoicing/violation processing for unpaid transactions; manage the transponder inventory and purchase and sale of transponders; integrate all functions of a customer call center; manage the operation of the E-ZPass walk-in-centers; and host and manage the NH E-ZPass website. The BOS system will be designed, developed, tested and installed by September 1, 2016. The current vendor, Xerox, will continue to operate the existing legacy system and is retained to support the data migration under their existing contract during the transition period. The current Xerox contract expires on September 30, 2016.

In addition to the deployment of the enhanced BOS, the second portion of the contract includes operation and maintenance of the NH E-ZPass BOS, including a locally established and operated CSC. The scope of services includes but is not limited to account maintenance, invoice and violation processing, reciprocity file management, website maintenance, customer service support and operation of threeWalk-in-Centers.

Working closely with Jacobs Engineering, the Turnpike Systems' Tolling Services consultant, to incorporate best practices in back office systems and customer service, the Bureau of Turnpikes developed the RFP using a best value procurement approach with the technical proposal and cost proposal apportioned at 70% and 30% respectively. The combined implementation and maintenance contract will be a fixed price contract for an approximate 6-year term beginning upon G&C approval and ending June 30, 2021, with the option, at the sole discretion of the State, to extend for up to three 3-year terms up to but not beyond June 30, 2030. The Department of Information Technology reviewed and approved the RFP on December 9, 2014.

On December 9, 2014, the Department publicly advertised the subject RFP. During the response period, the Department conducted a Vendor Conference for all vendors who responded with intent to submit and entertained questions and/or inquiries from the Vendors. Proposals were received from the following vendors in accordance with the requirements for submission, including the stipulated deadline of February 13, 2015:

VENDOR NAME

- Cubic Transportation Systems, Inc., San Diego, CA
- Egis Projects, Inc., Orlando, FL
- Xerox State & Local Solutions, Inc., Germantown, MD

Proposals from each vendor were reviewed by the Back Office Procurement RFP Selection Committee along with technical review support by the Bureau of Turnpikes' consultant, Jacobs Engineering. On April 7th and 8th of 2015, the Selection Committee held interviews with the three vendor teams, where each team conducted a presentation describing their team, capabilities, and pertinent aspects of their proposal; provided answers to a specific set of questions targeting each proposal; demonstrated their product; and participated in an open question and answer period. Following the interviews on April 8, 2015, the Selection Committee met to discuss the Vendor Interviews and finalize the ratings of the Proposals. The Selection Committee was comprised of Bureau of Turnpikes Assistant Administrator (RFP's Project Manager), Bureau of Turnpikes E-ZPass Program Manager, Bureau of Turnpikes Business Administrator, Bureau of Finance & Contracts' Administrator III, Commissioner's Office Assistant Director of Project Development, and Department of Information Technology IT Project Manager.

Following the interviews, the Selection Committee met to discuss the Vendor Interviews and finalize the ratings of the Proposals using the table below.

CATAGORIES	POINTS
TECHNICAL PROPOSAL with the following potential maximum scores	70
for each Technical Proposal category;	
Proposed Back Office System Design and Technical	20
Back Office Service and Operations Approach	15
Firms Qualifications, Project Team, Capabilities and References	20
Implementation, Transition and Delivery Approach	15
*PRICE PROPOSAL POTENTIAL MAXIMUM POINTS	30
Deployment/Implementation	15
Operations	15
TOTAL POTENTIAL MAXIMUM POINTS AWARDED	100

*The following formula was used to assigned points for the price proposal: Vendor's Price Score = (Lowest Proposed Price/Vendor's Proposed Price) x 15.

Based on the above mentioned analysis, the Selection Committee identified all three (3) vendors with technical scores exceeding 49 and worthy of consideration in the selection process. The table on the subsequent page outlines the Committee's technical scoring, each firm's base price proposal, corresponding price score and total score.

On April 23, 2015, the Department sent a Best and Final Offer (BAFO) request to Cubic requesting they review the following four items within their price proposal. Cubic's response was due on Friday, May 8, 2015.

- o Confirmation that Cash Payment and Reload Card cost was included in the contract.
- o Re-evaluation and potential cost reduction for BOS Design, Development, & Implementation which was the highest among all vendors.
- o Re-evaluation and potential cost reduction for Operational costs associated with Post-paid accounts (invoice/violation license plate processing) which were highest among all vendors.
- Consideration to increase based fixed monthly cost from 350,000 accounts to 400,000 accounts while maintaining Cubic's original proposed fixed and variable costs for Pre-Paid IAG Account Maintenance.

Cubic returned their BAFO on Thursday, May 7, 2015. On Tuesday, May 19, 2015 the Department sent a follow up memo requesting a change in their BAFO's database system from Postgue SQL to Oracle and asked Cubic to make any necessary changes to their May 7th, BAFO. Cubic returned their final BAFO on Wednesday, May 20, 2015 with a change in the database system to Oracle and reduction in their overall Deployment and Operational Costs of \$3,299,842 from \$45,499,982 to \$42,200,140. The following table outlines the revise pricing based on Cubic's BAFO and also includes the "Pass Through" costs included in all the proposals. Per the RFP, Pass Through costs were not part of the Selection Committee's scoring. Pass through costs consist of Telephone fees, Cash Payment Network Fees, Credit Card fees, Postage fees, and other Communication fees.

Vendor	Tech. Score	Cost Score	Total Score	Deployment/ Implementation Price	Operations Price	Total Price for Deployment/ Implementation & Operations Cost	Pass Through Cost	Contract Total Price
Cubic	60.3	20.5	80.8	\$9,500,000 (BAFO)	\$32,700,140 (BAFO)	\$42,200,140 (BAFO)	9,689,584	\$51,889,724 (BAFO)
Egis	61.6	19.1	80.7	\$8,821,290	\$43,247,277	\$52,068,567	5,641,990	\$57,710,557
Xerox	50.4	29.7	80.1	\$4,406,071	\$34,183,839	\$38,589,910	9,754,622	\$48,344,532

Cubic's response to the four items noted in the BAFO resulted in a favorable reduction in the overall cost as described below:

- Cubic concurred that their price proposal included all design, development, testing and implementation of the Cash Payment Network and Reload Card. They will be utilizing InComm, who is presently operating in the E-ZPass Group.
- Cubic reduced the BOS Design, Development, & Implementation cost by \$2,500,111 from \$9,198,549 to \$6,698,438.
- Cubic reduced their price for the fixed and variable unit costs under the Post-paid accounts (invoice/violation license plate processing). This resulted in a reduction of the total cost over the 58-month maintenance period of \$1,859,958 from \$12,808,777 to \$10,948,819.

• Cubic also increased the account limit for the Pre-Paid E-ZPass Account Maintenance from 350,000 to 400,000 which results in a reduction in average cost per account over the 5-year term of Operations and Maintenance of approximately 5% per account.

Overall the Cubic system is highly configurable and adaptable, which will reduce the potential for change orders over the course of the contract term. This will allow the Bureau of Turnpikes to be more adaptive to future changes such as new interfaces and to support national tolling interoperability, other state DMV's for address lookup, violation processing reciprocity and DMV Holds. The Cubic system provides for strong financial controls allowing for the tracking, reconciliation and reporting of the financial history of transactions, particularly unpaid transactions. It will also provide Bureau of Turnpikes' Finance Section with a general ledger as well as the ability to interface with the Department's Financial System (Lawson) in an automated fashion. The Cubic system is user friendly for various users of the BOS system to address customer service matters, financials, reconciliation of files, alerts to the customer service representatives, as well as includes ad-hoc reporting queries utilizing user friendly 'drag and drop' type functions. Additional benefits include the ability for full system access to be achieved via a single interface using a web browser.

Cubic has sub-contracted with AECOM to operate the CSC, which will be located in Concord and will provide the creation of over 50 jobs in New Hampshire, including enhanced staffing at the Walk-in-Centers. Cubic will also provide a significant level of management staff locally, including the Project Manager, Operations Manager and Finance Manager all residing in New Hampshire with 100% time commitment to the project. AECOM has over 20 years of tolling experience in the customer service business including E-ZPass transaction processing, video billing, invoice/violation processing, DMV Hold, mailroom, and lockbox.

Based on the scoring and the above information, the Department requests approval to enter into a contact with Cubic Transportation System Inc. for an approximate 6-year term ending on June 30, 2021 with the option at the sole discretion of the State to extend for up to three 3-year terms up to but not beyond June 30, 2030.

This Contract has been approved by the Attorney General as to form and execution. The Department has verified that the necessary funds are available. Copies of the fully executed contract are on file at the Secretary of State's Office and the Department of Administrative Services, and subsequent to Governor and Council approval will be on file at the Department of Transportation.

It is respectfully requested that this resolution be approved.

Sincerely,

William Cass, P.E. Assistant Commissioner

Attachment: Proposal Scoring summary

cc:

C. Waszczuk

B. Janelle

J. Corcoran

Back Office Systems to Support Electronic Tolling, Video Tolling and Violation Processing-RFP 2015-068 PROPOSAL SCORING SUMMARY

Scoring Category	Maximum Points		Cubic	Egis	Xerox
TECHNICAL PROPOSAL	70				
Proposed Back Office System Design and Technical Solution	20		17.9	18.3	14.3
Back Office Service and Operations Approach	15		13.4	13.3	11.0
Firms Qualifications, Project Team, Capabilities and	20		16.3	15.9	14.4
Implementation, Transition and Delivery Approach	15		12.7	14.1	10.8
Minimum Technical Points Required	49		60.3	61.6	50.4
PRICE PROPOSAL POTENTIAL MAXIMUM POINTS	30				200000
Deployment/Implementation Costs	15	\$12	12,000,111.00	\$8,821,290.34	\$4,406,070.62
Operations	15	\$33	,499,870.84	\$33,499,870.84 \$43,247,277.01 \$34,183,839.54	\$34,183,839.54
Total Cost		\$45	,499,981.84	\$45,499,981.84 \$52,068,567.35 \$38,589,910.16	\$38,589,910.16
Total Points	100		80.76	80.69	80.12
			20.5	19.1	29.7

Per the RFP the Price proposal is not open if the Technical scoring is below the minimum

STATE OF NEW HAMPSHIRE

DEPARTMENT OF INFORMATION TECHNOLOGY

27 Hazen Dr., Concord, NH 03301 Fax: 603-271-1516 TDD Access: 1-800-735-2964 www.nh.gov/doit

Denis Goulet Commissioner

July 16, 2015

Bill Janelle
Director of Operations
Department of Transportation
State of New Hampshire
John O. Morton Bldg., 7 Hazen Drive
Concord, NH 03302-0483

Dear Director Janelle:

This letter represents formal notification that the Department of Information Technology (DoIT) has approved your agency's request to contract with Cubic Transportation Systems, Inc. (Cubic) as described below and referenced as DoIT No. 2015-068.

The purpose of this contract is for Cubic to design, develop and operate a system to manage the NH E-ZPass accounts. This includes fund management and reconciliation of all toll revenues collected, reciprocity with other E-ZPass agencies, invoicing and violation processing, transponder sale and management, walk in centers, call center and website management. The total contract value is \$51,889,724.83 and the contract end date is June 30, 2021 with options to renew through June 30, 2030, upon Governor and Executive Council approval.

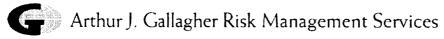
Please inform this department of upcoming events associated with processing this RFP so that we may stay involved.

Mes

Denis Goulet

DG/dcp DOT 2015-068

cc: Gail Hambleton Charles Burns



Arthur J. Gallagher & Co. Insurance Brokers of California, Inc.

August 4, 2015

RE: State of New Hampshire Department of Transportation

Contract RFP: 2015-068

Liability Limits

To Whom It May Concern:

In reference to the Certificate of Liability Insurance issued by Arthur J. Gallagher & Co. dated July 28th, 2015, this letter will serve as confirmation that Cubic Corporation's total liability insurance limit is equal to \$2,000,000. Cubic's general liability policy (underwritten by CNA) is scheduled on the umbrella policy (also underwritten by CNA) with the umbrella policy providing \$1,000,000 in limits excess of the primary \$1,000,000.

Sincerely,

Tony Kallal

Area Executive Vice President Global Risk Management

Tom Kallel

Western Region



CERTIFICATE OF LIABILITY INSURANCE

DATE (MM/DD/YYYY) 09/23/2015

THIS CERTIFICATE IS ISSUED AS A MATTER OF INFORMATION ONLY AND CONFERS NO RIGHTS UPON THE CERTIFICATE HOLDER. THIS CERTIFICATE DOES NOT AFFIRMATIVELY OR NEGATIVELY AMEND, EXTEND OR ALTER THE COVERAGE AFFORDED BY THE POLICIES BELOW. THIS CERTIFICATE OF INSURANCE DOES NOT CONSTITUTE A CONTRACT BETWEEN THE ISSUING INSURER(S), AUTHORIZED REPRESENTATIVE OR PRODUCER, AND THE CERTIFICATE HOLDER.

IMPORTANT: If the certificate holder is an ADDITIONAL INSURED, the policy(ies) must be endorsed. If SUBROGATION IS WAIVED, subject to the terms and conditions of the policy, certain policies may require an endorsement. A statement on this certificate does not confer rights to the certificate holder in lieu of such endorsement(s).

PRODUCER	CONTACT NAME: Global Risk Management					
Arthur J. Gallagher & Co.	PHONE (A/C, No, Ext): 818-539-2300 (A	X /C, No): 818-539-1801				
Insurance Brokers of California, Inc., License# 0726293 505 North Brand Blvd, Suite 600	E-MAIL ADDRESS: grm_certificates@ajg.com					
Glendale, CA 91203-3944	INSURER(S) AFFORDING COVERAGE	NAIC #				
	INSURER A: Continental Casualty Co	20443				
INSURED	INSURER B: Transportation Ins Co INSURER C: American Cas Co of Reading PA					
Cubic Transportation Systems, Inc.						
	INSURER D: Zurich Amer Ins Co					
5650 Kearny Mesa Road	INSURER E:					
San Diego, CA 92111	INSURER F:					

COVERAGES CERTIFICATE NUMBER: REVISION NUMBER:

THIS IS TO CERTIFY THAT THE POLICIES OF INSURANCE LISTED BELOW HAVE BEEN ISSUED TO THE INSURED NAMED ABOVE FOR THE POLICY PERIOD INDICATED. NOTWITHSTANDING ANY REQUIREMENT, TERM OR CONDITION OF ANY CONTRACT OR OTHER DOCUMENT WITH RESPECT TO WHICH THIS CERTIFICATE MAY BE ISSUED OR MAY PERTAIN, THE INSURANCE AFFORDED BY THE POLICIES DESCRIBED HEREIN IS SUBJECT TO ALL THE TERMS, EXCLUSIONS AND CONDITIONS OF SUCH POLICIES. LIMITS SHOWN MAY HAVE BEEN REDUCED BY PAID CLAIMS.

INSR LTR		TYPE OF INSURANCE	ADDL	SUBR	POLICY NUMBER	POLICY EFF (MM/DD/YYYY)	POLICY EXP (MM/DD/YYYY)	LIMITS	3
A	Х	COMMERCIAL GENERAL LIABILITY	INSD	1	4014105357	10/01/15	10/01/16	EACH OCCURRENCE	\$ 1,000,000
		CLAIMS-MADE X OCCUR						DAMAGE TO RENTED PREMISES (Ea occurrence)	s 1,000,000
								MED EXP (Any one person)	\$ Excluded
ł								PERSONAL & ADV INJURY	\$ 1,000,000
	GEN	L'L AGGREGATE LIMIT APPLIES PER:						GENERAL AGGREGATE	\$ 3,000,000
	X	POLICY PRO- JECT LOC						PRODUCTS - COMP/OP AGG	\$ 3,000,000
		OTHER:							\$
	AUT	OMOBILE LIABILITY						COMBINED SINGLE LIMIT (Ea accident)	S
		ANY AUTO						BODILY INJURY (Per person)	\$
		ALL OWNED SCHEDULED AUTOS							\$
		HIRED AUTOS NON-OWNED AUTOS						PROPERTY DAMAGE (Per accident)	\$
									\$
Α	Х	UMBRELLA LIAB X OCCUR			5094621644	10/01/15	10/01/16	EACH OCCURRENCE	\$ 1,000,000
l		EXCESS LIAB CLAIMS-MADE						AGGREGATE	\$ 1,000,000
		DED RETENTION \$							\$
В		RKERS COMPENSATION EMPLOYERS' LIABILITY			4014105259 (AZ, OR, WI)	10/01/15	10/01/16	X PER OTH-	
С	ANY	PROPRIETOR/PARTNER/EXECUTIVE 1	N/A		4014105214 (AOS)	10/01/15	10/01/16	E.L. EACH ACCIDENT	\$ 1,000,000
c	(Mar	idatory in NH)			, , , ,			E.L. DISEASE - EA EMPLOYEE	\$ 1,000,000
Ĺ	If yes	s, describe under CRIPTION OF OPERATIONS below			4014105178 (CA)	10/01/15	10/01/16	E.L. DISEASE - POLICY LIMIT	\$ 1,000,000
D	Pro	perty - See Below			PPR9137919-09	06/01/15	06/01/16	Real & Pers Prop	See Below
	Spe	ecial Form						Deductible	25,000
	Re	placement Cost							

DESCRIPTION OF OPERATIONS / LOCATIONS / VEHICLES (ACORD 101, Additional Remarks Schedule, may be attached if more space is required)

Property Limit: \$1,000,000 RE: Contract RFP 2015-068

CERTIFICATE HOLDER

Evidence of Insurance with respects to operations of the Named Insured.

Insurance carrier shall endeavor to provide the State of New Hampshire Department of Transportation, Bureau of Turnpikes no less than thirty (30) days prior written notice of cancellation of the policy by the issuer, except for cancellation due to the non-payment of premium.

CERTIFICATE HOLDER	CANCELLATION
State of New Hampshire Department of Transportation, Bureau of Turnpikes Attn: William Cass, Ass't. Commissioner P.O. Box 2950	SHOULD ANY OF THE ABOVE DESCRIBED POLICIES BE CANCELLED BEFORE THE EXPIRATION DATE THEREOF, NOTICE WILL BE DELIVERED IN ACCORDANCE WITH THE POLICY PROVISIONS.
Concord, NH 03302-2950	AUTHORIZED REPRESENTATIVE W Lugible

CANCELLATION